

EasyMy Learning Pvt. Ltd.

Prompt Book 11: Customer Support & Service Ops

Deliver faster, smarter, and empathetic customer experiences using AI-crafted prompts.

Empowering support teams with intelligent communication by EasyMy Learning Pvt. Ltd.

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Helpdesk FAQ creation

1. Prompt 1 — E-commerce Return & Refund FAQ

E-commerce Return & Refund FAQ Backstory: A 27-year-old operations manager at a Delhi-based online fashion store is struggling with repetitive queries about returns and refunds. Customers often get frustrated because they can't find clear answers on the website, leading to unnecessary calls to customer care. She wants a comprehensive FAQ page that explains timelines, conditions, and refund modes in plain English and Hindi. Goal: **Create** a customer-friendly FAQ for returns and refunds. Prompt: "**You are** an e-commerce helpdesk content specialist. **Create** a bilingual (English + Hindi) FAQ section for returns and refunds. **Include**: Return eligibility criteria Step-by-step return request process Refund timeline and mode of refund Common exceptions (e.g., clearance items) Inputs Required: Return policy document Refund timelines List of exceptions or special cases Preferred tone (formal, casual, etc.)



2. Prompt 2 — Bank Loan Application FAQ

Bank Loan Application FAQ Backstory: A 32-year-old relationship manager in a private bank in Mumbai wants to reduce branch traffic caused by basic queries about personal loans. She needs a concise yet thorough FAQ section on the bank's app and website that covers everything from eligibility and documents to EMI calculation. Goal: Develop an FAQ section for personal loan applications. Prompt: "**You are** a banking content writer. **Prepare** a clear FAQ for personal loan applicants. Cover: Eligibility requirements Required documents Loan approval timelines EMI calculation and repayment terms" Inputs Required: Bank's personal loan product details Documentation checklist Processing fee and interest rate table



3. Prompt 3 — Tech Product Troubleshooting FAQ

Tech Product Troubleshooting FAQ Backstory: A 25-year-old customer success executive at a Noida-based electronics company keeps getting the same calls from customers facing Wi-Fi connectivity issues with their smart home device. She wants an FAQ that includes easy-to-follow troubleshooting steps with images or short videos. Goal: Build a self-service troubleshooting FAQ for Wi-Fi issues. Prompt: "**You are** a tech support content creator. Write a troubleshooting FAQ for smart home device Wi-Fi issues. **Include**: Common causes of connection failure Step-by-step reset and reconnection guide Links to video tutorials Contact escalation process if problem persists" Inputs Required: Technical troubleshooting steps from engineering team User manual Photo or video assets for visual guides



4. Prompt 4 — Healthcare Appointment FAQ

Healthcare Appointment FAQ Backstory: A 30-year-old administrator at a private hospital in Pune is facing patient frustration due to confusion over appointment booking, cancellations, and telemedicine procedures. She wants an FAQ that answers these questions clearly for both in-person and online consultations. Goal: **Create** a patient-friendly appointment and telemedicine FAQ. Prompt: "**You are** a healthcare communications writer. Develop an FAQ covering: How to book in-person and online appointments Cancellation and rescheduling policy Telemedicine technology requirements Payment methods accepted" Inputs Required: Hospital's booking process

5. Prompt 5 — Travel Agency Visa FAQ

Travel Agency Visa FAQ Backstory: A 28-year-old travel consultant in Gurgaon handles international tour bookings but spends hours answering basic visa-related questions. She needs a destination-wise visa FAQ that travelers can read before calling the agency. Goal: **Prepare** a country-specific visa FAQ for travelers. Prompt: "**You are** a travel operations specialist. **Create** a visa FAQ for top 10 travel destinations. For each destination, include: Visa type and validity Processing time Required documents Fees and payment methods" Inputs Required: Updated visa requirements for each country Processing time and fee data Any travel agency-specific guidelines

6. Prompt 6 — Food Delivery App Order Issue FAQ

Food Delivery App Order Issue FAQ Backstory: A 26-year-old support lead at a food delivery startup in Bengaluru is overwhelmed with calls about missing items, delayed orders, and refund eligibility. She needs an FAQ that customers can quickly refer to in the app before raising a ticket. Goal: **Create** an app-based FAQ for common order issues. Prompt: "**You are** a customer support content designer. **Create** a mobile-friendly FAQ that covers: What to do if an item is missing How to track a delayed order Refund/credit policy for order issues Contact process for urgent complaints" Inputs Required: Refund policy Order tracking flow Escalation process guidelines

7. Prompt 7 — Telecom Service Activation FAQ

Telecom Service Activation FAQ Backstory: A 31-year-old regional customer care manager at a telecom provider in Kolkata is struggling with repeated calls about SIM activation, porting, and eSIM setup. She wants an FAQ that answers these queries in plain, jargon-free language. Goal: Build a customer-friendly telecom service activation FAQ. Prompt: "**You are** a telecom helpdesk writer. **Prepare** an FAQ covering: New SIM activation process Number portability (MNP) steps eSIM activation Common errors and their solutions" Inputs Required: Telecom activation process docs Regulatory timelines for porting Error code list with fixes

8. Prompt 8 — Online Education Platform FAQ

Online Education Platform FAQ Backstory: A 29-year-old course coordinator at an edtech startup in Hyderabad finds that students often drop out because they can't find clear answers about course access, live class links, and recorded lectures. Goal: **Create** a comprehensive FAQ for online course access. Prompt: "**You are** an edtech support writer. Build an FAQ covering: Accessing course materials Live class link procedures Availability of recordings Troubleshooting login issues" Inputs Required: LMS platform guide Class schedule Support escalation contacts

9. Prompt 9 — Ride-Hailing Driver FAQ

Ride-Hailing Driver FAQ Backstory: A 33-year-old driver partner manager at a ride-hailing service in Delhi NCR is dealing with constant queries from new drivers about payouts, penalties, and customer ratings. Goal: **Create** a driver partner onboarding FAQ. Prompt: "**You are** a driver relations specialist. Build an FAQ for new drivers covering: How payouts are calculated Penalty conditions Understanding customer ratings Support contacts for disputes" Inputs Required: Payment structure document Penalty rules list Driver rating policy



10. Prompt 10 — Banking Credit Card FAQ

Banking Credit Card FAQ Backstory: A 28-year-old banking call center manager in Chennai is getting high call volumes for credit card activation, bill payment, and reward redemption queries. Goal: **Prepare** a credit card usage FAQ. Prompt: "**You are** a banking customer education writer. **Create** an FAQ covering: How to activate the card Payment methods and due dates Reward points earning and redemption Fraud prevention tips" Inputs Required: Card product features Payment gateway links Rewards catalog



11. Prompt 11 — Airline Check-in & Baggage FAQ

Airline Check-in & Baggage FAQ Backstory: A 30-year-old customer service officer at a domestic airline in India wants to reduce check-in counter congestion by giving passengers an online FAQ about baggage allowances, check-in times, and prohibited items. Goal: **Create** a passenger-friendly check-in FAQ. Prompt: "**You are** an airline support content writer. Develop an FAQ covering: Cabin and check-in baggage limits Check-in and boarding timelines Prohibited items list Online check-in process" Inputs Required: Airline baggage policy Security rules Boarding process guide



12. Prompt 12 — Insurance Claim FAQ

Insurance Claim FAQ Backstory: A 32-year-old claims manager at a general insurance company in Pune is dealing with repeated policyholder queries about the claim filing process and required documents. Goal: Develop a claim filing FAQ. Prompt: "**You are** an insurance helpdesk writer. **Create** an FAQ covering: Claim eligibility and coverage limits Required documents Claim submission steps Claim status tracking" Inputs Required: Policy T&Cs Document checklist Claim tracking process



13. Prompt 13 — Gym Membership FAQ

Gym Membership FAQ Backstory: A 25-year-old front desk manager at a fitness chain in Noida is constantly asked about membership freeze policies, class bookings, and locker usage. Goal: **Create** a gym membership FAQ. Prompt: "**You are** a fitness center operations writer. **Create** an FAQ covering: Membership plans and renewals Freeze/suspension policies Class booking rules Locker use and safety" Inputs Required: Membership T&Cs Class schedule Locker policy



14. Prompt 14 — NGO Volunteer FAQ

NGO Volunteer FAQ Backstory: A 27-year-old volunteer coordinator at an NGO in Jaipur is tired of repeating onboarding steps to new volunteers. Goal: **Create** a volunteer onboarding FAQ. Prompt: "You are a nonprofit support writer. **Prepare** an FAQ covering: Volunteer eligibility and roles Registration process Activity schedules Reimbursement policy (if any)" Inputs Required: Volunteer policy Activity calendar Registration forms

15. Prompt 15 — OTT Subscription FAQ

OTT Subscription FAQ Backstory: A 26-year-old customer support lead at a streaming service in Mumbai is facing ticket overload from users about subscription plans, renewal, and download limits. Goal: **Create** an OTT subscription FAQ. Prompt: "You are an OTT helpdesk content creator. **Create** an FAQ covering: Subscription plans and pricing Renewal and cancellation Download limits and offline viewing Troubleshooting playback issues" Inputs Required: Plan details Renewal policies

16. Prompt 16 — Government Service Portal FAQ

Government Service Portal FAQ Backstory: A 31-year-old IT officer in a state e-governance department in Lucknow is tasked with reducing citizen complaints about logging into the government services portal. Goal: **Create** a citizen-friendly FAQ for portal access. Prompt: "You are an e-governance communication officer. Build an FAQ covering: How to create an account Password reset process Common errors and fixes Contact support details" Inputs Required: Portal user manual Support contacts Error code explanations

17. Prompt 17 — Event Ticket Booking FAQ

Event Ticket Booking FAQ Backstory: A 29-year-old event manager in Hyderabad is managing a music festival and getting too many repetitive calls about ticket booking, QR codes, and seating arrangements. Goal: **Create** an event ticketing FAQ. Prompt: "You are an event customer service writer. Build an FAQ covering: Online booking process E-ticket/QR code access Seating chart and upgrades Refund policy" Inputs Required: Ticketing platform guide Seating map Refund policy

18. Prompt 18 — College Admission FAQ

College Admission FAQ Backstory: A 33-year-old admissions officer at a Delhi university faces endless calls from parents and students about eligibility, application timelines, and document submission. Goal: **Create** an admission FAQ. Prompt: "You are a higher education communications officer. **Create** an FAQ covering: Eligibility criteria Application process Document submission Fee payment methods" Inputs Required: Admission policy Calendar of deadlines Fee structure

19. Prompt 19 — Real Estate Buyer FAQ

Real Estate Buyer FAQ Backstory: A 32-year-old sales manager at a property firm in Gurgaon is flooded with calls about payment plans, possession timelines, and legal clearances. Goal: **Create** a property purchase FAQ. Prompt: "**You are** a real estate support writer. Develop an FAQ covering: Payment schedule Possession dates Legal documents provided Loan assistance details" Inputs Required: Payment plan Project timeline Legal clearance list

20. Prompt 20 — Courier Tracking FAQ

Courier Tracking FAQ Backstory: A 25-year-old customer care agent at a logistics company in Indore is constantly asked about shipment delays and tracking updates. Goal: **Create** a shipment tracking FAQ. Prompt: "**You are** a logistics support content writer. **Create** an FAQ covering: How to track a shipment Common reasons for delay Delivery attempt policies Contact escalation process" Inputs Required: Tracking process flow Delay reason codes Escalation SOP

