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AI Prompts for Customer Support Teams

Trusted by 5,000+ Support Teams & CX Leaders ☒ Empathy-First & Resolution-Focused

72 PROMPTS

2026-10-24

THE PROMPTS

72 total

01 Act as a customer support specialist. Write a professional and empathetic response to this customer complaint: [PASTE COMPLAINT] about [ISSUE - e.g., delayed delivery, faulty product] for our [PRODUCT/SERVICE].

02 Create a de-escalation script for an angry customer who says [CUSTOMER MESSAGE - e.g., "This is unacceptable, I want a refund now"] about [ISSUE] while remaining calm and solution-focused.

03 Generate 5 variations of a polite apology email for [ISSUE - e.g., wrong order, service outage, shipping delay] that acknowledges fault and offers a next step for customer [CUSTOMER NAME].

04 Help me write a clear explanation for a complex product feature [FEATURE - e.g., billing cycle, API limits] in simple, non-technical language for a confused customer [CUSTOMER TYPE - e.g., new user].

05 Act as a support lead. Draft a refund request response that follows our policy [POLICY - e.g., 30-day refund, no refund for digital] but keeps the customer feeling valued for [REASON].

06 Create a follow-up message template to check if the customer's issue [ISSUE - e.g., login problem, payment failure] was fully resolved after [TIME - e.g., 24 hours, 2 days].

07 Generate a professional response to a negative review on [PLATFORM - e.g., Trustpilot, Google, Amazon] about [ISSUE - e.g., slow support, defective product] that shows we care and invites offline resolution.

08 Write a live chat opening greeting for our [BUSINESS TYPE - e.g., SaaS, e-commerce] support that is friendly, quick, and sets clear expectations for response time.

09 Act as a customer success expert. Create a troubleshooting guide for customers experiencing [PROBLEM - e.g., cannot reset password, app crashing] with step-by-step instructions.

10 Draft an email to a customer who is asking for a feature [FEATURE] that we don't currently offer, explaining our roadmap and offering an alternative [ALTERNATIVE].

11 Help me write a cancellation retention response for a customer saying [REASON - e.g., too expensive, not using it] who wants to cancel [SUBSCRIPTION/PRODUCT] - offer empathy and a possible solution.

12 Create 3 canned responses for common questions about [TOPIC - e.g., shipping time, return process, pricing] that sound human and not robotic.

13 Act as a QA manager. Rewrite this support agent response [PASTE RESPONSE] to be more empathetic, concise, and brand-aligned for our tone [TONE - e.g., friendly, professional, casual].

14 Generate a knowledge base article for [TOPIC - e.g., How to track your order, How to change your plan] with title, intro, steps, and FAQs in simple formatting.

15 Write a professional escalation email to the [DEPARTMENT - e.g., tech team, billing team] about customer [CUSTOMER ID]'s unresolved issue [ISSUE] that needs urgent attention.

16 Create a customer satisfaction survey message to send after resolving ticket [TICKET TYPE - e.g., billing issue, technical support] that is short and encourages feedback.

17 Help me handle a customer who is requesting something outside our policy [POLICY VIOLATION - e.g., free product after warranty, extra discount] - say no politely while preserving relationship.

18 Act as a support trainer. Create 5 role-play scenarios for new agents to practice handling [SITUATION - e.g., angry customer, confused customer, refund request].

19 Generate a proactive outreach message to inform customers about [EVENT - e.g., scheduled maintenance, price change, new feature] before they ask about it.

20 Write a closing message for a support ticket that summarizes what was done [RESOLUTION] and leaves the customer feeling confident and appreciated.

21 Create a response for a customer who received a damaged or wrong item [ITEM - e.g., shirt, electronics] - apologize, explain return/exchange process, and offer [COMPENSATION - e.g., discount, free shipping].

22 Act as a chatbot copywriter. Write conversational flows for our support bot to handle [INTENT - e.g., order status, password reset] with helpful buttons and fallback to human agent.

23 Help me explain a billing charge [CHARGE - e.g., double charge, subscription renewal, extra fee] to a confused customer [CUSTOMER NAME] with transparency and reassurance.

24 Generate 10 alternative ways to say [PHRASE - e.g., "I don't know", "That's not my department", "We can't do that"] in a more positive, customer-friendly way.

25 Write a VIP customer response for our loyal customer [CUSTOMER TIER - e.g., 2-year subscriber, high-value client] who is facing [ISSUE] - make it personalized and appreciative.

26 Act as a support manager. Draft an internal SOP for handling [ISSUE TYPE - e.g., data deletion requests, security incidents] from first contact to resolution.

27 Create a template for collecting necessary information from a customer experiencing [TECHNICAL ISSUE - e.g., bug, integration failure] to help engineering diagnose quickly.

28 Generate an empathetic response for a customer sharing a personal story [STORY CONTEXT - e.g., bought for sick relative, needed for important event] related to [PRODUCT] and disappointed.

29 Write a social media DM response for a customer complaining publicly on [PLATFORM - e.g., Twitter, Instagram] about [ISSUE] - move to private chat professionally.

30 Help me create a comparison explanation for a customer asking why our [PRODUCT - e.g., pricing, feature] is different from competitor [COMPETITOR] - focus on value, not bashing.

31 Act as a support analyst. Summarize this long customer thread [PASTE THREAD] into 3 bullet points: issue, actions taken, current status for handoff to another agent.

32 Create a first response time delay apology template for when our support volume is high due to [REASON - e.g., launch, outage] and customer waited [TIME].

33 Generate a thank-you email for a customer who provided valuable feedback about [FEEDBACK - e.g., bug report, feature suggestion] that we are implementing.

