

# Facebook Messenger Bots Template

## FAQ Template

This example is for automating your FAQ. Your menu may be different depending on the products/services you sell.

Hi [Name], thank you for contacting us. What is your question related to?

-- Affiliate Questions

-- Customer Questions

Customer questions. Okay. Here are some of our most frequently asked questions related to our products and services. Which best fits your needs?

-- Purchasing

-- Downloads

-- Coupons

-- Refund

-- Shipping / Order Tracking

-- A Recent Email

Affiliate questions. Okay. Here are some of our most frequently asked questions related to our affiliate program. Which best fits your needs?

-- How to sign up

-- Where to find your affiliate ID & custom links

-- When do affiliates get paid

-- How are affiliates paid

-- A Recent Email

You have a purchasing question. Okay, does it pertain to:

-- A recent purchase

-- A recurring subscription

-- Types of payments accepted

-- Something went wrong during purchase

[Continue on from here. If they selected coupons, refunds or shipping/tracking, you would give them the link to that particular bot message so they could walk through the steps there.]

End the conversation with something like...

Thank you for your inquiry. If there is anything else we can help you with, don't hesitate to let us know.