21. Prompt 21 — Corporate IT Helpdesk FAQ

Corporate IT Helpdesk FAQ Backstory: A 30-year-old IT manager in a Gurugram-based MNC is tasked with reducing employee tickets for password resets, VPN access, and printer issues. Goal: **Create** an IT helpdesk FAQ for employees. Prompt: "**You are** a corporate IT support writer. Build an FAQ covering: Password reset VPN setup and access Printer troubleshooting IT asset request process" Inputs Required: IT policies Setup guides Troubleshooting flowcharts

22. Prompt 22 — Hospital Insurance Tie-Up FAQ

Hospital Insurance Tie-Up FAQ Backstory: A 34-year-old patient services head at a multispeciality hospital in Chennai needs an FAQ to answer patient queries about cashless treatment and insurance tie-ups. Goal: **Create** a hospital insurance FAQ. Prompt: "**You are** a healthcare insurance liaison. **Create** an FAQ covering: List of insurance partners Cashless claim process Documents required Reimbursement timelines" Inputs Required: Insurance partner list Claim forms Process timelines

23. Prompt 23 — SaaS Software Pricing FAQ

SaaS Software Pricing FAQ Backstory: A 29-year-old sales engineer at a SaaS startup in Pune is facing repetitive questions about subscription tiers, free trials, and add-on costs. Goal: **Create** a SaaS pricing FAQ. Prompt: "**You are** a SaaS product support writer. Develop an FAQ covering: Pricing tiers and inclusions Free trial terms **Add-on** features and costs Upgrade/downgrade process" Inputs Required: Pricing sheet Feature list Trial policy

24. Prompt 24 — Hotel Booking FAQ

Hotel Booking FAQ Backstory: A 28-year-old reservations manager at a resort in Goa is getting repetitive queries about cancellation policies, room upgrades, and check-in timings. Goal: **Create** a hotel booking FAQ. Prompt: "**You are** a hospitality communications specialist. **Create** an FAQ

covering: Booking process Cancellation policy Upgrade options Check-in/check-out timings" Inputs Required: Hotel policies Room upgrade list Booking system guide

25. Prompt 25 — Digital Wallet FAQ

Digital Wallet FAQ Backstory: A 26-year-old support executive at a fintech app in Mumbai gets constant calls about wallet loading, UPI limits, and failed transaction refunds. Goal: **Create** a digital wallet FAQ. Prompt: "**You are** a fintech support writer. Build an FAQ covering: Adding money to wallet UPI transaction limits Refund timelines for failed transactions Account security tips" Inputs Required: Wallet policy document RBI guidelines on UPI limits Refund SLA

Complaint resolution templates

26. Prompt 1 — E-commerce Damaged Product Complaint Resolution

E-commerce Damaged Product Complaint Resolution Backstory: A 29-year-old complaint manager at a Bangalore-based e-commerce platform deals with daily customer grievances about damaged products. Customers often feel unheard because responses sound generic. She wants a personalized, empathetic, and solution-oriented template that acknowledges the issue, explains next steps, and offers clear resolution timelines. Goal: **Create** a customer-first damaged product complaint resolution template. Prompt: "**You are** a customer experience copywriter. Draft a damaged product complaint resolution email template for e-commerce. **Include:** Warm acknowledgement of inconvenience Specific steps for return/replacement Expected timelines for resolution Compensation or goodwill gesture if applicable" Inputs Required: Return/replacement policy Resolution timelines Brand tone (formal, empathetic, friendly) Compensation guidelines

27. Prompt 2 — Banking Fraud Dispute Resolution

Banking Fraud Dispute Resolution Backstory: A 34-year-old branch operations head at a private bank in Chennai needs a template to address fraud-related complaints. Customers are often stressed and worried about losing money, so communication must be clear, calming, and reassuring, while also meeting compliance standards. Goal: Develop a banking fraud complaint resolution template. Prompt: "**You are** a financial compliance communications expert. Write a customer letter/email template for resolving fraud transaction disputes. **Include:** Immediate acknowledgement and empathy Assurance of investigation and security steps taken Expected investigation timeline Contact information for real-time updates" Inputs Required: Fraud investigation process details Regulatory disclosure requirements Contact points for customer follow-up

28. Prompt 3 — Telecom Network Issue Complaint Resolution

Telecom Network Issue Complaint Resolution Backstory: A 26-year-old customer care lead at a telecom company in Hyderabad is overwhelmed with repetitive complaints about poor network connectivity in certain regions. She wants a template that not only acknowledges the complaint but also gives transparent updates on network maintenance and improvement plans. Goal: **Create** a

network issue complaint resolution template. Prompt: "**You are** a telecom customer relations content creator. Draft a complaint resolution message for poor network coverage. **Include:** Acknowledgement of inconvenience Root cause explanation (simple language) Estimated resolution date Temporary solutions or workarounds" Inputs Required: Network maintenance schedule Region-specific updates Alternative service solutions

29. Prompt 4 — Airline Flight Delay Compensation Response

Airline Flight Delay Compensation Response Backstory: A 31-year-old guest relations officer at a budget airline in Mumbai receives angry emails daily from passengers affected by delays. The airline needs a standardized yet personalized template to handle these complaints with empathy, transparency, and clear details on compensation or rebooking. Goal: Build a customer-centric flight delay complaint resolution template. Prompt: "**You are** an airline customer communication specialist. **Create** a flight delay complaint resolution template. **Include:** Empathetic apology Reason for delay (without technical jargon) Compensation/refund/rebooking options Next steps for passengers" Inputs Required: Airline compensation policy Common causes of delays Customer rebooking process

30. Prompt 5 — Restaurant Wrong Order Complaint Handling

Restaurant Wrong Order Complaint Handling Backstory: A 24-year-old outlet manager at a popular quick-service restaurant chain in Pune deals with daily wrong order complaints from online delivery apps. She wants a quick-response template that apologizes, fixes the issue, and turns the negative experience into a positive one for the customer. Goal: **Design** a wrong order complaint resolution template. Prompt: "**You are** a hospitality customer service expert. Write a wrong order complaint response template. **Include:** Immediate apology and empathy Steps to replace or refund Timeline for resolution Discount coupon or goodwill offer" Inputs Required: Replacement/refund process Discount policy Brand tone guidelines

31. Prompt 6 — Hospital Billing Error Complaint

Hospital Billing Error Complaint Backstory: In a large private hospital in Delhi, a 33-year-old patient relations executive often deals with tense situations when patients or their families discover unexpected charges on their medical bills. Many patients are already under emotional strain due to health concerns, so even a minor billing discrepancy feels like a major injustice. These disputes can quickly escalate to social media complaints or legal notices if not handled with utmost care. The hospital's reputation depends on ensuring that such issues are resolved with empathy, transparency, and urgency. Goal: **Create** a hospital billing error complaint resolution template that reassures patients, explains the correction process, and offers a clear resolution timeline. Prompt: "**You are** a healthcare communication expert. Write a hospital billing error resolution template that includes: A warm, empathetic opening acknowledging the distress Clear step-by-step explanation of how the bill will be reviewed and corrected Assurance that treatment will not be delayed due to the dispute Information on refund or adjustment timelines Contact details for follow-up" Inputs Required: Billing correction SOP Refund/adjustment policy Escalation contact details

32. Prompt 7 — Hotel Room Cleanliness Com

Hotel Room Cleanliness Complaint Backstory: A 28-year-old guest relations manager at a luxury Jaipur hotel faces a rare but high-impact problem: a guest checking into a room that hasn't met the highest cleanliness standards. In the luxury segment, even a speck of dust can damage brand reputation and lead to negative reviews. When such complaints arise, they must be addressed within minutes, not hours. The tone must convey sincerity, offer an immediate solution, and provide a gesture of goodwill to restore the guest's confidence. Goal: Develop a room cleanliness complaint resolution template that combines apology, action, and compensation in a premium hospitality tone. Prompt: "**You are** a hospitality service expert. Draft a complaint resolution email/message for hotel room cleanliness issues that includes: A personalised, sincere apology Assurance of immediate corrective steps (room change or deep cleaning) Service recovery offer (e.g., complimentary meal, discount, or spa service) Confirmation that housekeeping standards will be rechecked before guest re-entry" Inputs Required: Housekeeping emergency cleaning procedure Service recovery policy and budget Hotel brand voice guidelines



33. Prompt 8 — Online Course Content Error Complaint

Online Course Content Error Complaint Backstory: In a competitive edtech startup in Bangalore, a 27-year-old course manager receives a complaint from a student who found incorrect data in a lesson video. The student is preparing for a competitive exam and depends on accurate information to succeed. If not addressed quickly, such errors can erode trust across hundreds of learners. The resolution must show that the platform values student feedback, fixes errors fast, and rewards those who help maintain quality. Goal: **Create** a course content error complaint resolution template for an edtech platform. Prompt: "**You are** an edtech communications specialist. **Create** a complaint resolution template for course content errors that includes: Appreciation for pointing out the error Clear explanation of the correction process Estimated time for fix and updated release Any compensatory gesture (e.g., extended access or bonus content) Follow-up confirmation once fixed" Inputs Required: Content update workflow Fix turnaround time Compensation guidelines



34. Prompt 9 — Ride-Hailing Driver Misconduct Complaint

Ride-Hailing Driver Misconduct Complaint Backstory: At a ride-hailing company in Gurgaon, a 25-year-old safety operations executive receives a complaint from a passenger about aggressive driving and rude behavior from a driver. Such incidents not only risk passenger safety but also the company's public image if shared online. The complaint must be acknowledged within hours, with an assurance that the matter is taken seriously. Temporary actions such as driver suspension during investigation show commitment to safety. Goal: **Design** a driver misconduct complaint resolution template that prioritises passenger safety and transparency. Prompt: "**You are** a transportation safety communications officer. Write a resolution template for driver misconduct complaints that includes: Immediate acknowledgement and expression of concern Assurance of investigation and temporary preventive measures Clear explanation of how findings will be communicated Contact details for further assistance" Inputs Required: Investigation protocol Temporary action policies Passenger reassurance phrases



35. Prompt 10 — Gym Membership Overcharge Complaint

Gym Membership Overcharge Complaint Backstory: In a popular fitness chain in Noida, a 30-year-old branch manager deals with members who have been overcharged due to a software glitch in the automated payment system. While the error is unintentional, customers feel cheated when unexpected charges appear on their bank statement. The resolution must be fast, polite, and structured to both refund the amount and prevent future errors. Adding a goodwill gesture can help retain members. Goal: **Create** a gym membership overcharge complaint resolution template. Prompt: "**You are** a fitness industry service expert. Draft a resolution template for overcharged membership fees that includes: Polite acknowledgement of the issue Refund or reversal details with timelines Explanation of corrective action to prevent recurrence Optional goodwill bonus (e.g., free PT session, class voucher)" Inputs Required: Refund process details Payment system error report Goodwill offer policy



