

Facebook Messenger Bots Template

Customer Support

Each business will have slightly different support questions, processes and answers so you can expand or reduce these options as you'd like. This example is if someone requests support with a purchase issue.

Hi [Name], thank you for contacting us. For quickest answers to common questions please visit the links below. [link to that particular bot message so they could walk through the steps there.]

- Coupons
- Refunds
- Shipping / Order Tracking

If you need further assistance regarding one of the items above or have a different question, please tell me what your question is in reference to. Tap or type the answer below.

- Purchasing
- Downloading
- A Recent Email
- Need further assistance / Other

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

- A recent purchase
- A recurring subscription
- Types of payments accepted
- Payment failed to complete
- A question regarding product
- Cannot remember your password
- Where to find your product
- Other

I'm sorry you had trouble placing your order. It could have been a temporary issue with our system. Did you retry the purchase? If not, here's the link to buy it [LINK].

Did it work this time?

-- Yes!

-- No, still having issues.

[if yes, you can thank them and close out]

If no, then say something like “I’ll need to escalate your inquiry to a tech support representative”.

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.