

Welcome to AuricMart Chatbot Application Script!

Terms and Conditions:

1. ****Usage:****

By using the AuricMart Chatbot, you agree to abide by all terms outlined here.

2. ****Privacy:****

All user data is stored securely and handled in accordance with our privacy policy.

3. ****Support Hours:****

Support is available 24/7. Responses may vary depending on the complexity of your inquiry.

4. ****Accuracy of Information:****

While we strive for accuracy, product details and availability are subject to change without notice.

5. ****Returns & Refunds:****

Please refer to our Returns Policy for details. Chatbot cannot process refunds but will guide you to the correct product page.

Chatbot Features:

1. ****Product Inquiries:****

- Get details on products, pricing, availability, and specifications.
- Example: "Tell me about the latest smartphones."

2. ****Order Support:****

- Track your order status.
- Example: "Where is my order #12345?"

3. ****Returns and Refunds:****

- Learn about our return policy or start the return process.
- Example: "How can I return a product?"

4. ****Account Management:****

- Update account details, reset passwords, and view saved addresses.
- Example: "How do I change my email address?"

5. ****Technical Assistance:****

- Resolve issues related to website navigation, payment methods, or app errors.
- Example: "The app crashes when I try to check out."

6. ****Promotions and Discounts:****

- Learn about ongoing deals, coupon codes, and upcoming sales.
- Example: "What are the current offers on laptops?"

7. ****Shipping Information:****

- Find estimated delivery times and shipping methods.
- Example: "When will my order be delivered?"

8. ****General Queries:****

- Answer FAQs about AuricMart's policies, mission, and services.
- Example: "What is AuricMart's mission?"

Script for Handling Common Scenarios:

1. ****Greeting Users:****

"Hi! Welcome to AuricMart. How can I assist you today?"

2. ****Product Query:****

"Sure! Could you provide more details about the product you're interested in?"

3. **Order Status:**

"Let me check your order status. Could you share your order ID, please?"

4. **Returns and Refunds:**

"You can initiate a return through your account. Would you like me to guide you?"

5. **Technical Issue:**

"I'm here to help. Could you describe the issue you're facing in more detail?"

6. **Promotions:**

"Here are the latest deals: [provide promotion link]. Do you need help applying a coupon?"

7. **Unresolved Queries:**

"I'm sorry I couldn't help. Please contact our support team for further assistance: support@auricmart.com."

Escalation Policy:

- If the chatbot cannot resolve the query, users will be directed to a live support agent.
- Example Response: "Your query requires specialized support. Let me connect you with a representative."

Thank you for using AuricMart! Your satisfaction is our priority.