36. Prompt 11 — Airline Lost Baggage Complaint

Airline Lost Baggage Complaint Backstory: A 29-year-old ground services manager at a busy Mumbai airport faces an urgent complaint from a passenger who has just landed from Dubai and found their checked-in baggage missing. The passenger is visibly stressed, as the bag contains work documents and personal valuables. Lost baggage complaints are time-sensitive and emotionally charged, and a poor response can easily spiral into viral social media outrage. The template must convey urgency, accountability, and confidence in the resolution process. Goal: Develop a lost baggage complaint resolution template for airlines that restores passenger trust and outlines a clear recovery process. Prompt: "**You are** an airline customer service expert. **Create** a lost baggage resolution template that includes: Immediate acknowledgment of the inconvenience caused Explanation of the search and recovery process Estimated timeframe for updates Offer of interim support (e.g., emergency kit or expense reimbursement) Dedicated contact for follow-up" Inputs Required: Baggage tracking SOP Interim compensation policy Contact escalation list



37. Prompt 12 — E-commerce Late Delivery Complaint

E-commerce Late Delivery Complaint Backstory: At a fast-growing e-commerce company in Bangalore, a 26-year-old logistics coordinator handles complaints from customers who didn't receive their orders on the promised date. Delays often result from third-party courier issues, but customers blame the brand directly. With increased competition, even a 1–2 day delay can lead to order cancellations and loss of repeat business. A well-crafted resolution must be empathetic, transparent, and include a goodwill gesture to protect customer loyalty. Goal: **Create** a late delivery complaint resolution template for e-commerce businesses. Prompt: "**You are** an e-commerce customer care strategist. Draft a late delivery resolution template that includes: Polite acknowledgment of the delay and its impact Honest reason for the delay without shifting blame New estimated delivery date Optional goodwill offer (e.g., discount coupon, free shipping on next order)" Inputs Required: Delivery tracking data Refund/discount policy Brand tone guidelines



38. Prompt 13 — Bank Transaction Failure Complaint

Bank Transaction Failure Complaint Backstory: A 32-year-old relationship manager in a Delhi-based private bank gets an urgent complaint from a customer whose funds were debited but not credited to the intended account. The customer is anxious because the transaction amount is large and time-sensitive. Financial complaints demand swift acknowledgment, strict adherence to

compliance, and absolute clarity in communication to maintain trust. Goal: **Design** a transaction failure complaint resolution template for banking services. Prompt: "**You are** a financial services communication officer. **Create** a transaction failure resolution template that includes: Assurance that the matter is being prioritised Details on the investigation and expected resolution time Confirmation of customer rights and protection Contact point for updates" Inputs Required: Transaction dispute SOP Resolution timeframe commitments Banking compliance guidelines



39. Prompt 14 — Restaurant Food Quality Complaint

Restaurant Food Quality Complaint Backstory: In a premium restaurant in Pune, a 27-year-old guest relations manager receives a complaint about undercooked seafood. Food quality issues in high-end dining can damage the brand overnight, especially if the customer is an influential food blogger. The response must combine humility, swift action, and a strong assurance of food safety standards. Goal: Develop a food quality complaint resolution template for restaurants. Prompt: "**You are** a hospitality communication specialist. Draft a food quality complaint resolution template that includes: A heartfelt apology acknowledging the lapse Assurance of immediate kitchen investigation and retraining Offer to replace the dish or provide a complimentary alternative Follow-up invitation to return for a better experience" Inputs Required: Food safety SOP Service recovery offers Kitchen retraining plan



40. Prompt 15 — Subscription Service Auto-Renewal Complaint

Subscription Service Auto-Renewal Complaint Backstory: A 30-year-old customer support lead in a SaaS company in Hyderabad handles complaints from users charged automatically for a subscription they didn't intend to renew. Customers feel trapped when they miss the cancellation window, leading to frustration. The resolution must balance company policy with goodwill to maintain brand reputation and user retention. Goal: **Create** an auto-renewal complaint resolution template for subscription services. Prompt: "**You are** a SaaS customer experience expert. **Create** a resolution template for unintended auto-renewals that includes: Acknowledgment of the oversight and customer frustration Clear policy explanation without sounding defensive Refund or credit offer (where applicable) Instructions to manage or cancel future renewals" Inputs Required: Refund/credit policy Subscription management instructions Brand communication tone guide



41. Prompt 16 — Telecom Network Outage Complaint

Telecom Network Outage Complaint Backstory: A 31-year-old telecom customer service supervisor in Chennai receives an urgent complaint from a business owner whose internet and phone lines have been down for over 6 hours. The outage has disrupted point-of-sale transactions and caused customer losses. Network outage complaints are high-pressure, as customers expect not just speed but also clarity and accountability. The response must address both the technical and emotional aspects of the situation. Goal: **Create** a complaint resolution template for telecom network outages that balances transparency with reassurance. Prompt: "**You are** a telecom service resolution expert. Draft a network outage complaint response template that includes: Immediate acknowledgment of the impact on daily operations Clear update on outage cause (non-technical language) Estimated restoration time with regular update commitment Temporary alternatives or compensation offers" Inputs Required: Latest outage status report Restoration ETA Compensation policy



42. Prompt 17 — Hotel Overbooking Complaint

Hotel Overbooking Complaint Backstory: In a Goa beach resort, a 28-year-old reservations manager is faced with a complaint from a family whose prepaid booking was canceled last minute due to overbooking. They arrived late at night after a long journey, only to be told no rooms were available. Overbooking incidents cause deep emotional disappointment and can go viral if mishandled. The response must demonstrate genuine regret, quick recovery action, and a strong retention strategy. Goal: **Design** an overbooking complaint resolution template for hotels. Prompt: "**You are** a hospitality guest recovery specialist. **Create** a resolution template for overbooking cases that includes: Heartfelt apology acknowledging the inconvenience Immediate alternative arrangements (equal or upgraded accommodation) Transportation assistance to new location Complimentary services or future stay voucher" Inputs Required: Partner hotel list for rebooking Transport support contacts Compensation guidelines



43. Prompt 18 — Ride-Hailing Driver Misconduct Complaint

Ride-Hailing Driver Misconduct Complaint Backstory: A 26-year-old customer safety officer in a ride-hailing startup in Delhi receives a complaint about a driver behaving rudely and refusing to follow the GPS route. Such complaints are sensitive as they directly affect customer safety perception and app ratings. The resolution must show zero tolerance for misconduct while protecting due process for the driver. Goal: **Create** a driver misconduct complaint resolution template for ride-hailing services. Prompt: "**You are** a ride-hailing safety and compliance expert. Draft a misconduct complaint response template that includes: Immediate acknowledgment of the seriousness of the complaint Assurance of investigation and interim action Clear explanation of customer rights and support channels Commitment to follow-up with investigation outcome" Inputs Required: Driver conduct policy Investigation SOP Customer protection guidelines



44. Prompt 19 — Courier Package Damage Complaint

Courier Package Damage Complaint Backstory: A 29-year-old claims officer in a courier company in Ahmedabad deals with a complaint from a customer whose fragile ceramic vase arrived shattered. The sender is angry as the package was marked "Handle with Care." Damage complaints can trigger refund disputes, negative reviews, and insurance claims. The resolution must be empathetic, fast, and clearly outline the claims process. Goal: Develop a damaged package complaint resolution template for courier companies. Prompt: "**You are** a courier claims communication expert. **Create** a resolution template that includes: Sincere apology with acknowledgment of package type and value Step-by-step claims and compensation process Timeline for resolution Preventive measures explanation" Inputs Required: Damage claim form link Compensation limits Handling procedure guidelines



45. Prompt 20 — Streaming Service Content Removal Complaint

Streaming Service Content Removal Complaint Backstory: A 27-year-old content operations manager at a streaming platform faces a complaint from a user upset about their favorite TV series being removed suddenly. The customer had subscribed specifically for that series. Content removal

complaints involve high emotional investment and require careful brand tone management. Goal: **Create** a complaint resolution template for streaming platforms explaining content removal. Prompt: "You are a streaming service communication strategist. Draft a resolution template that includes: Understanding of the user's disappointment Transparent reason for removal (e.g., licensing, rights) Suggestions for similar shows or replacement content Special retention offer (discount, extended trial)" Inputs Required: Removal reason and date Alternative content list Retention policy



46. Prompt 21 — Online Course Access Issue Complaint

Online Course Access Issue Complaint Backstory: A 34-year-old support head at an EdTech company in Bengaluru gets a complaint from a student who paid for a premium course but cannot access it for two days. The student's exam is approaching, and the delay has caused high stress. The resolution must convey urgency, empathy, and provide an immediate workaround. Goal: Develop a course access issue complaint resolution template for EdTech platforms. Prompt: "You are an EdTech student success specialist. **Create** a resolution template that includes: Immediate apology with acknowledgment of course importance Emergency alternative access (e.g., PDF, video links) Assurance of priority resolution and timeline Additional learning support offer" Inputs Required: Access troubleshooting steps Course backup files Support escalation contacts



47. Prompt 22 — Event Ticket Refund Delay Complaint

Event Ticket Refund Delay Complaint Backstory: A 25-year-old ticketing platform support executive in Mumbai is dealing with a complaint from a customer who has been waiting over 15 days for an event refund. Refund delays quickly erode trust in ticketing services and can result in public complaints on social media. Goal: **Create** a complaint resolution template for delayed refunds in ticketing services. Prompt: "You are a ticketing platform customer experience manager. Draft a refund delay resolution template that includes: Polite acknowledgment of the delay and customer's expectation Confirmation of refund status and exact reason for delay Firm date for refund completion Offer of goodwill credit or voucher" Inputs Required: Refund processing time policy Current refund status data Credit/voucher policy



48. Prompt 23 — Medical Lab Test Report Delay Complaint

Medical Lab Test Report Delay Complaint Backstory: A 33-year-old operations manager at a pathology lab in Jaipur receives a complaint from a patient whose critical test results have been delayed, affecting their treatment schedule. Medical delays carry both health and emotional consequences, making swift communication essential. Goal: Develop a complaint resolution template for delayed lab test reports. Prompt: "You are a healthcare service quality expert. Draft a resolution template that includes: Empathetic acknowledgment of medical urgency Clear explanation of delay cause (e.g., equipment calibration) Exact delivery timeline for report Hotline number for urgent inquiries" Inputs Required: Lab delay SOP Test status data Urgent escalation contacts



49. Prompt 24 — Gym Membership Cancellation Refund Complaint

Gym Membership Cancellation Refund Complaint Backstory: A 28-year-old fitness center manager in Lucknow gets a complaint from a member whose cancellation refund has not been processed even after the promised 10 days. The customer feels misled and is threatening to post negative reviews. Goal: **Create** a complaint resolution template for delayed gym membership refunds. Prompt: "**You are** a fitness service operations manager. Draft a membership refund resolution template that includes: Apology with acknowledgment of refund policy timeline Reason for delay without defensiveness Updated completion date Retention incentive (free class or discount if they reconsider)" Inputs Required: Membership refund policy Current refund processing queue Retention offer options

