

## AI QA TEMPLATE

This document can serve as both useful guidelines and a template for using your text in the QA feature. To prepare your text to be utilized as a source, keep these simple rules in mind:

- Headers like the AI QA TEMPLATE above this text are used as separators. Think of them as start and end points for parts of your text. Any section begins with a header and ends exactly with the header of the next section. For example, if you want to use a restaurant menu as a source for Suggested reply, a Header before and after each section can be used to help AI distinguish between the “Main Course” and “Desserts” parts of your menu.
- The text must be written in 14 bold font, to count as a header.
- The text separated by the headers is what will be used as the source of information for the Suggested reply feature. It must be written in 12 font size. There are no other strict requirements for the normal text in your document, the AI will be able to easily tell things apart in your text without extra help. However, for best results, it is better not to use any other text styles (bold, italics) within your sections.
- Note that the AI cannot retrieve information from images, graphs, charts, or any other special inserts in your text. However, tables work fine, so feel free to add them to your text.

You can find an example of a text, specifically edited to be used as a source for Suggested reply on the next page.

TO USE THIS DOC AS A TEMPLATE – DELETE THIS BLOCK IN YOUR DOCUMENT

## **Address**

Questions:

- How can I get to you?
- Can you give me directions to your office?
- What is your office address?
- What is your address?
- How can I reach you?
- On which street is your company's office located?
- And on which street is your office located?

Hi! It's quite easy to get to us.

Our address:

## **Company Experience**

Questions:

- How long has your company been operating?
- How long has your company been in the market?
- How many years has your company been in the market?
- How long have you been in the market?
- Have you been in the market for a long time?
- How long have you been providing services?
- What is your company's experience?
- What is your work experience?
- How long have you been in business?
- Since what year have you been operating?

Hi! Our company has been on the market for more than [...] years.

## **Payment methods**

Questions:

- What payment methods do you accept?
- Can I pay by card?
- Can I pay with my Visa?
- Can I pay with my Mastercard?
- Can I pay with my Maestro?
- Can I pay via a link?
- Can I pay using a QR code?
- Are credit cards accepted?
- Can I pay with PayPal?
- What are the payment options for purchasing your product?
- What are the payment options for purchasing your service?
- How can I pay for the purchase?
- Where can I pay for my order?
- Where can an order be paid for?
- I don't understand where I can pay for my order.
- Could you tell me where I can pay for the purchase?
- How can I pay for the service?

Hi! We have several payment options available for your checkout. Please choose your preferred payment method from the options below:

[...]

## **Subscription to the newsletter**

Questions:

- How do I subscribe to your newsletter?
- How can I get your content updates?
- Where should I follow you for news?
- How do I stay in the loop on your updates?
- How can I keep up with your updates?
- How do you keep clients informed?

Hi! You can subscribe to our newsletter:

[...]

Or follow our latest updates via:

[...]

## **Social media**

Questions:

- Do you have social media accounts?
- Are you on social media?
- Could you share the link to your Facebook profile?
- Could you share your Instagram handle?
- How can I find you on social media?
- Where should I look to learn more?
- Do you have any social media accounts I could follow for updates?

Hi!

You can connect with us on these social platforms:

[...]

## **Issues and suggestions**

Questions:

- How can I report a problem?
- How do I submit a suggestion for improving your product?
- I'm having problems with the product.
- I'm unable to access the section [...].
- I have an idea for improving the product.
- I have an idea [...].
- I've got a suggestion [...].
- I have suggestions for improving service quality.

Hi!

If you have any other questions or ideas on how we could improve, please fill out this form:

[...]

Thanks in advance for your feedback!

## **Review of the product or service**

Questions:

- How can I leave a review about the product?

- How can I leave a review about the service?
- Where can I leave a review?
- How can I leave a review?
- Is there a way to leave a review for the product?
- Is there a way to leave a review for the service?
- How do I leave a review about the quality of the product?
- Where can I leave a review about the quality of the service provided?

Hi!

We'd love to hear your thoughts on our product/service. You can leave a review on::  
[...]

Your feedback is so helpful as we work to continuously improve. Please don't hesitate to share your experience. Thanks in advance!

## **Working hours**

Questions:

- What are your business hours?
- What are your working days and hours?
- On which days are you open?
- Will you be open on [Wednesday]?
- Are you open at [6:00 PM]?
- Do you work on weekends?
- At what time does your working day start?
- What time do you close?
- What time do you start work?

Hi! Our standard business hours are [...], from [...] to [...].

## **Unsubscribing**

Questions:

- How do I unsubscribe from the newsletter?
- Can I unsubscribe from the newsletter?
- Unsubscribe from the newsletter.
- Unsubscribe me from the newsletter.
- What's the process for unsubscribing from the newsletter?

Hi! If you want to unsubscribe from the newsletter, you need to [...]

## **Refund**

Questions:

- Can I get a refund for my purchase?
- Is it possible to return an item for a refund?
- What are your refund policies? I'd like to return something.
- This item isn't quite right. What are my options for exchanging or returning it?
- The item I received is defective. How do I go about getting a replacement or refund?
- Unfortunately, the quality of this product isn't very good. What can you do to help me out?
- [Part of the item] is damaged. Do you offer exchanges or refunds for defective merchandise?
- The [item component] is broken.

Hi!

We're sorry to hear you're having trouble with the product. Your satisfaction is important to us. If you'd like to request a refund, here's what you need to do: [...].

### **Money refund**

Questions:

- When can I expect a refund for the item?
- How long will it take to get a refund for the item?
- When should I expect to get my money back?

Hi! Once we receive the returned item, it will take no more than [...] days to process the refund.

### **Sale**

Questions:

- Do you currently have any sales?
- What are the terms of the sale?
- Are there any ongoing sales?
- Sale items.

Hi! Thanks for checking in about our sales. We've definitely got some great deals going on right now. Here are the details: [...].

### **Discount**

Questions:

- Can I ask for a discount from you?
- Do you offer a discount on this item?
- I've bought [...] items from your store, can I ask for a discount on my next purchase?
- I want a discount
- Can you offer a lower price?
- Is it possible to get a discount?

Hi! Thanks for checking in about our prices. We can offer you a [...] % discount.

### **Warranty**

Questions:

- Do your products come with a warranty?
- Is there a warranty?
- What is the warranty policy for the products?
- For which specific products do you provide a warranty?
- What cases are covered by your warranty?
- Warranty for products.
- Warranty terms

Hi! You can learn about our warranty policy here: [...].