

ticket_id	channel	customer_query	intent	priority	agent_response
1001	Social	Laptop won't start even after charging.	tier1_triage	High	Guide troubleshooting, create ticket, escalate to L2.
1002	Social	The app keeps crashing when I try to log in.	technical_issue	High	Gather logs, create ticket, escalate to technical team.
1003	WhatsApp App	My router light is blinking red.	tier1_triage	Medium	Guide through restart steps, escalate if unresolved.
1004	Chatbot	Can I change my delivery address before shipping?	order_modification	High	Confirm order status, update address, send confirmation.
1005	Phone	My payment was deducted twice, what should I do?	refund_request	Medium	Acknowledge, verify, initiate refund, confirm turnaround time.
1006	Social	We noticed you haven't logged in recently, need help?	proactive_outreach	Low	Ask if assistance needed, share support options.
1007	Proactive	What are the working hours during holidays?	knowledge_lookup	Low	Check internal knowledge base and provide schedule.
1008	Email	Your subscription is about to expire in 5 days.	proactive_outreach	High	Remind about renewal, share payment link, offer discount.
1009	Chatbot	Please share the updated leave policy document.	knowledge_lookup	Low	Retrieve latest HR policy and attach.
1010	Email	I'm interested in switching from competitor, what's the process?	presales_inquiry	High	Explain onboarding steps, offer demo, connect with sales.
1011	Proactive	My router light is blinking red.	tier1_triage	Medium	Guide through restart steps, escalate if unresolved.

1012	Whats App	Are there EMI options available on laptops?	lead_qualification	Low	Explain EMI plans, confirm interest, escalate to sales.
1013	Social	I'm interested in switching from competitor, what's the process?	presales_inquiry	Low	Explain onboarding steps, offer demo, connect with sales.
1014	Social	I want to cancel my order before it ships.	order_modification	Low	Check order status, cancel if possible, confirm cancellation.
1015	Email	Your subscription is about to expire in 5 days.	proactive_outreach	Low	Remind about renewal, share payment link, offer discount.
1016	Chatbot	My internet is down since morning.	technical_issue	Medium	Verify outage, guide restart steps, escalate if unresolved.
1017	Whats App	I ordered a phone last week, but I haven't received tracking details.	order_status	Low	Apologize, check system, provide tracking ID, escalate if delayed.
1018	Phone	Where is my recent order? Still not shipped.	order_status	Medium	Check shipment status, provide update, escalate if pending.
1019	Whats App	We noticed you haven't logged in recently, need help?	proactive_outreach	Low	Ask if assistance needed, share support options.
1020	Phone	I ordered a phone last week, but I haven't received tracking details.	order_status	High	Apologize, check system, provide tracking ID, escalate if delayed.
1021	Whats App	I got a damaged product, I want a refund.	refund_request	High	Apologize, request pictures, initiate refund, confirm pickup.
1022	Proactive	The app keeps crashing when I try to log in.	technical_issue	Medium	Gather logs, create ticket, escalate to technical team.

1023	Phone	What are the working hours during holidays?	knowledge_lookup	Medium	Check internal knowledge base and provide schedule.
1024	Email	Please share the updated leave policy document.	knowledge_lookup	High	Retrieve latest HR policy and attach.
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1030	Phone	Where is my recent order? Still not shipped.	order_status	Medium	Check shipment status, provide update, escalate if pending.
1031	Email	My payment was deducted twice, what should I do?	refund_request	Medium	Acknowledge, verify, initiate refund, confirm turnaround time.
1032	WhatsApp App	We noticed you haven't logged in recently, need help?	proactive_outreach	High	Ask if assistance needed, share support options.
1033	Phone	Are there EMI options available on laptops?	lead_qualification	Low	Explain EMI plans, confirm interest, escalate to sales.
1034	Phone	I got a damaged product, I want a refund.	refund_request	High	Apologize, request pictures, initiate refund, confirm pickup.

10 35	Pho ne	Iâ€™m interested in switching from competitor, whatâ€™s the process?	presale s_inquir y	Me diu m	Explain onboarding steps, offer demo, connect with sales.
10 36	Pho ne	Are there EMI options available on laptops?	lead_qu alificatio n	Hi gh	Explain EMI plans, confirm interest, escalate to sales.
10 37	Pho ne	We noticed you havenâ€™t logged in recently, need help?	proactiv e_outre ach	Hi gh	Ask if assistance needed, share support options.
10 38	Soc ial	What are the working hours during holidays?	knowled ge_look up	Me diu m	Check internal knowledge base and provide schedule.
10 39	Em ail	Where is my recent order? Still not shipped.	order_st atus	Hi gh	Check shipment status, provide update, escalate if pending.
10 40	Pho ne	Laptop wonâ€™t start even after charging.	tier1_tri age	Me diu m	Guide troubleshooting, create ticket, escalate to L2.
10 41	Cha tbot	My router light is blinking red.	tier1_tri age	Lo w	Guide through restart steps, escalate if unresolved.
10 42	Soc ial	I got a damaged product, I want a refund.	refund_r equest	Hi gh	Apologize, request pictures, initiate refund, confirm pickup.
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10 44	Pro acti ve	We noticed you havenâ€™t logged in recently, need help?	proactiv e_outre ach	Lo w	Ask if assistance needed, share support options.
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10 48	Phone	I ordered a phone last week, but I haven't received tracking details.	order_status	Medium	Apologize, check system, provide tracking ID, escalate if delayed.
10 49	Pro active	Do you have any discount running on headphones?	lead_qualification	High	Inform offers, confirm interest, forward lead to sales.
10 50	WhatsApp App	Laptop won't start even after charging.	tier1_triage	Low	Guide troubleshooting, create ticket, escalate to L2.
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1074	Cha tbot	Do you have any discount running on headphones?	lead_qu alificatio n	Hi gh	Inform offers, confirm interest, forward lead to sales.
1075	Cha tbot	Can you tell me about the warranty coverage for laptops?	presale s_inquir y	Me diu m	Share warranty details, provide brochure link.
1076	Pho ne	Where is my recent order? Still not shipped.	order_st atus	Me diu m	Check shipment status, provide update, escalate if pending.
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