50. Prompt 25 — Insurance Claim Rejection Complaint

Insurance Claim Rejection Complaint Backstory: A 35-year-old claims officer at an insurance company in Kolkata handles a complaint from a customer whose claim for hospitalization expenses was rejected. The customer is emotionally distressed and believes the rejection was unfair. Insurance complaints are highly sensitive, requiring precision, transparency, and empathy to avoid escalation to regulators. Goal: Develop a claim rejection complaint resolution template for insurance companies. Prompt: "**You are** an insurance communication expert. Draft a claim rejection resolution template that includes: Compassionate acknowledgment of the situation Detailed explanation of rejection reason referencing policy terms Options for appeal or resubmission Contact details for dedicated claims advisor" Inputs Required: Claim rejection reasons Policy terms reference Appeals process documentation

Multilingual customer scripts

51. Prompt 1 — Order Delay Notification – English & Hindi

Order Delay Notification – English & Hindi Backstory: An Indian e-commerce marketplace ships thousands of packages daily to Tier 1–3 cities. Customers speak both Hindi and English. Agents currently write order delay messages in free form, leading to inconsistent tone and missing key details. The company needs a bilingual template to maintain professionalism and trust while providing full delay details. Goal: **Create** a bilingual (English & Hindi) script for informing customers about shipment delays while keeping the tone apologetic yet confident. Prompt: "**You are** a customer communication specialist. **Create** a bilingual (English & Hindi) order delay notification script that includes: Standard greeting and name of the company Reason for delay (customizable section) New estimated delivery date Compensation or goodwill gesture (if applicable) Contact information for further queries Ensure professional tone and equal clarity in both languages." Inputs Required: Customer name Order ID Reason for delay New estimated delivery date Company's tone guide Compensation details (if any)

52. Prompt 2 — Service Appointment Confirmation – English & Tamil

Service Appointment Confirmation – English & Tamil Backstory: A home appliance repair service in Chennai deals with customers who are comfortable only in Tamil and others in English. Appointment confirmations vary in style, sometimes missing crucial time or location details, leading to cancellations. Goal: **Create** a bilingual (English & Tamil) appointment confirmation script that

ensures no detail is missed. Prompt: "**You are** a service operations communication expert. **Create** a bilingual (English & Tamil) appointment confirmation script that includes: Warm greeting and acknowledgment of the booking Date, time, and service type clearly mentioned Technician's name and contact details Reminder to keep the product accessible Contact information for rescheduling" Inputs Required: Customer name Appointment date & time Service type Technician details Contact number

53. Prompt 3 — Payment Reminder – English & Bengali

Payment Reminder – English & Bengali Backstory: A Kolkata-based insurance company needs a uniform way to remind customers about premium payments. Without a standardized bilingual script, reminders sound either too aggressive or too casual, affecting collections. Goal: **Create** a bilingual (English & Bengali) polite payment reminder that encourages timely action without sounding threatening. Prompt: "**You are** a financial customer care scriptwriter. **Create** a bilingual (English & Bengali) premium payment reminder script that includes: Greeting and customer name Amount due and due date Easy payment methods listed Polite urgency to pay before deadline Helpline number for assistance" Inputs Required: Customer name Policy details Payment amount Due date Payment methods

54. Prompt 4 — Refund Processing Update – English & Gujarati

Refund Processing Update – English & Gujarati Backstory: An Ahmedabad-based online retailer often gets queries about refunds. Current responses differ between agents, causing confusion about timelines and refund methods. A standardized bilingual message is required. Goal: **Create** a bilingual (English & Gujarati) refund update script that reassures customers and clearly outlines next steps. Prompt: "**You are** a customer retention specialist. **Create** a bilingual (English & Gujarati) refund update script that includes: Thank you for patience message Refund method and amount Expected timeline for credit Contact option for escalation" Inputs Required: Customer name Order ID Refund amount Expected credit date Refund method

55. Prompt 5 — Account Setup Instructions – English & Marathi

Account Setup Instructions – English & Marathi Backstory: A Pune-based fintech startup is onboarding thousands of first-time digital banking customers. Many speak Marathi as their first language. Without a bilingual guide, customers misunderstand setup steps and call support unnecessarily. Goal: **Create** a bilingual (English & Marathi) account setup script that is clear, concise, and culturally appropriate. Prompt: "**You are** a fintech onboarding communication specialist. **Create** a bilingual (English & Marathi) script for guiding customers through digital account setup, including: Warm welcome to the platform Step-by-step registration instructions How to set a secure password and enable OTP Where to get help if stuck" Inputs Required: Customer name Registration link/app name Support contact details Brand tone guide

56. Prompt 6 — Product Usage Guidance – English & Kannada

Product Usage Guidance – English & Kannada Backstory: A Bengaluru-based electronics company receives repeated "how to use" queries for their smart home devices. Customers speak both

English and Kannada. The lack of consistent instructions in both languages reduces product satisfaction. Goal: **Create** a bilingual (English & Kannada) product usage assistance script for customer service calls. Prompt: "**You are** a customer experience trainer. **Create** a bilingual (English & Kannada) product usage assistance script that includes: Friendly greeting and confirmation of product name/model Basic usage instructions in clear, jargon-free language Troubleshooting common beginner errors Offer for advanced tips or a PDF guide" Inputs Required: Product name & model Common usage issues Brand tone guide

57. Prompt 7 — Complaint Acknowledgment – English & Telugu

Complaint Acknowledgment – English & Telugu Backstory: A Hyderabad-based telecom company wants to ensure every complaint is acknowledged in both English and Telugu to build trust and prevent escalation. Currently, some agents skip important empathy phrases. Goal: **Create** a bilingual complaint acknowledgment script that reassures the customer their issue is being addressed. Prompt: "**You are** a customer complaint handling expert. **Create** a bilingual (English & Telugu) complaint acknowledgment script that includes: Warm and empathetic opening Confirmation of complaint details (summarized) Assurance of action and expected resolution time Contact method for updates" Inputs Required: Customer name Complaint ID Issue summary Resolution timeline

58. Prompt 8 — Renewal Reminder – English & Malayalam

Renewal Reminder – English & Malayalam Backstory: A Kochi-based gym wants to remind members about membership renewal. Members prefer communication in English or Malayalam. Without a standard script, tone varies from pushy to vague, affecting retention. Goal: **Create** a bilingual (English & Malayalam) polite membership renewal reminder. Prompt: "**You are** a customer retention specialist. **Create** a bilingual (English & Malayalam) script for membership renewal reminders, including: Greeting with customer name Expiry date of current membership Renewal benefits and offer details How to renew online or in person" Inputs Required: Customer name Membership expiry date Renewal offer details Payment methods

59. Prompt 9 — Delivery Confirmation – English & Punjabi

Delivery Confirmation – English & Punjabi Backstory: A Chandigarh-based organic food brand delivers across Punjab. Customers often call to ask if delivery has been completed. A standardized bilingual confirmation message would improve efficiency and trust. Goal: **Create** a bilingual delivery confirmation script that thanks customers and confirms order completion. Prompt: "**You are** a last-mile delivery communication expert. **Create** a bilingual (English & Punjabi) delivery confirmation script that includes: Thank you message with customer's name Order details (short) Confirmation of delivery date/time Feedback request link" Inputs Required: Customer name Order ID Delivery date/time Feedback link

60. Prompt 10 — EMI Payment Reminder – English & Gujarati

EMI Payment Reminder – English & Gujarati Backstory: A microfinance company based in Ahmedabad serves urban and rural clients. Many customers prefer Gujarati over English when

discussing financial matters. Currently, agents use informal, inconsistent phrasing, sometimes missing critical details like due dates or late fees. This causes confusion, late payments, and additional support calls. A well-structured, professional bilingual script will ensure clarity, protect customer relationships, and improve repayment rates. Goal: **Create** a culturally respectful EMI payment reminder script in English and Gujarati that ensures customers understand the amount, due date, and payment process without feeling pressured. Prompt: "**You are** a microfinance communication strategist. Write a bilingual (English & Gujarati) EMI payment reminder script for phone calls and SMS. The script must include: A polite greeting using the customer's name **Mention** of loan type, EMI amount, and due date Explanation of late fee policy (if applicable) Simple payment instructions via online and offline modes Closing line offering assistance" Inputs Required: Customer name EMI amount Loan type Due date Late fee details Payment methods

61. Prompt 11 — Refund Status Update – English & Bengali

Refund Status Update – English & Bengali Backstory: An online fashion retailer in Kolkata processes thousands of refund requests monthly. Many customers speak Bengali and find English-only updates impersonal and confusing. Without a uniform bilingual approach, some agents miss empathy cues, causing frustration and distrust. Goal: **Design** a refund status update script in English and Bengali that is empathetic, clear, and maintains brand trust. Prompt: "**You are** an e-commerce support communication expert. **Create** a bilingual (English & Bengali) refund status update script that includes: Warm greeting with customer's name Acknowledgment of refund request date Current status of refund processing Expected completion date and mode of refund Contact details for further queries" Inputs Required: Customer name Order ID Refund request date Refund status & expected completion date Contact channel for queries

62. Prompt 12 — Product Warranty Claim – English & Tamil

Product Warranty Claim – English & Tamil Backstory: A Chennai-based electronics brand is seeing an increase in warranty claims for its home appliances. Customers often misunderstand the process due to complex English terms in manuals. Without a bilingual Tamil-English guide, they submit incomplete forms or miss deadlines, creating additional service load. Goal: Develop a bilingual warranty claim explanation script in English and Tamil for call center and email use. Prompt: "**You are** a product support language specialist. **Create** a bilingual (English & Tamil) warranty claim assistance script that covers: Warm greeting with acknowledgment of the issue Clear eligibility conditions for warranty claims Step-by-step submission process (documents, photos, receipts) Expected processing time and follow-up procedure" Inputs Required: Customer name Product name & model Purchase date Warranty terms Submission channels

63. Prompt 13 — Order Delay Notification – English & Odia

Order Delay Notification – English & Odia Backstory: An Odisha-based handicraft exporter ships both locally and internationally. Shipping delays due to seasonal demand often frustrate customers. Odia-speaking customers, in particular, appreciate receiving updates in their native language. Current notifications lack empathy and personalization, leading to cancellations. Goal: **Create** a delay notification script in English and Odia that is empathetic, transparent, and helps retain customer trust. Prompt: "**You are** a customer satisfaction strategist. **Create** a bilingual (English & Odia) order delay notification script including: Polite greeting with customer name Order ID and

original delivery date Reason for delay (brief and non-technical) New estimated delivery date Small goodwill gesture (discount code or free shipping)" Inputs Required: Customer name Order ID Original delivery date New estimated delivery date Reason for delay Compensation details

64. Prompt 14 — Service Appointment Reminder – English & Urdu

Service Appointment Reminder – English & Urdu Backstory: A Delhi-based home cleaning services company caters to both English and Urdu-speaking customers. Service no-shows are common because reminders are inconsistent or unclear. A standard bilingual script will reduce missed appointments and improve customer satisfaction. Goal: **Create** a bilingual appointment reminder in English and Urdu for WhatsApp, SMS, and calls. Prompt: "**You are** a customer engagement copywriter. **Create** a bilingual (English & Urdu) appointment reminder script that includes: Warm greeting with customer's name Date, time, and type of service booked Name of assigned service professional Contact number in case of rescheduling" Inputs Required: Customer name Service type Appointment date and time Service provider's name & contact number

