

## A) Ticket Log (Sample)

Ticket ID	Channel	Issue	Priority	Status	ETA	Notes
CS-101	Email	Delivery status update	High	Open	2 hrs	Customer traveling
CS-102	WhatsApp	Payment confirmation	Medium	Resolved	—	Sent receipt
CS-103	Email	Wrong item received	High	In Progress	6 hrs	Requested photo proof
CS-104	Web Form	Pricing inquiry	Low	Resolved	—	Sent price list
CS-105	WhatsApp	Refund request	Medium	Open	24 hrs	Escalated to manager

## B) Reply Templates (Copy/Paste)

### 1. Pricing Inquiry

Subject: Pricing Information

Hi Mr. John, thanks for reaching out. Here's our current pricing: Ksh. 4,000. If you share your preferred quantity/date, I'll confirm availability and delivery timelines.

### 2. Delivery Update

Hi Fred I'm checking on your delivery now. Current status: **Resolved**. Expected arrival: **5.00 PM**. I'll update you immediately if anything changes.

### 3. Payment Confirmation

Hi Daisy, payment received—thank you. Your order is confirmed for **17/01/2026, 2.00 PM**. Receipt attached.

### 4. Complaint / Wrong Item

Hi Vallery, sorry about that. Please share a photo of the item received and your order details. Once confirmed, we'll arrange replacement or refund immediately.

### 5. Refund Request

Hi Jessica, noted. Please share your order number and payment reference. Refunds are processed within **10 days** once approved.

## C) Mini FAQ

### Q: What are your delivery hours?

A: 9am–6pm (Mon–Sat). Special deliveries by request.

### Q: How do I confirm my order?

A: After payment, you receive a confirmation message + delivery window.

**Q: What's your refund policy?**

A: Refunds apply for verified issues (wrong item, failed delivery). Processing: 1–3 business days.