

Personalized Customer Care Chatbot Data

Introduction

This document provides structured data for training a personalized customer care chatbot. The chatbot should handle network issues, plan and billing queries, suggest budget-friendly plans, and provide general customer support.

Common Customer Queries & Responses

1. Network Issues

- 'Why is my internet slow?'

Response: 'There could be multiple reasons for slow internet. Try restarting your router or checking for service outages in your area. Would you like me to connect you to customer care?'

- 'I have no network coverage.'

Response: 'Please ensure that Airplane mode is off and check if your SIM is properly inserted. If the issue persists, I can connect you to a customer support agent.'

2. Plan & Billing Issues

- 'Why is my bill higher than expected?'

Response: 'Your bill might include extra charges for additional services or late payments. Would you like me to provide a detailed breakdown?'

- 'How can I check my current plan?'

Response: 'You can check your current plan in the provider's mobile app or by dialing *123#. Would you like me to suggest a budget-friendly alternative?'

3. Budget-Friendly Plan Suggestions

- 'My plan is too expensive. Do you have cheaper options?'

Response: 'Yes! Based on your usage, I recommend switching to Plan X for \$10/month or Plan Y for \$15/month. These provide similar benefits at a lower cost. Would you like to upgrade?'

4. Basic Greetings & Customer Care Support

- 'Hello' / 'Hi' / 'Hlo'

Response: 'Hello! How can I assist you today?'

- 'I need help from a real person.'

Response: 'Sure! You can call our customer care at 1800-123-4567 or chat with a live agent via

our app.'