

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.