65. Prompt 15 — Premium Subscription Renewal – English & Kannada

Premium Subscription Renewal – English & Kannada Backstory: A Bangalore-based online learning platform offers premium courses in technology and business. Many subscribers are professionals who speak Kannada at home but interact in English at work. Without a bilingual renewal reminder, customers may overlook critical details like expiry date and renewal steps, leading to churn. Goal: **Create** a friendly and persuasive subscription renewal script in English and Kannada that encourages prompt action while highlighting benefits. Prompt: "**You are** a retention-focused communication expert. Write a bilingual (English & Kannada) premium subscription renewal reminder that includes: Customer name in greeting Current subscription plan name Expiry date of the plan Key benefits they will lose if they do not renew Step-by-step renewal process (online payment link + support contact)" Inputs Required: Customer name Subscription plan name Expiry date Key features/benefits of the plan Renewal payment link

66. Prompt 16 — Bank Account Opening Confirmation – English & Hindi

Bank Account Opening Confirmation – English & Hindi Backstory: A public-sector bank receives high walk-in traffic from customers who speak only Hindi. Many customers are uncertain if their account is active after document submission. The bank wants a standard bilingual confirmation to assure customers and provide next steps. Goal: **Design** a clear bilingual account opening confirmation for SMS and printed receipt. Prompt: "**You are** a banking communication advisor. **Create** a bilingual (English & Hindi) account opening confirmation that covers: Warm welcome message with customer name Confirmation of account number and activation date Information on how to collect debit card and cheque book Customer care contact details" Inputs Required: Customer name Account number Activation date Collection process for debit card & cheque book

67. Prompt 17 — Delivery Rescheduling – English & Malayalam

Delivery Rescheduling – English & Malayalam Backstory: A Kochi-based online grocery store frequently faces delivery slot changes due to heavy rain. Customers who speak Malayalam need

clear updates to avoid frustration. Without a proper bilingual script, miscommunication leads to repeated support calls. Goal: **Create** a professional yet friendly bilingual delivery rescheduling message for calls, WhatsApp, and SMS. Prompt: "**You are** a last-mile delivery communication specialist. **Create** a bilingual (English & Malayalam) delivery rescheduling notification including: Customer name and order ID Original delivery date/time New delivery date/time Option for customer to choose a different slot Apology and assurance of priority delivery" Inputs Required: Customer name Order ID Original delivery slot New delivery slot Rescheduling contact link/number

68. Prompt 18 — Maintenance Downtime Alert – English & Marathi

Maintenance Downtime Alert – English & Marathi Backstory: A Pune-based broadband provider schedules monthly maintenance. Marathi-speaking customers often misunderstand downtime messages and flood the helpline. A standard bilingual script will cut unnecessary calls and reassure customers. Goal: **Create** a maintenance downtime alert that is clear, polite, and transparent. Prompt: "**You are** a telecom service communication strategist. Write a bilingual (English & Marathi) downtime alert that includes: Customer name in greeting Date and start-end time of downtime Reason (brief, non-technical) Expected impact on service Helpline contact for urgent cases" Inputs Required: Customer name Downtime date & time Reason for downtime Helpline number

69. Prompt 19 — Credit Card Bill Reminder – English & Punjabi

Credit Card Bill Reminder – English & Punjabi Backstory: A Chandigarh-based private bank serves many Punjabi-speaking business owners who miss credit card due dates due to unclear reminders. A formal yet friendly bilingual message will improve on-time payments. Goal: **Create** a credit card bill reminder script in English and Punjabi for SMS and calls. Prompt: "**You are** a financial communication expert. Write a bilingual (English & Punjabi) credit card bill reminder that includes: Customer name in greeting Outstanding bill amount and due date Payment methods (UPI, net banking, branch) Late fee policy (brief) Customer care number" Inputs Required: Customer name Bill amount Due date Payment methods Late fee details

70. Prompt 20 — Post-Service Feedback Request – English & Hindi

Post-Service Feedback Request – English & Hindi Backstory: A Delhi-based air conditioning service company wants to improve customer satisfaction tracking. Many customers are Hindi speakers who ignore English-only feedback links. Goal: **Create** a feedback request script in English and Hindi that is warm and easy to respond to. Prompt: "**You are** a customer experience manager. Write a bilingual (English & Hindi) post-service feedback request that includes: Thank you message with customer's name Service completed date & type Short link to feedback form Option to reply via WhatsApp with a rating" Inputs Required: Customer name Service type & date Feedback link

71. Prompt 21 — Policy Renewal Reminder – English & Assamese

Policy Renewal Reminder – English & Assamese Backstory: An insurance company in Guwahati serves many Assamese-speaking clients. Without a bilingual renewal notice, customers risk policy lapse. Goal: **Create** a renewal reminder that is polite, urgent, and clear. Prompt: "**You are** an insurance retention specialist. Write a bilingual (English & Assamese) policy renewal reminder that

includes: Policyholder name in greeting Policy type and expiry date Renewal premium amount Easy payment steps (online/offline) Customer helpline" Inputs Required: Customer name Policy type Expiry date Premium amount Payment instructions

72. Prompt 22 — Loan Approval Notification – English & Hindi

Loan Approval Notification – English & Hindi Backstory: A Noida-based NBFC wants customers to feel valued at the approval stage. Many speak Hindi and miss details in English-only letters. Goal: **Create** a bilingual loan approval message that is celebratory and informative. Prompt: "**You are** a loan services communication expert. Write a bilingual (English & Hindi) loan approval message that includes: Congratulations message with customer name Loan type, amount, and tenure First EMI date Disbursement method Support contact" Inputs Required: Customer name Loan type & amount Tenure First EMI date Disbursement details

73. Prompt 23 — Subscription Cancellation Confirmation – English & Telugu

Subscription Cancellation Confirmation – English & Telugu Backstory: A Hyderabad-based OTT platform receives cancellation requests from Telugu-speaking customers. Without a bilingual confirmation, some think the process is incomplete and keep calling support. Goal: **Create** a polite cancellation confirmation that encourages re-subscription in the future. Prompt: "**You are** a subscription lifecycle communication expert. Write a bilingual (English & Telugu) cancellation confirmation that includes: Customer name Subscription plan name Effective cancellation date Short thank you note and invitation to return Link to re-subscribe" Inputs Required: Customer name Plan name Cancellation date Re-subscription link

74. Prompt 24 — Emergency Service Disruption Alert – English & Bengali

Emergency Service Disruption Alert – English & Bengali Backstory: A Kolkata-based water supply company needs to inform residents about urgent service cuts due to repairs. Bengali speakers must get the same clear instructions as English speakers. Goal: **Create** an emergency disruption alert that is concise, clear, and reassuring. Prompt: "**You are** a municipal service communication officer. Write a bilingual (English & Bengali) emergency water supply disruption alert that includes: Area name affected Start and expected restoration time Reason for disruption (brief) Alternative arrangements (if any) Helpline number" Inputs Required: Area name Start time Expected restoration time Reason for disruption Helpline

75. Prompt 25 — Welcome Onboarding Script – English & Hindi

Welcome Onboarding Script – English & Hindi Backstory: A Gurgaon-based wellness app wants to welcome new users warmly. Many speak Hindi as their first language, so a bilingual onboarding ensures no one misses key features. Goal: **Create** a warm, professional onboarding script in English and Hindi for email and app pop-ups. Prompt: "**You are** a user onboarding strategist. Write a bilingual (English & Hindi) welcome message that includes: Personalized greeting with name Overview of app benefits 3 key actions to get started Link to help center" Inputs Required: User name Key features Help center link



Service quality audits

76. Prompt 1 — Call Center QA Checklist Creation

Call Center QA Checklist Creation Backstory: A large telecom company has a call center with over 200 agents handling billing, technical, and service upgrade queries. Customer churn has increased, and management suspects inconsistent call handling quality. They want to standardize evaluations so that every agent is scored fairly across communication skills, product knowledge, and resolution effectiveness. Goal: **Create** a detailed call quality checklist for QA teams to use during monitoring. Prompt: "**You are** a customer service quality consultant. **Create** a comprehensive call center QA checklist that includes: Greeting and tone assessment Active listening and empathy indicators Product/service knowledge accuracy Problem-solving and resolution tracking Compliance with legal/brand guidelines Closing remarks and call wrap-up quality" Inputs Required: Industry type List of core services/products Legal or compliance requirements Company tone/style guidelines



77. Prompt 2 — Email Response Quality Audit Template

— Email Response Quality Audit Template Backstory: A SaaS company receives 1,000+ customer support emails per week. While response times are good, customer satisfaction ratings suggest issues with clarity, tone, and completeness of email replies. Management wants a structured scoring sheet for email audits. Goal: Develop a scoring template for evaluating support emails. Prompt: "**You are** a service quality auditor. **Create** an email response quality scoring template including: Subject line relevance Personalization and greeting tone Clarity and accuracy of response Grammar, spelling, and formatting checks Resolution completeness Proper sign-off with support contact" Inputs Required: Industry Expected tone (formal, casual, friendly) Brand style guide Typical email categories



78. Prompt 3 — Live Chat Audit Guide

Live Chat Audit Guide Backstory: An e-commerce marketplace uses live chat for customer queries. Agents tend to give quick responses, but not always complete ones, leading to repeated chats from the same customer. Management wants a quality audit framework that evaluates both speed and accuracy. Goal: Build a live chat quality evaluation guide. Prompt: "**You are** a CX (Customer Experience) auditor. **Create** a live chat quality audit guide with parameters for: Response time per message Relevance and completeness of answers Personalization and tone Use of quick reply templates vs. custom responses Proper escalation when needed" Inputs Required: Industry and chat platform Average expected response time Escalation criteria Brand tone



79. Prompt 4 — Service Visit Field Audit Checklist

Service Visit Field Audit Checklist Backstory: A home appliance repair company sends technicians to customer locations. Management suspects that some visits are rushed and lack thoroughness, leading to repeat complaints. They want a standardized field visit audit checklist. Goal: **Create** an on-site service quality checklist. Prompt: "**You are** a field service quality inspector. Develop an on-site service visit audit checklist covering: Technician punctuality Professional appearance and

behavior Proper diagnosis process Repair/installation quality Explanation of work done to customer
Cleanup and courtesy after service" Inputs Required: Service type (repair/installation) Safety
guidelines Minimum customer interaction steps Tools/equipment standards

80. Prompt 5 — First Contact Resolution (FCR) Audit Form

First Contact Resolution (FCR) Audit Form Backstory: A subscription box service wants to track how often customer issues are resolved in the first contact. Currently, they lack a formal metric to measure this, making it hard to improve agent performance. Goal: **Design** an FCR audit form to capture key resolution metrics. Prompt: "**You are** a metrics-driven service auditor. **Create** a First Contact Resolution (FCR) audit form including: Customer issue type Resolution status on first contact (Y/N) Reason if unresolved Time taken to resolve Escalation path used" Inputs Required: Common customer issues Definition of "resolved" for the business Escalation rules

