Internal Knowledge Base

1. Internal Guidelines
- Always respond to emails professionally and politely.
- Keep responses concise and focused on the user query.
- Avoid sharing sensitive company information.
- Use proper grammar and spelling in all communications.
- Prioritize urgent emails marked as "High" in subject or from VIP clients.
- Always double-check facts before providing technical or product-related information.
- Maintain a friendly and empathetic tone when dealing with frustrated customers.
- Document unusual issues for future reference and learning.
- Escalate critical issues to the supervisor within 1 hour of detection.

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2. Email Templates

Template: Greeting New Customers
Subject: Welcome to Our Service
Body:
Hi [Customer Name],

Thank you for joining [Company Name]! We're excited to help you. If you have any questions, feel free to reply to this email.

Best regards,
[Your Name]

Template: Responding to a Support Request
Subject: Re: [Customer Issue]
Body:
Hi [Customer Name],

Thank you for reaching out. We have received your request and are working on it. We will update you within [X hours/days].

Best regards,
[Your Name]

Template: Follow-Up Email
Subject: Follow-Up on Your Recent Request
Body:
Hi [Customer Name],

Just following up to see if your issue has been resolved. Please let us know if you need further assistance.

Best regards,

[Your Name]

Template: Apology for Delay
Subject: Apology for Delayed Response
Body:
Hi [Customer Name],

We apologize for the delay in responding to your query. We are working to resolve your issue as soon as possible. Thank you for your patience.

Best regards,
[Your Name]

Template: Escalation Email
Subject: Escalation of Your Request
Body:
Hi [Customer Name],

Your request has been escalated to our senior support team for faster resolution. You will receive an update shortly.

Best regards,
[Your Name]

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3. Frequently Asked Questions (FAQs)

Q1: How do I reset my password?
A: Click on "Forgot Password" on the login page and follow the instructions. You will receive a reset link via email.

Q2: How can I contact support?
A: You can reply to any support email or use the contact form on our website. Response time is typically within 24 hours.

Q3: Where can I find product documentation?
A: Product documentation is available in the "Resources" section of our website or in your account dashboard.

Q4: Can I upgrade my subscription?
A: Yes, go to your account settings and select "Upgrade Plan". Follow the steps to choose a new subscription.

Q5: How can I track my support ticket?
A: Log in to your account and navigate to the "Support Tickets" section. You can track the status and see updates from our team.

Q6: How do I request a refund?
A: Submit a request through our refund form on the website. Refunds are typically processed within 5-7 business days.

Q7: What should I do if I notice suspicious activity?
A: Immediately contact support and provide details of the activity. Avoid sharing sensitive information publicly.

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4. Troubleshooting Tips
- Always check the customer account for recent activities before responding.
- If a common error occurs, refer to the internal error log documentation.
- For technical issues, provide step-by-step instructions rather than vague solutions.
- Document any new issues in the internal knowledge base for future reference.

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5. Escalation Rules
- **Level 1:** Support agent resolves standard issues.
- **Level 2:** Escalate to team lead for issues not resolvable within 24 hours.
- **Level 3:** Escalate to senior management for critical or high-impact issues.
- Always copy the relevant stakeholders when escalating.