

Here is a list of additional starting prompts that you may use in different job roles.

Remember: these are just initial prompts - Take the potential limitations into account
Experiment with the improvement suggestions - Iterate and refine - Good prompts require creativity and experimentation.
Always validate the output and follow the guiding principles and best practices discussed in the course.



Customer Support Agent

TASK	AI PROMPT	ADDITIONAL INPUT	POTENTIAL LIMITATIONS	IMPROVEMENT SUGGESTIONS
Resolving customer issues	Provide a solution for the following customer issue: [issue description]	Issue description	May not always address the root cause of the issue	Include more context about the customer or product
Escalating complex issues	Draft an email to escalate a complex customer issue to a higher support tier	Details of the customer issue	May not cover all necessary information for escalation	Provide specific details to include or a template to follow
Creating canned responses	Write a canned response for the following customer inquiry: [inquiry type]	Inquiry type	May not always match the desired tone or style	Include specific phrases or keywords to use
Managing customer expectations	Respond to a customer who is upset about a delayed delivery	Not applicable	May not always convey empathy or understanding	Provide examples of empathetic language or a desired tone
Tracking support requests	Create a template for tracking customer support requests	Not applicable	May not include all desired fields or sections	Specify the fields or sections to include in the template
Using support tools	Provide a step-by-step guide for using [support tool] to resolve customer issues	Support tool name	May not cover all features or use cases	Include specific features or scenarios to focus on
Handling refund requests	Create a script for handling customer refund requests over the phone	Not applicable	May not address all possible refund scenarios	Provide specific guidelines or criteria for issuing refunds
Dealing with abusive customers	Draft a response to a customer who is using abusive language or being disrespectful	Not applicable	May not always de-escalate the situation	Include specific techniques or phrases to de-escalate conflicts
Following up on resolved issues	Write a follow-up email to a customer after their issue has been resolved	Not applicable	May not always convey genuine concern or interest	Include specific phrases or questions to show empathy and understanding
Providing product information	Explain the key features and benefits of [product] to a potential customer	Product name	May not always address specific customer needs	Provide more context about the customer or their needsTask

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Sales Representative

TASK	AI PROMPT	ADDITIONAL INPUT	POTENTIAL LIMITATIONS	IMPROVEMENT SUGGESTIONS
Generating sales leads	Identify 10 potential sales leads for our [product/service] in the [industry] sector	Product/service and industry information	May not always identify high-quality leads	Provide specific criteria or desired company profiles
Cold emailing	Write a cold email to a prospective client introducing our [product/service]	Product/service information	May not always capture the prospect's attention or interest	Include specific selling points or a desired email structure
Handling sales objections	Respond to the following sales objection: [objection]	Objection text	May not always address the root concern of the objection	Provide more context about the prospect or their needs
Creating sales proposals	Create a sales proposal for our [product/service] targeting [prospect name]	Product/service and prospect information	May not always convey the unique value proposition	Include specific benefits or case studies relevant to the prospect
Sales presentations	Develop a sales presentation outline for our [product/service]	Product/service information	May not cover all relevant selling points	Provide specific topics or sections to include in the outline
Managing sales pipeline	Create a template for tracking and managing our sales pipeline	Not applicable	May not include all desired fields or sections	Specify the fields or sections to include in the template
Negotiating contracts	Provide negotiation strategies for closing a deal with a prospect who is hesitant about the price	Not applicable	May not address all possible negotiation scenarios	Include specific techniques or concessions to offer
Closing sales	Write a closing email to a prospect who has agreed to purchase our [product/service]	Product/service information	May not always convey appreciation or excitement	Include specific phrases or keywords to express gratitude and enthusiasm
Upselling and cross-selling	Suggest additional products or services to upsell or cross-sell to an existing customer	Not applicable	May not always align with the customer's needs or interests	Provide more context about the customer or their purchase history
Sales reporting	Create a weekly sales report template that tracks deals, revenue and sales activities	Not applicable	May not include all desired metrics or sections	Specify the metrics or sections to include in the templateTask