

# Facebook Messenger Bots Template

## Order Tracking

There are two types of templates here. These bot messages would need to be hooked to a sales system where automatic updates could be given based on order or transaction #s being entered. There is technology available to do this, though you would need to research to find the option that works best for you.

**#1** This example is for a customer wanting to track their order

Hi [Name], thanks for stopping by. What order # do you want to check on?

-- [customer enters order #]

Thanks. It looks like your order is scheduled to be delivered on XXXXX date by XXXXX time. Is this delivery date okay?

-- Yes, this delivery date is fine.

-- No, please deliver a different day.

**[If they select Yes]** Great! Thanks again for trusting us with your [product type] needs. If there is anything else we can help you with, don't hesitate to let us know.

**[If they select No]** Okay, your request for a different delivery date has been escalated to a representative for that department. They should be in touch with you shortly.

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

**#2** This example is for a customer wanting to receive automatic updates about their delivery or other order.

Hi [Name], thank you again for placing your order. Please enter the order/invoice number or transaction ID from your order.

-- [customer enters order #]

Thanks! It looks like your order is currently being processed. We'll update you when it has completed. You'll also receive a message when your order is shipped and if there are any delays or other issues related to your order.

Thanks again for trusting us with your [product type] needs. If there is anything else we can help you with, don't hesitate to let us know.

[Messages would automatically send as the sale & delivery process is updated]