81. Prompt 6 — IVR Journey Quality Audit

IVR Journey Quality Audit Backstory: A Mumbai-based D2C brand recently upgraded its IVR but call drop-offs have spiked during option selection. Customers complain they can't reach a human agent quickly, and the menu vocabulary confuses first-time callers. Leadership suspects misaligned menu logic and long sub-menu paths. They want a rigorous IVR audit to identify friction, dead ends, and noncompliant messages. Goal: Evaluate the entire IVR journey for clarity, completion rate, compliance, and escalation availability. Prompt: "**You are** a contact center QA consultant. Audit the IVR experience end-to-end. **Include**: Map of menu tree (levels, options, loops). Time-to-agent and average steps-to-resolution benchmarks. Plain-language test for each prompt (readability, jargon). Error paths, dead ends, and repeat loops. Regulatory/compliance message presence (recording consent, T&Cs). Recommendations to reduce steps, add natural language intents, and improve zero-out to agent." Inputs Required: Current IVR call flows & audio scripts Call volume by IVR path, drop-off analytics Compliance requirements (recording, consent) Target SLAs (max steps, time-to-agent)

82. Prompt 7 — Social Media Response Quality Audit

Social Media Response Quality Audit Backstory: A Bangalore fintech sees rising Twitter/Instagram queries but CSAT is lagging versus email and chat. Agents respond fast yet replies feel templated and miss key next steps, causing repeat posts. Brand wants tone alignment, accurate redirections, and lower public escalations. A structured social care audit is needed. Goal: Assess social care replies for tone, accuracy, completeness, and deflection effectiveness. Prompt: "**You are** a social CX auditor. Review a sample of social media interactions. Evaluate: First response time vs. target. Tone fit (empathetic, concise, brand voice). Completeness (links, steps, policy clarity). Privacy-safe redirection to secure channels. Resolution vs. re-contact rate. **Provide** a scorecard and prioritized fixes." Inputs Required: Sample posts/DMs with timestamps Tone/style guide Escalation and privacy policy SLA targets for social channels

83. Prompt 8 — Knowledge Base (KB) Accuracy & Findability Audit

Knowledge Base (KB) Accuracy & Findability Audit Backstory: Agents in a Hyderabad support hub complain that KB articles are outdated and hard to search. New hires over-rely on seniors, inflating handle times and errors. Customers report contradictory instructions between email and chat. Management needs a KB truth-source audit. Goal: Measure KB content quality, freshness, and search discoverability. Prompt: “**You are** a service documentation auditor. Audit the KB for: Article freshness (last update, owner). Instruction accuracy (replicate steps). Consistency across channels/policies. Search findability (top queries → top articles). Broken links, missing screenshots, non-inclusive language. Deliver a gap list and an update roadmap by risk.” Inputs Required: KB export (titles, content, owners, last updated) Top internal/external search queries Known policy/process changes Style guide & accessibility standards



84. Prompt 9 — CSAT/DSAT Post-Interaction Audit

CSAT/DSAT Post-Interaction Audit Backstory: Although overall CSAT at a Pune BPO is stable, DSAT comments cite “partial answers” and “no ownership.” Ops suspects survey bias and tagging gaps. Leadership wants a forensic look linking DSAT reasons to agent behaviors and process issues. Goal: Correlate satisfaction outcomes with interaction attributes to find fixable drivers. Prompt: “**You are** a CX analytics auditor. Analyze survey and interaction data to: Segment CSAT/DSAT by channel, queue, agent tenure. Thematize verbatims (ownership, clarity, policy barriers). Link CSAT drops to handle time, transfer count, KB usage. **Recommend** top-5 behavioral/process changes. **Provide** visuals and a simple playbook for supervisors.” Inputs Required: Survey results (CSAT/NPS, comments) Interaction metadata (AHT, transfers, channel) Agent roster (tenure/skills) KB access logs (if available)



85. Prompt 10 — QA Calibration Workshop Pack

QA Calibration Workshop Pack Backstory: Different QA reviewers in a Chennai center score the same calls differently, triggering agent distrust. Appeals are frequent and time-consuming. Leadership wants a calibration framework to align scoring and reduce variance. Goal: **Create** a repeatable QA calibration process and toolkit. Prompt: “**You are** a QA enablement lead. Build a calibration pack: Pick a gold-standard call set across scenarios. Define rubric anchors with exemplar snippets. Facilitate scoring session and capture variance. Document tie-break rules and update the rubric. Publish calibration cadence and reviewer scorecards.” Inputs Required: Current QA rubric & weightages Sample interactions (audio/chat/email) Disputed scores history Cadence goals (monthly/weekly)



86. Prompt 11 — Speech Analytics Quality & Compliance Audit

Speech Analytics Quality & Compliance Audit Backstory: A Gurgaon contact center installed speech analytics but insights haven’t improved QA outcomes. Agents don’t trust keyword flags; compliance misses are still discovered manually. Management needs an audit to tighten model accuracy and governance. Goal: Evaluate speech analytics performance vs. QA/compliance objectives. Prompt: “**You are** a speech analytics auditor. Review: Keyword/phrase precision & recall (vs. human QA). False positives/negatives on critical intents (cancellation, threat, legal). Consent/PII detection reliability. Tuning plan (dictionaries, acoustic models). Governance: model change control, audits, drift checks.” Inputs Required: Model config (keywords, thresholds) Ground truth QA samples Compliance rules (consent, PII) Current alert workflows



87. Prompt 12 — Escalation Handling Quality Audit

Escalation Handling Quality Audit Backstory: Escalations at a Kolkata e-commerce support team often jump straight to L3, bypassing L1/L2 fixes. Customers face long waits and repeat contacts. Senior leaders want gatekeeping quality and customer reassurance improved. Goal: Assess escalation accuracy, communication, and recovery steps. Prompt: “**You are** a tiered support auditor. Evaluate: Escalation eligibility vs. SOP. Info completeness in tickets (repro steps, logs). Customer-facing updates (cadence, clarity, empathy). Containment actions at lower tiers. **Recommend** SOP tweaks, templates, and training focus.” Inputs Required: Escalation SOPs & SLAs Ticket samples by tier Update templates & cadence rules Reopen/repeat contact stats



88. Prompt 13 — After-Call Work (ACW) Documentation Audit

After-Call Work (ACW) Documentation Audit Backstory: Supervisors in a Jaipur center notice ACW notes are sparse, hurting handoffs and follow-ups. Duplicate work and customer re-explanations rise. Ops needs a documentation quality audit to set a higher bar. Goal: Improve completeness, clarity, and standardization of ACW notes. Prompt: “**You are** a service documentation QA. Audit ACW notes for: Context captured (issue, steps taken, outcome). Use of standard tags and templates. Prohibited elements (PII, subjective language). Hand-off readiness and searchability. Deliver examples of ‘poor vs. good’ notes and a checklist.” Inputs Required: Sample ACW logs Tag taxonomy & templates PII policy Handoff SLAs



89. Prompt 14 — Average Handle Time (AHT) vs. Quality Audit

Average Handle Time (AHT) vs. Quality Audit Backstory: To hit aggressive AHT targets, agents at a Noida center rush calls, causing DSAT growth. Leadership wants a balanced scorecard that rewards resolution quality, not speed alone. Goal: Audit AHT practices and propose a balanced metric model. Prompt: “**You are** a CX metrics auditor. Analyze: AHT vs. FCR/DSAT correlation. Behaviors driving short-but-poor calls (script adherence, discovery). Long calls that deliver high CSAT (complexity factors). Propose a composite scoring model (AHT, FCR, Quality). Supply coaching guidance and exception rules.” Inputs Required: AHT by queue/agent QA scores, CSAT/DSAT Call reason taxonomy Policy on complex-case exceptions



90. Prompt 15 — Email/Chat Tone & Empathy Audit

Email/Chat Tone & Empathy Audit Backstory: Though factual accuracy is decent, a Hyderabad SaaS support team gets feedback that replies feel “robotic.” Leaders want empathy without verbosity and consistent brand voice across agents. Goal: Measure tone, empathy, and brand voice adherence; recommend improvements. Prompt: “**You are** a communications QA specialist. Audit written interactions for: Personalization (name, context acknowledgement). Empathy markers and assurance language. Clarity (short sentences, scannable structure). Brand voice (formal vs. friendly) and inclusive language. Deliver a tone rubric, exemplars, and a micro-writing playbook.” Inputs Required: Sample emails/chats Brand voice guide Prohibited phrases list SLA for reply length/format



91. Prompt 16 — Omnichannel Consistency Audit

Omnichannel Consistency Audit Backstory: Customers in an Ahmedabad retailer get different answers across phone, chat, and store counters. Refund rules and timelines vary by agent. The COO wants “one truth” regardless of channel. Goal: Verify policy consistency and outcome parity across channels. Prompt: “**You are** an omnichannel QA auditor. Test the same scenarios across phone/chat/email/social/store. Compare outcomes (eligibility, timelines, documents). Identify policy drift, KB gaps, and training gaps. **Recommend** governance to keep channels aligned (KB ownership, release notes, audits).” Inputs Required: Policy set & KB links Channel-specific scripts/templates Mystery-shop scenarios Channel SLAs



92. Prompt 17 — Queue & Workforce Management Audit

Queue & Workforce Management Audit Backstory: A Chennai contact center misses SLAs during peak hours despite spare capacity off-peak. Leaders suspect forecasting and scheduling inefficiencies. They need a WFM audit tied to service impact. Goal: Assess forecasting accuracy, staffing, and routing rules. Prompt: “**You are** a WFM auditor. Analyze: Forecast vs. actual arrival patterns (MAE/MAPE). Schedule adherence & shrinkage. Routing logic (skills-based, priority queues). Impact on SLA, abandonment, and recontact. **Provide** quick wins (routing tweaks) and long-term fixes (forecast model updates).” Inputs Required: Interval-level volume & AHT Forecasts & staffing rosters Routing configs SLA/abandon targets



93. Prompt 18 — Complaint Turnaround Time (TAT) & Resolution Quality Audit

Complaint Turnaround Time (TAT) & Resolution Quality Audit Backstory: Regulatory complaints in a Delhi fintech must be resolved within strict timelines. TAT is met, but customers claim “no real fix,” triggering repeats. Compliance wants speed with substance. Goal: Audit complaint lifecycle for timeliness and fix effectiveness. Prompt: “**You are** a complaints QA auditor. Review: TAT adherence by severity. Root-cause identification and corrective action detail. Customer-facing updates (clarity, frequency). Reopen/recontact rate within 30 days. **Recommend** RCA templates and governance for recurring issues.” Inputs Required: Complaint logs by severity SLA policies RCA artifacts & CAPA logs Reopen stats



94. Prompt 19 — Data Privacy & PII Handling Audit

Data Privacy & PII Handling Audit Backstory: A Mumbai health-tech startup handles sensitive patient data. Recordings and chat logs sometimes contain excess PII. Legal wants proof of robust redaction and least-privilege practices. Goal: Verify privacy-by-design in customer interactions and systems. Prompt: “**You are** a privacy compliance auditor. Sample interactions for improper PII capture/storage. Check redaction tools efficacy and agent behaviors. Validate data access controls & retention schedules. **Provide** remediation steps (training, tooling, SOPs) and a monitoring plan.” Inputs Required: Privacy policy & data map Redaction tool settings Access/role matrix Retention schedule