34 Write a response for a customer asking for a discount [DISCOUNT REQUEST] when we cannot offer one - provide value-based explanation and alternative [ALTERNATIVE - e.g., extended trial, bundle].

35 Act as a customer onboarding specialist. Create a welcome support message for new customers of [PRODUCT] explaining how to get help and what to expect.

36 Help me draft a message to a customer whose account was flagged for [REASON - e.g., suspicious activity, policy violation] explaining next steps to verify and restore access.

37 Create a post-resolution educational message that teaches the customer how to avoid [ISSUE - e.g., login issues, payment failures] in the future with 3 tips.

38 Generate a support ticket prioritization framework for issues like [ISSUE LIST - e.g., outage, billing, feature request] based on urgency and customer impact.

39 Write a compassionate response to a customer requesting cancellation due to [SENSITIVE REASON - e.g., financial hardship, health issue] with empathy and easy process.

40 Act as a quality assurance coach. Give constructive feedback on this agent interaction [PASTE INTERACTION] focusing on empathy, clarity, and resolution.

41 Create a multi-language friendly support template for [ISSUE - e.g., order confirmation, shipping update] that is easy to translate and culturally neutral.

42 Help me write a response for when our product/service is down due to [OUTAGE REASON - e.g., server issue, third-party failure] with honest status update and ETA [ETA].

43 Generate 5 upsell/cross-sell support responses that are helpful, not pushy, when a customer asks about [PRODUCT] that relates to [ADD-ON - e.g., premium plan, accessory].

44 Write a handover note template for agents shifting shifts that includes customer [CUSTOMER ID], issue [ISSUE], pending action [ACTION], and customer sentiment [SENTIMENT].

45 Act as a customer retention expert. Create a win-back message for a customer who had a bad experience with [ISSUE] [TIME AGO - e.g., last month] and hasn't returned.

46 Create a response for a customer who says "I will sue you" or threatens legal action over [ISSUE] - stay professional, de-escalate, and escalate internally per policy.

47 Generate a concise internal summary report of this week's top 5 customer issues [LIST ISSUES IF KNOWN] with suggested fixes for product team.

48 Help me explain our privacy and data handling to a customer concerned about [CONCERN - e.g., data sharing, GDPR, data deletion] for our [PRODUCT TYPE].

49 Write a friendly nudge for a customer who hasn't responded to our support request for [INFORMATION NEEDED - e.g., screenshot, order number] in [TIME - e.g., 2 days].

50 Act as a support copywriter. Create 10 subject lines for support emails about [TOPIC - e.g., your refund is processed, your issue is resolved] that are clear and reassuring.

51 Create a response template for handling duplicate tickets from the same customer [CUSTOMER NAME] about [ISSUE] - acknowledge and merge professionally.

52 Generate a customer education email series outline of 3 emails to help new users of [FEATURE - e.g., dashboard, mobile app] avoid common support issues.

53 Help me write a response to a customer who is confused by our terms and conditions clause [CLAUSE - e.g., auto-renewal, usage limits] in plain language.

54 Write a support closing script for phone support that confirms resolution of [ISSUE], thanks the customer, and offers future help for [BUSINESS TYPE].

55 Act as a CX strategist. Create 5 questions to ask customers after a support interaction about [ISSUE TYPE] to improve our process.

56 Create a template for requesting a positive review after an excellent support experience resolving [ISSUE] for customer [CUSTOMER SEGMENT - e.g., small business owner].

57 Generate a response for a customer whose issue was actually user error [ERROR - e.g., wrong settings, missed step] - explain kindly without blaming.

58 Help me draft a message to set boundaries with a customer who is being abusive toward [AGENT NAME] while still offering to help with [ISSUE].

59 Write an internal FAQ for support agents about new product update [UPDATE - e.g., new pricing, new UI] with 10 common customer questions and answers.

60 Act as a support automation expert. Create a decision tree for [ISSUE - e.g., return request, password reset] to help agents choose right path: self-serve, agent, escalation.

61 Create a personalized apology gift message to accompany [GIFT - e.g., discount code, free month, small credit] for customer affected by [MAJOR ISSUE - e.g., data loss, long outage].

62 Generate a weekly support team update template that covers metrics [METRICS - e.g., CSAT, response time], top issues, wins, and learnings for [TEAM].

63 Help me write a response for a B2B customer [COMPANY TYPE] whose business is impacted by [ISSUE - e.g., downtime, delay] - show urgency and ownership.

64 Write a clear out-of-office support auto-reply for [HOLIDAY/PERIOD - e.g., weekend, public holiday] with expected response time [TIME] and emergency contact [CONTACT IF ANY].

65 Act as a customer empathy trainer. Create 10 empathy statements agents can use when customers feel [EMOTION - e.g., frustrated, disappointed, anxious] about [SITUATION].

66 Create a bug report acknowledgment template that thanks the customer for reporting [BUG] in [FEATURE], explains next steps, and sets expectation for fix time.

67 Generate a response for a customer comparing us to a bad past experience with another company [COMPANY TYPE] - reassure and differentiate without overpromising.

68 Help me create a support tone and voice guide snippet for handling [SITUATION - e.g., refunds, apologies, technical help] for brand voice [VOICE - e.g., warm and professional].

69 Write a proactive check-in message for customers who purchased [PRODUCT - e.g., 30 days ago] to ensure they are not facing [COMMON ISSUE - e.g., setup difficulty].

70 Act as a support operations manager. Create a customer effort score reduction plan for process [PROCESS - e.g., returns, onboarding, cancellation] with 5 improvements.

71 Generate a response for a customer asking to speak to a manager about [ISSUE] - acknowledge request, explain what you can do, and outline escalation path.

72 Create a closing loop message for a feature request [REQUEST] that was shipped - notify customers who asked for it [SEGMENT] and thank them for feedback.

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