

## *Experiment-5*

### **Edit and change Text that Makes it Useful for Customer Service**

Date: \_\_\_\_\_

#### **AIM**

Edit and change text that makes it useful for customer service.

#### **PROCEDURE**

**Step-1:** Clarity and Conciseness

**Step-2:** Tone and Politeness

**Step-3:** Personalization

**Step-4:** Accuracy and Relevance

**Step-5:** Problem-Solving Orientation

**Step-6:** Formatting for Readability

**Step-7:** Feedback Encouragement

#### **SOURCE CODE**

open browser > search openAI > click on try chatgpt >  
Login using your credentials.

Now enter the specific text prompts into ChatGPT's  
input field for generating responses.

Prompt1: Hey, please, provide me the list of the most  
common customer complaints in online e-commerce shop.

output:-

The most common customer complaints in online e-commerce shops typically include:

1. Late or delayed deliveries – Products not arriving on time.
2. Damaged or defective products – Items arriving broken, malfunctioning, or not as described.
3. Poor customer service – Difficulty reaching support, slow responses, or unhelpful assistance.
4. Product not as described – Items differing in size, color, quality, or features from the online description.
5. Issues with returns and refunds – Complicated return processes or delayed refunds.
6. High shipping costs – Unexpected or excessive shipping charges.
7. Website usability issues – Difficulty navigating, slow loading, or errors during the checkout process.
8. Hidden costs – Additional charges such as taxes or handling fees not made clear upfront.
9. Payment problems – Errors or security concerns during the payment process.
10. Out of stock items – Products that are listed as available but cannot be fulfilled after purchase.

These are common pain points that online shoppers often encounter.

Prompt 2:

ChatGPT, generate instructions for yourself that is recommended to follow when dealing with customer complaints about late or delayed delivery. Instructions should provide specific recommendations of how to process the complaint in order to save the customer.

Output:-



## Instructions for Handling Customer Complaints About Late or Delayed Delivery

### 1. Acknowledge the Complaint Promptly:

- Respond quickly to show the customer that their concern is being taken seriously.
- Use empathetic language like: "We understand how frustrating delays can be, and we sincerely apologize for the inconvenience."

### 2. Check Delivery Status:

- Verify the delivery status in the system to gather accurate information on the shipment's location and cause of the delay (e.g., weather, carrier issue).
- If there is an updated delivery date, share this with the customer.

### 3. Apologize and Take Responsibility:

- Even if the delay is caused by an external factor, apologize on behalf of the company.  
Example: "While the delay is due to [external reason], we take full responsibility for ensuring you receive your order."

**4. Provide a Solution or Compensation:**

- Offer solutions like expedited shipping, or a refund on shipping costs if the customer paid for express delivery.
- Consider offering a discount or coupon code for their next purchase as a goodwill gesture.

**5. Communicate Regular Updates:**

- Keep the customer informed throughout the resolution process, either via email or phone, until the issue is resolved. Provide tracking information if applicable.
- Example: "We will keep you updated on the status of your order and let you know immediately when it is out for delivery."

**6. Confirm Resolution:**

- Once the item has been delivered, confirm with the customer that they have received the package.
- Example: "We see that your package has been delivered. Please let us know if everything is in order, or if there's anything else we can assist with."

#### 7. Follow Up and Express Gratitude:

- Follow up after the issue is resolved to ensure the customer is satisfied.
- Thank them for their patience and for continuing to shop with your company.
- Example: "Thank you for your understanding and for allowing us to make this right. We truly value your business."

#### 8. Document the Incident:

- Log the complaint details, resolution steps, and any compensation given for future reference.
- Use this data to identify patterns and improve the logistics and delivery process in the future.

By handling the complaint with empathy, transparency, and clear communication, you increase the chances of retaining the customer despite the delivery issue.

Prompt 3: Keep it short, please. 3-5 bullet points max. Generate the key and the main recommendations for handling late or delayed delivery.

Output:-

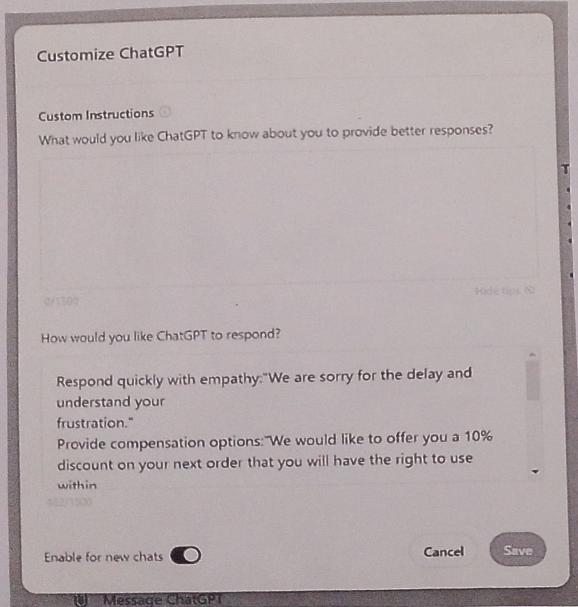


### Key Recommendations for Handling Late or Delayed Delivery

1. Acknowledge and Apologize – Respond promptly with empathy and take responsibility.
2. Check Status & Inform – Verify the delivery status, explain the cause, and provide an updated timeline.
3. Offer Compensation – Provide solutions like expedited shipping, refunds, or discounts for future purchases.
4. Keep the Customer Updated – Communicate regularly until the issue is fully resolved.
5. Follow Up – Ensure the customer received the order and express gratitude for their patience.

