Macros Group	Macros Number	Macros name	Macros Description	Macros
Welcome	1,1	**Start working**	As soon as you start working on a task	Thank you for the task Please hold for one moment. I'm doing my best to give you an answer as soon as possible
	1,2	**Bad Photo**	Quality of the photo makes impossible to recognize text	Hi I am excited to help you! Unfortunately, the quality of the photo is poor Please send a better-quality photo, so I can understand the task and start working on it
	1,3	**Not Complete Task**	Photo does not show the entire task	Hi I am excited to help you! Please send me an uncropped photo of the task so that I can solve it for you
	1,4	**No task, just greeting**	There is no photo, the user sends just "hi."	Hi! How can I help you? Please send a task so that I can solve it for you
	1,5	**Photo without Task**	There is no task on the photo	Hi I'm looking forward to help you! Please send a photo with a math task so that I can solve it for you
	1,6	**Not English (I failed to translate)**	This macro is used after we tried to translate the task, but had difficulties with the translation into English.	Hi! Unfortunately, we can only solve tasks that are written in English. Please translate your task into English for us so that we can solve it for you Thank you!
Issues regarding task	2,1	**1 coin - lots of tasks**	It is used when the user has 0 coins left and asks to solve additional tasks.	Dear Customer, I'm sorry to inform you that your account currently does not have enough coins to solve additional tasks Please, top up your account, so we can continue solving tasks for you Thank you!
	2,2	**Not Math (Before starting)**	The Expert understands this is a chemistry/physics/geography/etc. task before begin solving it.	Dear Customer, Our Experts specialize in tasks that refer to mathematics only. Unfortunately, the task you've sent belongs to another subject. We would be glad to help with questions on math that you might have Thank you!
	2,3	**Not Math (Started to solve)**	When the Expert started to solve the task, but during solvin the task he realized that it was physics/chemistry/etc.	Dear Customer, We are terribly sorry for making you wait! Our Experts specialize in tasks that refer to mathematics only. Unfortunately, the task you've sent belongs to another subject. We would be glad to help with questions on math that you might have Thank you!
	2,4	**Can't solve (24 hours) (for QC only)**	We use it when we know that it is impossible to solve the problem, even after 24 hours	Dear Customer, Unfortunately, we can't provide a solution for this task, as it belongs to a narrow math field and requires too much time to solve. We're glad to help with any other math tasks while you are waiting Thank you!
	2,5	**Lots of data**	It is used if the user sends a photo of the task with a large amount of data, and if it is rewritten manually can take a lot of time to solve.	Thank you for the task! I'll start working on it now, but it may take some time. There are a lot of data that I must retype to other software. If you send me those numbers as text, that would significantly speed up the solving process. Thank you!
User says solution was not correct	3,1	**Check if was correct**	It is used when the user says that the task has been solved incorrectly and no one has checked it before.	Hello! Let me check if the solution you received was correct. I'll come back to you in a few minutes
	3,2	**Wait new solution (for uncorrect)**	It is used when an expert checks the solution and finds the mistake. And knows how to solve the task correctly.	I've checked the solution you've received before and found that some corrections should be made. Please hold on while I'm doing my best to provide an answer as soon as possible
	3,3	**Double-checked - was correct**	It is used when an expert doesn't find any mistake in the solution after checking it.	I've checked the solution you've received before, and I can claim it was done correctly. Let me know if you need an additional explanation for each step of the solution. I will be glad to help you to handle the topic of this task
	3,4	**Not sure - ask QC if correct**	It is used when an expert doesn't know the topic of the task . Quality Control manager must check the solution. That is why the QC manager needs to check the solution.	As this task is of high complexity, we'd like to transfer it to Quality Control Manager for investigation. I'm kindly asking you to wait till QC Team comes back to you with feedback. Usually, it takes up to 24 hours. We would be glad to help you with other math questions while you are waiting
	3,5	**QC checked - was correct**	QC manager answer only!!!	Dear Customer, The Quality Control Manager reviewed all the solutions which you received. Our Experts have high Math expertise, and all the solutions they provided before were correct. Our Math Experts can provide a detailed explanation of the solution method and explain why the final answer was correct. Let us know if you need an explanation for the solution. Thank you! Best wishes, Quality Control Team
	3,6	**There are no other solutions**	It is used when the user asks to solve the task another way, and it does not exist.	The solution we've provided is only possible here. Let me know if you need more explanations on the solution. Thank you!
