

# **ASSIGNMENT: EFFECTIVE PROMPT WRITING FOR PROBLEM-SOLVING IN SOFTWARE DEVELOPMENT**

## **Task:**

**Enhancing Customer Service in Retail:** Create a prompt asking for strategies to improve customer service in a retail environment, focusing on staff training, technology integration, and customer feedback analysis.

## **Prompt:**

Consider yourself as an Amazon project manager for improving customer services. Your job involves dealing with challenges in staff training, technology integration and customer feedback analysis to enhance the overall customer experience.

The strategies used to improve the Customer Services are:

### **Part-01: Staff Training:**

- Suggest training programs for technical staff that focus on being friendly to customers, knowing the products well, and resolving conflicts.
- Make sure staff is trained to handle customer misbehaviour and to quickly find solutions.

### **Part-02: Technology Integration:**

- Fill the gap between physical and online experiences for the user by using interactive technology.
- It's recommended to invest in the research and development part of your technology to stay competitive with other companies.

### **Part-03: Customer feedback analysis:**

- A proper approach should be developed to collect and analyze customer feedback like review options for each product, and adding real images of the product.
- Use social media and review channels to find out trends, recognize the strengths, and find areas where improvements can be made.

## **Rationale:**

- The above prompt sets the stage for Amazon, which provides strategies to improve customer services.
- The goal is broken down into three parts: staff training, technology integration, and customer feedback.
- The language is specific to Amazon which clears out confusion and provides clear responses.
- The prompt provides clear examples which makes complex tasks more manageable.
- The prompt is specific to Amazon's needs but allows for creative solutions.
- The prompt is customized to fit into Amazon's customer service needs.