

I D	Scenario	Customer Query	Agent Response	Category
1	Tier 1 Support	Can I change my shipping address?	Yes, you can change your shipping address from your account settings before the order is shipped.	Tier 1 Support & Issue Triage
2	Lead Qualifica tion	Can you integrate with Salesforce?	Yes, our platform integrates seamlessly with Salesforce and other CRM tools.	Lead Qualification & Pre-sales
3	Proactiv e Support	How do I download my invoice?	You can download your invoice from the Billing section in your account.	Proactive & Outbound Support
4	Internal Knowled ge	Where do I find onboarding guides?	Onboarding guides are available on the HR portal â†’ New Employee section.	Internal Knowledge Management
5	Multi-cha nnel Support	Do you support Facebook Messenger?	Yes, our agents are available on Facebook Messenger during business hours.	Multi-channel Customer Service
6	Tier 1 Support	My promo code is not working.	Please check the promo code validity and ensure it meets the required terms. Contact support if the problem continues.	Tier 1 Support & Issue Triage
7	Lead Qualifica tion	What are your pricing plans?	We offer Basic, Pro, and Enterprise plans. Which one suits your business size?	Lead Qualification & Pre-sales
8	Proactiv e Support	My subscription is expiring soon.	We noticed your subscription is expiring soon. Renew now to avoid service interruption.	Proactive & Outbound Support
9	Internal Knowled ge	Who manages payroll queries?	Payroll queries can be directed to HR or submitted via the internal HR portal.	Internal Knowledge Management
10	Multi-cha nnel Support	Do you provide live chat support?	Yes, live chat support is available 24/7 on our website.	Multi-channel Customer Service

1 1	Tier 1 Support	How do I track my shipment?	You can track your shipment using the tracking link provided in your order confirmation email.	Tier 1 Support & Issue Triage
1 2	Lead Qualification	What are your pricing plans?	We offer Basic, Pro, and Enterprise plans. Which one suits your business size?	Lead Qualification & Pre-sales
1 3	Proactive Support	My order is delayed.	We apologize for the delay. We are proactively monitoring your order and will notify you once it ships.	Proactive & Outbound Support
1 4	Internal Knowledge	Who manages payroll queries?	Payroll queries can be directed to HR or submitted via the internal HR portal.	Internal Knowledge Management
1 5	Multi-channel Support	Can I chat on WhatsApp?	Yes! You can reach us via WhatsApp, email, or our website chat.	Multi-channel Customer Service
1 6	Tier 1 Support	How can I cancel my order?	You can cancel your order from your account dashboard before it is shipped.	Tier 1 Support & Issue Triage
1 7	Lead Qualification	What is the onboarding process?	We provide step-by-step onboarding guidance including tutorials and support sessions.	Lead Qualification & Pre-sales
1 8	Proactive Support	I need to update my contact information.	You can update your contact info under Account Settings â†’ Personal Details.	Proactive & Outbound Support
1 9	Internal Knowledge	Who do I contact for IT support?	Please reach out to the IT Helpdesk via the internal ticketing system or email it-support@company.com.	Internal Knowledge Management
2 0	Multi-channel Support	Do you provide live chat support?	Yes, live chat support is available 24/7 on our website.	Multi-channel Customer Service
2 1	Tier 1 Support	How can I reset my password?	You can reset your password using the 'Forgot Password' option on the login page.	Tier 1 Support & Issue Triage

2 2	Lead Qualification	Can you integrate with Salesforce?	Yes, our platform integrates seamlessly with Salesforce and other CRM tools.	Lead Qualification & Pre-sales
2 3	Proactive Support	My product needs an update.	A new update is available. Please follow the update instructions sent to your email.	Proactive & Outbound Support
2 4	Internal Knowledge	Where can I access HR policies?	HR policies are available on the intranet under the Policies section.	Internal Knowledge Management
2 5	Multi-channel Support	Can I chat on WhatsApp?	Yes! You can reach us via WhatsApp, email, or our website chat.	Multi-channel Customer Service
2 6	Tier 1 Support	How do I update my billing information?	You can update your billing info under Account Settings â†’ Payment Methods.	Tier 1 Support & Issue Triage
2 7	Lead Qualification	Can I customize the product features?	Yes, our product can be customized based on your business requirements.	Lead Qualification & Pre-sales
2 8	Proactive Support	How do I improve account security?	We recommend enabling 2FA and regularly updating your password to enhance security.	Proactive & Outbound Support
2 9	Internal Knowledge	How do I apply for internal job postings?	You can view and apply for internal openings via the HR portal â†’ Careers section.	Internal Knowledge Management
3 0	Multi-channel Support	Do you support Instagram DMs?	Yes, our agents can respond to Instagram Direct Messages during business hours.	Multi-channel Customer Service
3 1	Tier 1 Support	The website is not loading properly.	Please clear your browser cache and try again. If the issue persists, contact support.	Tier 1 Support & Issue Triage
3 2	Lead Qualification	Do you offer a free trial?	Yes, we provide a 14-day free trial for all new users.	Lead Qualification & Pre-sales

3 3 Support	Proactive	How do I improve account security?	We recommend enabling 2FA and regularly updating your password to enhance security.	Proactive & Outbound Support
3 4 Knowledge	Internal	How do I request leave?	You can submit your leave request through the HR portal or your manager's approval workflow.	Internal Knowledge Management
3 5 Support	Multi-channel	Can I use Twitter to reach support?	Yes, our support team responds to queries via Twitter @CompanySupport.	Multi-channel Customer Service
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4 2 Qualification	Lead	Do you have case studies?	Yes, case studies are available on our website demonstrating successful implementations.	Lead Qualification & Pre-sales
4 3 Support	Proactive	How do I download my invoice?	You can download your invoice from the Billing section in your account.	Proactive & Outbound Support

4	Internal Knowledge	How do I reset my company email password?	You can reset it via the internal portal under Settings â†’ Password.	Internal Knowledge Management
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4	Lead Qualification	Is there a discount for annual subscriptions?	Yes, we offer a 20% discount on annual plans.	Lead Qualification & Pre-sales
4	Proactive Support	My subscription has been auto-renewed.	Your subscription was auto-renewed successfully. You can manage this setting in your account.	Proactive & Outbound Support
4	Internal Knowledge	How do I request leave?	You can submit your leave request through the HR portal or your managerâ€™s approval workflow.	Internal Knowledge Management
5	Multi-channel Support	Is there an app for mobile support?	Yes, you can download our mobile app from Google Play Store or Apple App Store.	Multi-channel Customer Service
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5	Internal Knowledge	Where do I find onboarding guides?	Onboarding guides are available on the HR portal â†’ New Employee section.	Internal Knowledge Management

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6 2 Qualification	Lead	Do you provide technical documentation?	Yes, technical documentation is available on our website under the Resources section.	Lead Qualification & Pre-sales
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7 3	Proactive Support	Can you remind me about my upcoming appointment?	Your appointment is scheduled for tomorrow at 3 PM. Would you like a reminder notification?	Proactive & Outbound Support
7 4	Internal Knowledge	How do I access training materials?	Training materials are available on the internal LMS platform under the Learning section.	Internal Knowledge Management
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