Time	4,1	**Short (<2 min)**	It is used when the problem has been solved for 3 minutes, and the answer will be in less than 2 minutes.	I'm finishing your task right now. Let me double-check everything before sending it
	4,2	**Medium (3 - 15 min)**	It is used when the problem has been solved for 3 minutes, and the answer will be in less than 3-15 minutes.	Dear Customer, This task requires around 15 minutes to solve. Please hold on while I'm doing my best to provide an answer as soon as possible
	4,3	**Long (24 hours)**	It is used when the problem has been solved for 3 minutes, and the answer will be in lnot ess than 20 minutes to 24 hours.	Dear Customer, Due to the complexity of the task, we will require more time to solve it than usual. We can provide the answer within 24 hours. Will it work for you? We're glad to help with any other math tasks while you are waiting Thank you!
Goodbye!	5,1	**Done**	Sent after each solution is sent to the user.	Here's the solution! Please let us know if you need help with other tasks or want your answers written in another form. We're always here to help you
	5,2	**"You're welcome"**	It is used when the user thanks you for your work.	You're welcome Thank you for using our service!

Macros Group	Macros Number	Macros name	Macros Description	Macros
For client's questions regarding app	6,1	**"How to buy coins" (iOS)**	Used when a user asks how to buy more coins in the iOS app.	Hello, Name! Thank you for contacting us! In order to buy coins on our platform, please, follow the instruction: Choose the "Top up" button on the main screen OR, on the top of the screen, tap on the coin image, and you'll see the pop-up; Choose the number of coins you need; Tap on the button "Continue." Confirm the payment with the face ID; Voila: coins are added to your account! If you have any other questions, please contact our support team by the button "Support" in your app. Thank you for being with us, and have a nice day!
	6,2	**"How to buy coins" (Web)**	Used when a user asks how to buy more coins in the Web app.	Hi! Thank you for contacting us! In order to buy coins on our platform, please, follow the instruction: At the lower left corner, choose the button "Get coins" OR at the top right corner, tap the black button with the picture of coins, and you'll see the pop-up; On the pop-up slider, choose the number of coins you need; Tab on the button "Continue," and you'll see another pop-up; Add your credit card details; Tap on the button "Pay"; Voila: coins are added to your account! If you have any other questions, please contact our support team by the following email support@expertchat.me. Thank you for being with us, and have a nice day!
	6,3	**"How to pay for subscription" (iOS)**	Used when a user asks how to pay for subscription in the iOS app.	Hi! Thank you for being interested in our platform! In order to subscribe, please, follow the instruction: New page with the offer to subscribe appears automatically BUT in case it doesn't appear -> tap to the crown icon in the top right corner of the screen; Page with the possible plans appears; Choose the needed plan; Tab to "Continue" button; Confirm the payment with the face ID; Voila: new subscription plan is yours! If you have any other questions, please contact our support team by the button "Support" in your app. Thank you for being with us and have a nice day!
	6,4	**Transfer to Support Team (iOS)**	Use when the user from iOS app has the question is not about solving a math problem/how to buy more coins or subscriptions	Dear Customer, This question refers to the Support Team. Please tap the "Menu" icon, then click "Support" and type your question in the chat with our Support Agents They will be glad to help you and will answer your question within 24 hours
	6,5	**Transfer to Support Team (Web)**	Use when the user from Web app has the question is not about solving a math problem/how to buy more coins or subscriptions	Dear Customer, This question refers to the Support Team. Please tap the "Menu" icon, then click "Support" and type your question in the chat with our Support Agents They will be glad to help you and will answer your question within 24 hours