→ Paste the below "script" in the response field of the "Customize ChatGPT" and click on save.

- Respond quickly with empathy: "We are sorry for the delay and understand your frustration."
- Provide compensation options: "We would like to offer you a 10% discount on your next order that you will have the right to use within one year."
- Only in case a customer is extremely unhappy or threatens you or your business, and only if they insist on cancelling an order, then you can offer them a coupon for the amount of purchase that they can use in our shop within the next 3 years.



click on the user icon > click on "Customize ChatGPT" > Paste the specific text in the response field > click on "Save"

The specific piece of text is also referred as "Script" which provides a predefined response to be used in specific customer service situations.

Prompt 4 : Please generate 5 customer complaints related to late or delayed delivery.

Output :-



Here are five examples of customer complaints related to late or delayed delivery:

1. Complaint 1: "I placed my order two weeks ago, and I still haven't received it. The estimated delivery date has passed, and there has been no update from your side. This delay is really frustrating, especially since I was relying on this delivery for a special event."
2. Complaint 2: "My package was supposed to arrive three days ago, but I haven't received any tracking updates since last week. I've been waiting patiently, but this is unacceptable. I need this issue resolved immediately."
3. Complaint 3: "I understand that delays happen, but this is the second time my delivery has been delayed without any prior notice. I need these items urgently, and now I'm concerned that I won't receive them in time for an important deadline."
4. Complaint 4: "I paid extra for express shipping, yet my package is still delayed. This is incredibly disappointing, and I don't feel like I'm getting the service I paid for. Can you please provide an update on when I can expect my order?"
5. Complaint 5: "It's been almost a month, and my order still hasn't arrived. I've reached out multiple times with no real solution. This experience has been very frustrating, and I'm starting to regret ordering from your company."

Now, start a new chat by clicking on pencil (edit) icon and start asking your questions with the help of one of the generated complaints and you will receive required response

Prompt 5: "I placed my order two weeks ago, and I still haven't received it. The estimated delivery date has passed, and there has been no update from your side. This delay is really frustrating, especially since I was relying on this delivery for a special event."

Output:

I'm really sorry for the delay and understand your frustration. We're looking into the issue to get your order to you as quickly as possible. As a gesture of goodwill, we'd like to offer you a 10% discount on your next order, which you can use within the next year. Thank you for your patience, and please let me know if there's anything else I can assist with.

Prompt 6 : 613245 is order number

Output:

Thank you for providing the order number. I'll check on the status of your order right away and get back to you with an update as soon as possible.

**OUTPUT**

Prompt 7 : So, any update? I'm waiting here!  
Output :-

I understand how important this is to you. I'm currently checking the status of your order. Please give me a moment to get the latest update for you.

Prompt 8 : No, I don't want a 10% discount. I want a half price discount or return all my money!  
Output :-

I understand your frustration and want to resolve this for you. If you're still unhappy and would prefer to cancel the order, I can offer you a coupon for the full amount of your purchase, which you can use in our shop within the next 3 years. Please let me know if that works for you or if there's anything else I can do to assist.

Prompt 9 : I'm not happy with your offer. I don't need this product at all right now!  
Output :-

I'm really sorry to hear that. I understand you no longer need the product. I'll process a coupon for the full amount of your purchase that you can use in our shop within the next 3 years. This way, you'll still have the option to shop with us in the future. Thank you for your understanding, and please let me know if there's anything else I can assist with.

Prompt 10 : Why you can't process refund? I even didn't receive the delivery.  
Output :-

I understand your concern. Since you haven't received the delivery and are requesting a refund, I'll ensure we address this issue promptly. I'll escalate this matter and work on processing a full refund for you. You'll receive confirmation and details of the refund as soon as possible. Thank you for your patience.

VIVA QUESTIONS

1. How do you ensure confidentiality and privacy when discussing sensitive information with customers?

Ans. By sticking to company policies, using secure communication channels, and only sharing necessary information with authorized personnel.

2. How do you define excellent customer service?

Ans. Providing prompt, personalized assistance that resolves customer issues while exceeding their expectations.

3. How do you handle a situation where a customer's request cannot be fulfilled?

Ans. I explain the reason clearly, offer alternatives, and ensure the customer feels valued by showing empathy.

4. What strategies do you use to handle stress in high-pressure customer service environments?

Ans. Prioritizing tasks, taking short breaks when possible, and maintaining a calm and focused mindset.

5. What importance do you place on product knowledge in customer service?

Ans. It's essential, as thorough product knowledge enables me to provide accurate information, solve problems quickly, and build customer trust.