

# Poornasree AI - Customer Support Guide

Welcome to Poornasree AI Customer Support

This guide provides comprehensive information for customer service representatives on how to handle customer inquiries and provide excellent support.

Common Customer Issues:

1. Login Problems - Help customers reset passwords and recover accounts
2. Product Information - Provide detailed information about our AI services
3. Technical Support - Guide customers through troubleshooting steps
4. Billing Questions - Assist with payment and subscription issues

Best Practices:

- Always greet customers warmly and professionally
- Listen actively to understand their concerns
- Provide clear, step-by-step solutions
- Follow up to ensure issues are resolved
- Escalate complex issues to technical team when needed

AI Training Data:

This document contains sample customer support scenarios and responses that can be used to train our AI models for better customer service.