95. Prompt 20 — Agent Coaching Effectiveness Audit

Agent Coaching Effectiveness Audit Backstory: Supervisors run weekly huddles, yet QA scores plateau. Agents say coaching is “generic” and not tied to their actual calls. Leadership wants coaching to drive measurable uplift. Goal: Audit coaching practices and tie them to performance outcomes. Prompt: “**You are** a performance QA specialist. Review coaching logs vs. agent KPI trends. Assess specificity (call references, behaviors, deadlines). Evaluate follow-up cadence and reinforcement. **Recommend** a coaching framework (SMART goals, call-of-the-week, peer shadowing).” Inputs Required: Coaching records & templates Agent KPIs (QA, AHT, CSAT, FCR) Call references used in coaching Supervisor-to-agent ratios



96. Prompt 21 — First-Response Quality (FRQ) Audit for Email/Chat

First-Response Quality (FRQ) Audit for Email/Chat Backstory: A Jaipur marketplace meets first response SLA but customers still recontact for clarity. Leaders suspect the first reply acknowledges but doesn’t advance resolution. They want FRQ measured beyond time. Goal: Score first responses on utility, not just speed. Prompt: “**You are** a service quality auditor. Define FRQ rubric (acknowledge, answer, advance, assure). Score a sample of first replies. Identify patterns (missing steps, policy links). **Recommend** templates/macros that improve FRQ without bloating text.” Inputs Required: First-reply samples with timestamps SLA targets KB/policy links Current macros/templates



97. Prompt 22 — Accessibility & Inclusivity Audit (Language/Disability)

Accessibility & Inclusivity Audit (Language/Disability) Backstory: In a nationwide rollout, a government service desk receives feedback from visually impaired users and non-English speakers about poor accessibility. IVR lacks clear pacing; emails lack alt text. Admins need an inclusivity audit. Goal: Ensure interactions meet accessibility standards and language inclusivity. Prompt: “**You are** an accessibility auditor. Test channels against WCAG and plain language standards. Check alt text, heading hierarchy, color contrast, link clarity. Assess IVR speed, accent clarity, and language options. **Recommend** fixes and a governance checklist.” Inputs Required: Samples across channels (email, chat, app, IVR) Accessibility standards adopted Language support policy Brand voice guide



98. Prompt 23 — Proactive Notifications Quality Audit

Proactive Notifications Quality Audit Backstory: A logistics firm sends outage and delay alerts, yet customers still call asking “what now?” Messages lack next steps and personalization. Ops wants proactive comms that actually deflect calls. Goal: Audit outbound notices for clarity, personalization, and call-deflection. Prompt: “**You are** a proactive CX auditor. Evaluate samples for who/what/when/next-steps clarity. Check personalization (name, order, slot). Measure deflection (calls after send). Propose message templates and trigger rules to reduce recontact.” Inputs Required: Outbound message samples & send logs Post-send contact volumes Personalization fields available Event/trigger map



99. Prompt 24 — Bot & Automation Quality Audit

Bot & Automation Quality Audit Backstory: A Delhi EdTech's chatbot handles 40% of queries but NPS dips when the bot loops or dead-ends. Handoffs to humans lack context, frustrating customers. Leadership wants a bot QA audit. Goal: Evaluate conversation coverage, accuracy, and handoff quality. Prompt: "**You are** a conversational AI auditor. Analyze top intents, containment, and fallback rates. Check response accuracy, tone, and KB alignment. Evaluate human handoff (context, transcript, priority). **Recommend** training data gaps, flows to retire, and handoff SOP." Inputs Required: Bot transcripts & intent analytics KB links used by bot Handoff rules & agent tools Success metrics (containment, CSAT)



100. Prompt 25 — Root Cause Analysis (RCA) & Continuous Improvement Audit

Root Cause Analysis (RCA) & Continuous Improvement Audit Backstory: A Bengaluru insurer runs monthly RCAs but the same issues recur (address updates, premium reversals). Fixes seem tactical, not systemic. The COO wants durable improvements with owners and deadlines. Goal: Audit RCA depth, actionability, and follow-through. Prompt: "**You are** a continuous improvement auditor. Evaluate RCA method (5 Whys/Fishbone) quality and evidence. Check CAPA actions for ownership, timelines, and metrics. Verify closure and post-implementation results. Propose a governance loop (RCA council, dashboards, reoccurrence gates)." Inputs Required: RCA reports (last 6–12 months) CAPA registers & owners Post-fix KPI trends Governance cadence and forums



Training guides for agents

101. Prompt 1 — Onboarding Guide for New Support Agents

Onboarding Guide for New Support Agents Backstory: A mid-sized SaaS company has grown its support team from 10 to 40 agents in the last year. Many new hires have no prior experience in customer support, leading to inconsistent communication styles and knowledge gaps. Management wants a structured onboarding guide to quickly bring agents up to speed on company policies, tools, and customer interaction standards. Goal: **Create** a comprehensive onboarding training guide for new support agents. Prompt: **"You are** a customer support training manager. **Create** a detailed onboarding training guide for new agents that includes: Overview of company mission, values, and target customers Introduction to support tools (ticketing system, CRM, chat software) Call, chat, and email etiquette guidelines Basic troubleshooting workflows for common issues Escalation procedures and reporting lines Performance metrics and expectations for the first 90 days"**"** Inputs Required: Company profile and mission statement List of tools/software used Most common customer issues Escalation hierarchy chart



102. Prompt 2 — Product Knowledge Training Module

Product Knowledge Training Module Backstory: An electronics retailer found that many agents give vague or incorrect answers about product specifications. This not only confuses customers but also results in higher product returns. The company needs a focused training module to improve product knowledge retention among support staff. Goal: Develop a product knowledge training module for customer support agents. Prompt: **"You are** a training content developer. **Create** a product

knowledge training module for customer support agents that includes: Key specifications and features of top-selling products Comparative advantages over competitor products FAQs customers often ask about these products How to handle product-related objections or misconceptions Interactive quiz questions for knowledge reinforcement"* Inputs Required: Product list with specifications Competitor comparison data List of FAQs from past tickets Customer objections/responses database

103. Prompt 3 — Difficult Customer Handling Playbook

Difficult Customer Handling Playbook Backstory: A financial services call center deals with clients who are often stressed due to account issues or payment delays. Some agents tend to get defensive, which escalates situations. The company needs a playbook that teaches agents how to remain calm, empathize, and resolve issues without losing control of the conversation. Goal: **Create** a handling guide for interactions with frustrated or angry customers. Prompt: **"You are** a customer conflict resolution trainer. **Create** a detailed playbook for handling difficult customers that includes: Common scenarios that trigger customer frustration Verbal and tonal de-escalation techniques Phrases to avoid and alternative positive phrasing Structured problem-solving approach Role-play exercises for practice"* Inputs Required: List of top complaint types Company's tone and language policy Examples of past escalations Escalation process flowchart

104. Prompt 4 — Escalation Process Training Guide

Escalation Process Training Guide Backstory: A tech company's support team has inconsistent escalation practices—some agents escalate too early, others too late. This creates delays in issue resolution and affects customer satisfaction scores. A formal training document is needed to define when and how escalations should happen. Goal: Develop a clear escalation process training guide. Prompt: **"You are** a service process consultant. **Create** an escalation process training guide for agents that covers: Definition of escalation and when it is necessary Tiers of escalation and corresponding contacts Documentation requirements before escalating How to communicate escalation to the customer Do's and don'ts of escalation handling"* Inputs Required: Escalation tier chart Typical resolution SLAs List of team leads/managers by department Communication templates for escalations

105. Prompt 5 — Cross-Selling & Upselling Script Training

Cross-Selling & Upselling Script Training Backstory: An online insurance company wants agents to identify opportunities to offer upgrades and additional products during routine service calls. Currently, attempts feel pushy and lead to low conversion rates. The company needs training that teaches subtle, value-driven sales techniques integrated into support conversations. Goal: **Design** a cross-selling and upselling training module. Prompt: **"You are** a sales-in-service coach. **Create** a cross-selling/upselling training module for agents that includes: Identifying customer needs through active listening Transition phrases from service to sales Product benefit positioning tailored to customer profile Handling price objections politely Ethical selling guidelines"* Inputs Required: List of products/services for cross-sell Customer persona profiles Competitive pricing data Case studies of successful conversions

106. Prompt 6 — Remote Agent Communication Skills Training

Remote Agent Communication Skills Training Backstory: A hybrid contact center has agents working both on-site and remotely. Managers have noticed remote agents sometimes struggle to maintain professional tone and consistent communication styles without in-person supervision. The company wants a dedicated communication skills guide for remote teams. Goal: **Create** a training guide for communication best practices for remote agents. Prompt: **"You are** a remote work communication coach. Develop a training guide for remote agents that includes: Professional tone in written and verbal communication Using video calls effectively for internal collaboration Managing response times across time zones Reducing misunderstandings in chat/email Tools for tone-checking and clarity improvement"**"** Inputs Required: List of internal communication tools Company tone guidelines Remote team structure and time zones Examples of poor vs. good communication



107. Prompt 7 — Data Privacy & Compliance Training

Data Privacy & Compliance Training Backstory: A healthcare customer support team handles sensitive patient information daily. With growing concerns around data breaches, management wants a training module that ensures every agent knows the rules, follows HIPAA-equivalent protocols, and avoids common security mistakes. Goal: Build a compliance-focused training module for data privacy. Prompt: **"You are** a compliance training specialist. **Create** a data privacy and compliance training module for customer support agents that includes: Overview of applicable privacy laws (HIPAA, GDPR, etc.) Secure data handling practices during calls and chats Red flags for potential breaches Steps to follow if a breach is suspected Regular refresher quiz questions"**"** Inputs Required: Industry-specific compliance standards Current internal security policy Incident response plan Data retention rules



108. Prompt 8 — Soft Skills & Empathy Development Workshop

Soft Skills & Empathy Development Workshop Backstory: A luxury hotel chain values emotional connection with guests, but some agents rely too heavily on scripted lines, making interactions sound robotic. Management wants a workshop that helps agents develop genuine empathy and adaptability in conversations. Goal: **Create** a soft skills and empathy training workshop plan. Prompt: **"You are** a hospitality training expert. **Design** a workshop for soft skills and empathy development including: Active listening exercises Role-play with emotionally charged customer scenarios Language that conveys warmth and understanding Cultural sensitivity awareness Feedback and reflection activities"**"** Inputs Required: Example customer scenarios from past cases Brand tone guide Cultural diversity data of customer base List of non-verbal communication guidelines



109. Prompt 9 — Knowledge Base Usage Training

Knowledge Base Usage Training Backstory: A subscription software company invested heavily in an internal knowledge base, but agents rarely use it during calls, leading to inconsistent answers. Management wants training that teaches agents how to quickly find and share accurate information from the system. Goal: Develop a knowledge base usage training manual. Prompt: **"You are** an

instructional designer. **Create** a training manual for knowledge base usage that includes: Step-by-step guide to search effectively Categorization of information by issue type Bookmarking and tagging tips for quick retrieval When to update or suggest edits to KB articles Measuring agent usage and accuracy"* Inputs Required: Access to current KB system Common search queries by agents List of article categories KB updating workflow



