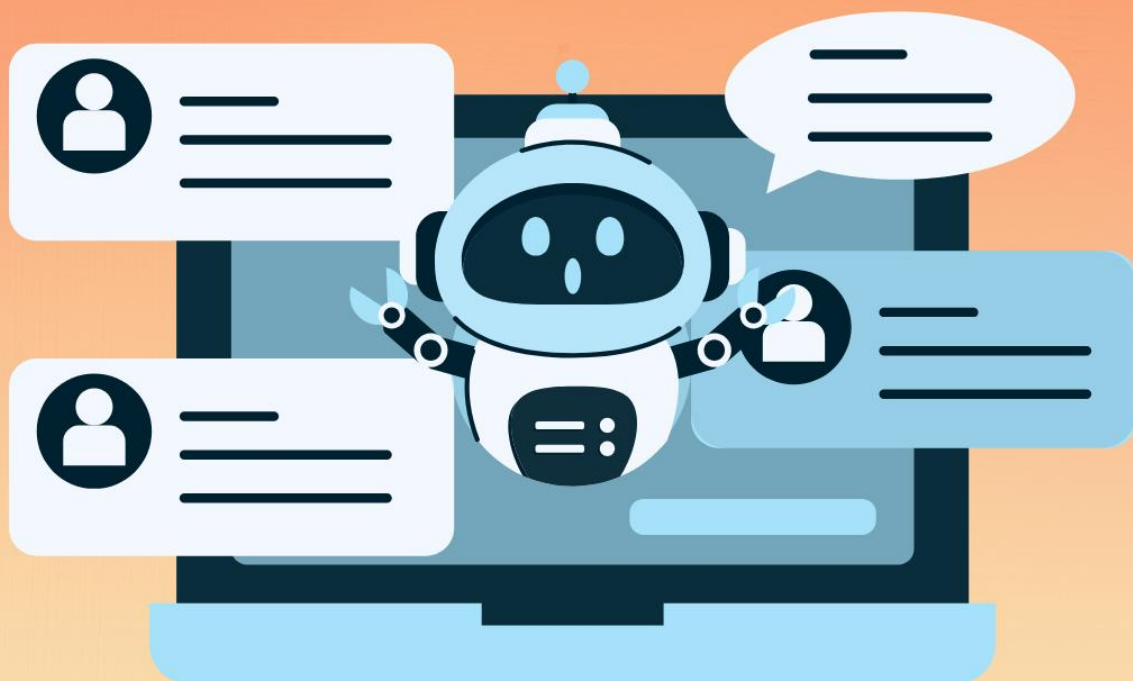


Industry-specific Chatbot Templates



Industry-specific customer service chatbot templates

SaaS

Subscription usage limit template

Are you seeing a plan or usage limit message?

Please share:

- Workspace or account name: **[Workspace name]**
- The message you're seeing: **[Message]**
- What you were trying to do: **[Action]**

I'll explain what the message means and what you can do next.

Feature request submission template

Thanks for sharing your idea! We'd love to hear it.

Please tell us:

- What feature would you like to see? **[Feature]**
- What problem would it solve for you? **[Reason]**
- How important is it? **[Nice to have / Important / Critical]**

We'll share your request with our product team and let you know if we need any additional information.

E-commerce

Missing item or incomplete order template

I'm sorry something is missing from your order.

Please share:

- Order number: **[Order #]**
- Missing item(s): **[Item name]**
- Photo of the items you received (optional): **[Upload]**

We'll review the details and work to resolve the issue as quickly as possible.

Address change before shipment template

Need to change your shipping address? I will check if we can still update it before dispatch.

Please provide:

- Order number: **[Order #]**
- Correct shipping address: **[New address]**
- Phone number for delivery (optional): **[Phone]**

If the order has already shipped, I will share the best available options.

Healthcare

Prescription refill assistance

I can help route this request to the appropriate team.

What do you need help with?

- Prescription refill request
- Change pharmacy
- Check refill status

Please provide:

- Patient name:
- Date of birth: **[DOB]**
- Pharmacy name and location:

Please do not share medical details here.

If this is urgent or an emergency, contact local emergency services right away.

Patient portal access help template

Having trouble accessing the patient portal?

Choose one:

- Password reset
- Verification code issue
- Account not found

To help, please share:

- Email or phone number on file: **[Email/Phone]**
- What you are seeing (error message, if any): **[Error]**

For your privacy, do not share medical information in chat.

Finance

Verification code issues template

Not receiving your verification code? I can help.

Which method are you using:

- SMS
- Email
- Authenticator app

Please confirm:

- The last 2 digits of the phone number on file (if SMS): **[XX]**
- Approximate time you tried to log in (include time zone): **[Time]**
- Any message you saw on screen (copy/paste): **[Message]**

For security, do not share passwords, full account numbers, or PINs here.

Unauthorized or suspicious charge template

I'm sorry you've noticed a charge that doesn't look right, let's check this together.

To help us review it, please share:

- Account email: **[Email address]**
- Date of the charge: **[Date]**
- Amount charged: **[Amount]**
- What looks unusual: **[Describe the issue]**

If you can, please also let us know:

- I don't recognize this charge
- I was charged the wrong amount
- I was charged more than once

Once we have these details, we'll review the transaction and guide you on the next steps as quickly as possible.

Human Resource

Leave request template

I can help you submit a leave request.

Please provide:

- Leave type: **[Vacation/Sick/Parental/Other]**
- Start date: **[Date]**
- End date: **[Date]**
- Reason (optional): **[Reason]**

We'll send your request to the HR team for review and notify you once it's been processed.

Employee onboarding template

Welcome! I can help you get started.

What do you need help with?

- New hire checklist
- Required documents
- IT setup
- Benefits information

I'll share the right resources and next steps.

Telecom

eSIM/SIM activation template

Activating a SIM/eSIM? I can help.

Please provide:

- Device model: **[Model]**
- OS version: **[iOS/Android version]**
- Are you transferring an existing number or starting new service? **[Transfer/New]**
- Any activation error message (copy/paste): **[Error]**

If you're transferring a number, share your preferred transfer time window (optional): **[Time]**

Data speed issue template

Seeing slow speeds after heavy usage? I can check your usage status.

Please provide:

- Plan name (if known): **[Plan]**
- Current billing cycle start date (or cycle date range): **[Date range]**
- Your general location (ZIP/postal code): **[ZIP]**

Once I have that, I'll explain what's happening (usage status or network conditions) and what you can do next.

Internal IT / Help Desk

Employee onboarding request template

I can help set up access for a new team member.

Please share the following details:

- Employee name: **[Name]**
- Role or job title: **[Role]**
- Start date: **[Date]**
- Required tools or access: **[Apps/Systems]**
- Manager/team: **[Team/Manager name]**

If there's anything specific this person needs on day one, please include that as well.

Once we have these details, we'll start the setup and confirm when everything is ready.

VPN connection issue template

I can help you with your VPN connection issue.

Please share the following details:

- Device type: **[Laptop/Desktop/Mobile]**
- Operating system: **[Windows/macOS/Linux]**
- Network you're using: **[Office/Home/Public Wi-Fi]**
- What happens when you try to connect: **[Describe the issue]**
- Error message (if any): **[Error message]**

If possible, let us know when the issue started. Once we have these details, we'll review the problem and guide you on the next steps.
