

Create a prompt that will create a standard operating procedure document. The prompt should describe how to work with customers that have problems with the product.

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I'll create a comprehensive prompt for generating a standard operating procedure (SOP) document focused on customer problem resolution. This prompt is designed to produce clear, actionable procedures suitable for training purposes.

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## **Prompt for Customer Problem Resolution SOP**

Create a detailed Standard Operating Procedure (SOP) document for handling customer product issues. The document should be suitable for training customer service teams and ensuring consistent, high-quality problem resolution.

**Include the following sections:**

### **1. Purpose and Scope**

- Define the objective of this SOP
- Specify which types of product issues this covers
- Identify which team members should follow this procedure

### **2. Initial Customer Contact**

- How to greet and establish rapport with the customer
- Active listening techniques to understand the problem
- Questions to ask for gathering essential information
- How to set expectations for resolution timeline

### **3. Problem Assessment and Categorization**

- Framework for classifying issue severity (e.g., critical, high, medium, low)
- Criteria for determining if immediate escalation is needed
- How to document the problem accurately in the ticketing system

### **4. Troubleshooting Steps**

- Standard diagnostic questions to ask
- Common solutions for frequent issues
- When to consult knowledge base or documentation
- How to guide customers through basic troubleshooting

## **5. Escalation Protocol**

- Clear criteria for when to escalate
- Who to escalate to (by issue type)
- Required information to include in escalation
- How to maintain communication with customer during escalation

## **6. Resolution and Follow-up**

- How to confirm the issue is resolved
- Documentation requirements
- Customer satisfaction verification
- Follow-up communication timeline

## **7. Special Situations**

- Handling upset or frustrated customers
- Language barriers or accessibility needs
- Issues requiring refunds or replacements
- When customers request to speak with management

### **Format requirements:**

- Use clear, concise language appropriate for diverse reading levels
- Include decision trees or flowcharts where helpful
- Provide specific examples for each major step
- Add a quick reference guide or checklist as an appendix
- Ensure the document is accessible and easy to navigate

**Tone:** Professional but approachable, emphasizing empathy and customer-first problem solving.

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### **How to use this prompt:**

- Customize the specific product details and company policies before generating
- Add any industry-specific compliance requirements
- Adjust the severity categories to match your organization's needs
- Consider adding actual examples from your product for the troubleshooting section

This prompt structure will generate an SOP that's comprehensive enough for thorough training while remaining practical for day-to-day reference.