110. Prompt 10 — Call Flow Mastery Training

Call Flow Mastery Training Backstory: A large retail chain uses a structured call flow to ensure consistency, but new agents often skip or reorder steps. This causes confusion and impacts customer satisfaction. Management wants a refresher training focused on mastering the official call flow structure. Goal: **Create** a call flow mastery training session. Prompt: **"You are** a process training consultant. **Create** a training session plan for mastering call flow, covering: Overview of call flow stages (Greeting → Discovery → Resolution → Closing) Importance of following sequence How to transition smoothly between steps Common mistakes and how to avoid them Practice role-plays with scoring rubrics"* Inputs Required: Official call flow chart Examples of calls with perfect vs. poor flow Brand greeting and closing scripts Agent evaluation form



111. Prompt 11 — Handling Multiple Chat Conversations Training

Handling Multiple Chat Conversations Training Backstory: A fashion e-commerce site allows agents to handle up to 5 live chat windows at once. New agents are finding it overwhelming to balance speed with quality, resulting in dropped chats and unsatisfied customers. Management needs a training plan that teaches multitasking without compromising service quality. Goal: Develop a multitasking training module for live chat agents. Prompt: **"You are** a live chat operations trainer. **Create** a training module for handling multiple simultaneous chats that covers: Time allocation strategies per conversation Prioritizing chats based on urgency Using templates for common responses without sounding robotic Tools for managing multiple chat tabs efficiently Reducing agent stress while multitasking"* Inputs Required: Average concurrent chat count per agent Common chat topics Current response time targets List of existing chat templates



112. Prompt 12 — Email Support Excellence Guide

Email Support Excellence Guide Backstory: An online education platform receives hundreds of email queries daily. Customers often complain about slow replies and impersonal responses. The company wants a guide that helps agents write clear, empathetic, and concise responses that maintain brand voice. Goal: **Create** a training guide for high-quality email responses. Prompt: **"You are** a customer email communication expert. **Create** a training guide for email support that includes: Structuring emails for clarity and speed Personalizing replies while using templates Maintaining consistent tone and branding Avoiding jargon and overcomplicated language Checklist for proofreading before sending"* Inputs Required: Brand tone guide Common email query types SLA for email responses Sample high-quality replies



113. Prompt 13 — Time Management for Support Agents

Time Management for Support Agents Backstory: A telecom provider's agents often struggle with balancing long call durations and pending backlogs. Without proper time management skills, cases pile up, increasing stress and lowering customer satisfaction. The leadership team wants a training program to improve daily workflow efficiency. Goal: Build a time management training guide for support teams. Prompt: **"You are a productivity coach. Create a time management training program for support agents that includes: Prioritization techniques for tickets and calls Time-blocking strategies for peak hours Avoiding unnecessary hold times Using downtime effectively for follow-ups Tools for tracking time and productivity"** Inputs Required: Average ticket/call volumes Shift schedules Current backlog trends List of available time-tracking tools

114. Prompt 14 — Cross-Department Collaboration Training

Cross-Department Collaboration Training Backstory: A subscription box company requires support agents to frequently coordinate with logistics, marketing, and product teams. Miscommunication often leads to delays and customer dissatisfaction. They need a training module that improves cross-department collaboration skills. Goal: Develop a collaboration skills training program for agents. Prompt: **"You are a workplace collaboration trainer. Create a training program for cross-department coordination that covers: Understanding each department's role in customer resolution Setting clear expectations when requesting assistance Following up without creating friction Using project management tools effectively Conflict resolution techniques"** Inputs Required: List of departments and key contacts Common inter-department dependencies Preferred internal communication channels Examples of past collaboration issues

115. Prompt 15 — Handling Service Interruptions Training

Handling Service Interruptions Training Backstory: During a nationwide outage of a cloud service, customer support lines flooded with calls. Some agents panicked, giving inconsistent updates, which worsened customer frustration. Management wants a training protocol for handling such crises calmly and consistently. Goal: **Create a crisis communication training guide.** Prompt: **"You are a crisis management trainer. Create a protocol for agents during service interruptions that includes: Gathering verified information quickly Delivering consistent and accurate updates Handling customer anger with empathy Avoiding speculative responses Post-outage customer follow-up strategies"** Inputs Required: Crisis communication chain of command Examples of past outages Pre-approved holding statements Escalation contacts for urgent updates

116. Prompt 16 — AI Tool Integration Training

AI Tool Integration Training Backstory: A growing startup has introduced AI chat assistance for agents to speed up responses. However, some agents misuse it, relying entirely on AI outputs without verifying accuracy. The company needs training on integrating AI tools into daily workflows responsibly. Goal: Develop a training module for AI-assisted customer service. Prompt: **"You are a digital tools trainer. Create a training module for integrating AI tools into customer support that covers: How to prompt AI effectively for relevant results Fact-checking AI responses before sending to customers Avoiding over-dependence on AI Combining AI speed with human empathy Reporting AI tool errors for improvement"** Inputs Required: AI tools in use Company guidelines for AI usage Examples of correct and incorrect AI-assisted responses AI escalation policy



117. Prompt 17 — Call Recording Review & Feedback Training

Call Recording Review & Feedback Training Backstory: A fintech company records all customer calls for quality checks, but most agents see reviews as punitive rather than developmental. Management wants training on using call recordings constructively to improve performance. Goal: Build a positive call review training program. Prompt: **"You are a quality assurance trainer. Create a guide for call recording reviews that includes: How to self-assess using call recordings Identifying improvement areas without defensiveness Setting personal performance goals based on feedback Sharing best practices from top-performing calls Creating an improvement action plan"** Inputs Required: Call scoring criteria Examples of high- and low-scoring calls Feedback delivery guidelines Agent self-review templates



118. Prompt 18 — Stress Management Workshop

Stress Management Workshop Backstory: Support agents in a high-volume environment report burnout and emotional fatigue. Without stress management skills, absenteeism rises, and morale drops. The company wants a workshop that equips agents to handle pressure healthily. Goal: **Create a stress management workshop tailored for support teams.** Prompt: **"You are a workplace wellness coach. Create a stress management workshop plan that includes: Recognizing early signs of burnout Breathing and relaxation exercises Setting emotional boundaries with customers Creating daily micro-break routines Accessing company wellness resources"** Inputs Required: Average daily ticket volume per agent Current wellness resources available Shift duration and break schedules Stress-related absenteeism data



119. Prompt 19 — Cultural Sensitivity Training

Cultural Sensitivity Training Backstory: An airline serves a global customer base, but some agents unintentionally use phrases or gestures that offend certain cultures. The company needs cultural sensitivity training to avoid misunderstandings and strengthen global relationships. Goal: Develop a cultural sensitivity guide for agents. Prompt: **"You are a cross-cultural communication trainer. Create a cultural sensitivity training module that covers: Understanding cultural norms of top customer regions Words, gestures, and topics to avoid Using inclusive language in all interactions Respecting time zones and holidays Role-playing cross-cultural scenarios"** Inputs Required: List of customer regions served Examples of past cultural missteps Brand language guidelines Cultural holiday calendar



120. Prompt 20 — Service Recovery Training

Service Recovery Training Backstory: A subscription meal service occasionally misses deliveries or sends incorrect orders. Agents need training on turning these negative experiences into loyalty-building opportunities. Goal: Build a service recovery training plan. Prompt: **"You are a customer retention strategist. Create a service recovery training guide that includes: Acknowledging the mistake sincerely Offering appropriate compensation or solution Following up after resolution Turning service recovery into a loyalty moment Tracking recovery cases for trend analysis"** Inputs Required: Common service failure scenarios Approved compensation options

121. Prompt 21 — Conflict De-escalation Masterclass

Conflict De-escalation Masterclass Backstory: A home services platform often receives calls from frustrated customers who have faced multiple service delays. Some agents inadvertently escalate situations by sounding defensive or dismissive. Leadership wants a masterclass training that equips agents with de-escalation skills to turn heated calls into constructive problem-solving conversations. Goal: **Create** a de-escalation masterclass guide for support agents. Prompt: **"You are** a conflict resolution coach. **Design** a masterclass training for agents that covers: Identifying verbal and tonal cues that signal rising tension Techniques to lower emotional temperature (pausing, pacing, mirroring) Language patterns that neutralize blame and redirect focus Building rapport in the first 30 seconds of the call Follow-up actions that restore trust and prevent repeat conflict"**"** Inputs Required: List of frequent conflict triggers Recordings of escalated vs. successfully de-escalated calls Company-approved language for apologies Average resolution timelines for complaints

122. Prompt 22 — First-Call Resolution Skills Training

First-Call Resolution Skills Training Backstory: An insurance company has noticed repeat calls from the same customers because issues aren't being resolved on the first attempt. This wastes time and frustrates clients. The management wants a training module focused on achieving first-call resolution without compromising accuracy. Goal: Develop a training program to improve first-call resolution rates. Prompt: **"You are** a customer service efficiency consultant. **Create** a training guide that includes: Diagnosing the full scope of the customer's problem early in the call Using probing questions to uncover hidden details Leveraging knowledge bases efficiently during live conversations Avoiding unnecessary transfers and escalations Closing the call with confirmation that all concerns are addressed"**"** Inputs Required: Current first-call resolution percentage Examples of incomplete resolutions Knowledge base access instructions List of problems that require escalation

123. Prompt 23 — Soft Skills for Difficult Customers

Soft Skills for Difficult Customers Backstory: A luxury travel agency serves high-net-worth clients who expect top-tier service. Even minor inconveniences can lead to dissatisfaction. Agents must have impeccable soft skills to handle demanding customers without compromising the brand image. Goal: **Create** a soft skills training guide for dealing with difficult customers. Prompt: **"You are** a hospitality soft skills trainer. Develop a training program that covers: Active listening techniques to make customers feel heard Phrases that communicate empathy without overpromising Subtle ways to maintain control of the conversation Adapting tone to match customer personality types Turning complaints into upsell opportunities"**"** Inputs Required: Brand's tone-of-voice guide Examples of difficult customer scenarios Approved offers/compensations for recovery Past positive feedback from challenging cases

124. Prompt 24 — Remote Agent Work Best Practices

Remote Agent Work Best Practices Backstory: Since moving to a remote work model, a tech support team struggles with consistency in response times and collaboration. Some agents also face distractions at home, lowering productivity. The company needs a training guide for remote work efficiency tailored to support roles. Goal: **Design** a best practices guide for remote customer support agents. Prompt: **"You are** a remote work consultant. **Create** a training manual for remote support agents that includes: Setting up an ergonomic and distraction-free home workspace Maintaining team communication in virtual settings Scheduling deep-focus time for complex cases Using collaboration tools for seamless ticket handoffs Self-monitoring performance against SLAs"* Inputs Required: List of collaboration tools used Current SLA targets Examples of remote work challenges from agents IT and equipment policies



125. Prompt 25 — Upskilling Program for Experienced Agents

Upskilling Program for Experienced Agents Backstory: A BPO has agents who have been in their roles for over 5 years. While experienced, their skills haven't evolved to match newer technologies and customer expectations. Management wants an upskilling program to refresh and expand their capabilities. Goal: Develop an upskilling program for seasoned customer support agents. Prompt: **"You are** a corporate training designer. **Create** an upskilling program that includes: Refresher modules on communication and empathy Training on emerging customer support tools and AI systems Scenario-based learning for new customer behaviors Peer-led workshops for sharing expertise Certification pathways to recognize advanced skills"* Inputs Required: Current skill assessment reports List of new tools to be adopted Examples of modern customer issues vs. 5 years ago Recognition and certification policy

