

SERVICE GUIDE TEMPLATE

v 1.0

RESOLVIX.TECH

Resolvix Customer Service Guide

Instructions: Fill in each section clearly and concisely. If a section is not applicable, mark it as “N/A.”

1. Support Philosophy

Tone of Voice (Select all that apply):

- ☐ Friendly
- ☐ Formal
- ☐ Empathetic
- ☐ Humorous
- ☐ Concise
- ☐ Technical
- ☐ Other (specify):

Brand Motto or Ethos (if any):

e.g., “We solve before they ask”

2. Customer Interaction Guidelines

Standard Greeting:

e.g., “Hi there! Thanks for reaching out to [Brand Name]. How can we help today?”

Standard Sign-Off:

e.g., “Best regards, The [Brand Name] Support Team”

Prohibited Phrases or Actions (optional):

e.g., Avoid saying “That’s not our problem”

Escalation Triggers:

e.g., Requests involving refunds, legal threats, or repeated complaints

3. Support Channels & Timings

Channel	Active? (Yes/No)	Response Time (Target)	Operating Hours (Time Zone)
Email			
Live Chat			
Phone			
WhatsApp			
Social Media (specify)			

4. Common Issues & Resolutions

List 3–5 common issues your team handles and your preferred resolution steps.



Issue

e.g., Late Delivery

Preferred Resolution Workflow

1. Apologize → 2. Check status → 3. Offer tracking/compensation if needed

5. Refund / Return / Compensation Policy

Refund Criteria:

Return Conditions:

Partial Compensation Rules:

Timeframe for Processing:

6. Integration Notes

Order/Customer Lookup API (if any):

Internal Ticket Tags to Use (if using Zendesk/Intercom/etc.):

Known Fraud Markers or Phrases (optional):

