

# Facebook Messenger Bots Template

## Follow Up Template

You only have 24 hours after the conversation initiates to send a follow up. Follow ups are a great way to let your customers know you care and to give them a small nudge if they're still on the fence about taking action.

Hey [Name],

I just wanted to see if you \_\_\_\_\_ (found a pair of shoes you liked, decided on a training program to start with, enjoyed your Uber service).

If they respond with yes, they placed the order. Then you can thank them again and let them know to contact you if they have any further questions or needs.

If they respond with no. You can ask why or if there's anything you can do to further assist them.