

Customer Query	**Support Response (AI/Agent Answer)**
Sentiment	
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1 <input type="checkbox"/> "Why is my order taking so long to deliver?" expected to arrive by tomorrow. You can track it [here]."	"I'm sorry for the delay. Your order is expected to arrive by tomorrow. You can track it [here]." Negative
2 <input type="checkbox"/> "The app keeps crashing every time I open it." reinstalling the app, and if the issue continues, share your device details so we can fix it."	"That shouldn't happen. Please try reinstalling the app, and if the issue continues, share your device details so we can fix it." Negative
3 <input type="checkbox"/> "I love your new update — it's much faster!" your feedback and are glad you're enjoying the update."	"That's great to hear! We appreciate your feedback and are glad you're enjoying the update." Positive
4 <input type="checkbox"/> "How do I reset my password?" Password' on the login page and follow the instructions in the email."	"To reset your password, click 'Forgot Password' on the login page and follow the instructions in the email." Neutral
5 <input type="checkbox"/> "I was charged twice for the same purchase — what's going on?" Please share your order ID so we can process a refund immediately."	"We're sorry about that. Please share your order ID so we can process a refund immediately." Negative
6 <input type="checkbox"/> "Can you help me track my shipment?" number so I can check your shipment status."	"Sure! Please provide your order number so I can check your shipment status." Neutral
7 <input type="checkbox"/> "Your customer service is terrible — no one is responding!" We're experiencing high request volumes but will respond to your issue within the next few hours."	"We apologize for the delay. We're experiencing high request volumes but will respond to your issue within the next few hours." Negative
8 <input type="checkbox"/> "Great customer service, thank you!" happy to help."	"You're very welcome! We're always happy to help." Positive
9 <input type="checkbox"/> "It would be great if you added dark mode." shared your feedback with our design team for future updates." (Constructive)	"Thanks for the suggestion! We've shared your feedback with our design team for future updates." Neutral
10 <input type="checkbox"/> "Why can't I change my plan mid-cycle?" made at the end of the billing cycle. We'll note your feedback for improvement."	"Currently, plan changes can only be made at the end of the billing cycle. We'll note your feedback for improvement." Neutral
11 <input type="checkbox"/> "My package arrived damaged." a photo of the damaged product so we can arrange a replacement."	"We're sorry about that! Please send us a photo of the damaged product so we can arrange a replacement." Negative
12 <input type="checkbox"/> "The login page doesn't load." again. If it still doesn't work, we'll escalate this to our tech team."	"Please clear your browser cache and try again. If it still doesn't work, we'll escalate this to our tech team." Negative

13	"Everything worked perfectly — amazing experience." "We're thrilled to hear that!"	
	Thank you for choosing us."	Positive
14	"I cancelled my subscription but still got billed." "Apologies for the inconvenience."	
	We'll verify and issue a refund if applicable."	Negative
15	"Not bad, but could be improved." "Thanks for your honest feedback! Could	
	you tell us what you'd like to see improved?"	Neutral / Mixed
16	"I can't connect to the server." "We're aware of the issue and working on it."	
	Please try again in 10 minutes."	Negative
17	"Where can I find my invoice?" "You can download your invoice under 'My	
	Orders' → 'Billing History.'"	Neutral
18	"I like the interface, but a search bar would make it better." "Thanks! We'll forward your	
	suggestion to our product team."	Neutral / Positive
19	"This is the best app I've used so far!" "We appreciate that so much! Your	
	support means a lot to us."	Positive
20	"Your refund policy is unfair." "I'm sorry you feel that way. Let me explain	
	how our refund process works and see what we can do for you."	Negative
	No. **Customer Query** **Support Answer**	
	Sentiment **Intent**	
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1	"Why is my payment not going through?" "Please ensure your card has	
	sufficient balance and try again. If it still fails, contact your bank."	Negative Payment
	Issue	
2	"I love the new design of your dashboard!" "We're glad you like it! Our team	
	worked hard to make it more user-friendly."	Positive Appreciation
3	"My login credentials aren't working." "Try resetting your password using the	
	'Forgot Password' link. Let us know if that doesn't help."	Negative Account Access
4	"Can you help me update my phone number?" "Sure! Go to Settings → Profile	
	→ Edit Number, or we can update it manually for you."	Neutral Account
	Update	
5	"I got charged even though my trial period wasn't over." "Apologies for that. Please	
	share your transaction ID, and we'll issue a refund if eligible."	Negative Billing
	Complaint	

6 "Thank you for resolving my issue so quickly!" could help."	Positive	"You're welcome! We're happy we could help."	Appreciation
7 "The sound quality on your app is amazing." glad you're enjoying the experience."	Positive	"That's awesome to hear! We're glad you're enjoying the experience."	Feedback
8 "When will the new features be released?" next month. You'll get notified once it's live."	Neutral	"Our next update is scheduled for next month. You'll get notified once it's live."	Inquiry
9 "Your website is so slow, it's frustrating." We'll look into the server performance right away." Complaint	Negative	"We're sorry for the inconvenience." We'll look into the server performance right away."	Technical Complaint
10 "Is there a student discount available?" Please verify your student email to activate it."	Neutral	"Yes, we offer 20% off for students." Please verify your student email to activate it."	Pricing Inquiry
11 "I'm unable to download the report file." cache, or use a different browser."	Negative	"Please try again after clearing cache, or use a different browser."	Technical Issue
12 "You guys are doing an excellent job!" appreciate your support."	Positive	"Thanks for your kind words! We appreciate your support."	Appreciation
13 "The delivery person was rude." take immediate action and ensure better service." 	Negative	"We're very sorry to hear that. We'll take immediate action and ensure better service."	Service Complaint
14 "Can I pause my subscription for a month?" pausing subscriptions, but you can cancel and reactivate anytime." Inquiry	Neutral	"Currently, we don't support pausing subscriptions, but you can cancel and reactivate anytime."	Policy Inquiry
15 "The product quality is really bad." photos so we can arrange a replacement or refund." 	Negative	"We're sorry to hear that. Please share photos so we can arrange a replacement or refund."	Product Complaint
16 "The chat support was super helpful!" to our support team."	Positive	"Thank you! We'll pass your feedback to our support team."	Praise
17 "I'm trying to change my password but keep getting an error." password meets all criteria. If it still fails, contact us directly." Issue	Negative	"Please ensure your new password meets all criteria. If it still fails, contact us directly."	Technical Issue
18 "How do I delete my account?" Settings → Privacy → Delete Account." 	Neutral	"You can delete your account under Settings → Privacy → Delete Account."	Account Management
19 "Your app uses too much battery." optimizing performance in our next update." 	Negative	"Thanks for reporting this. We're optimizing performance in our next update."	Product Feedback

20 "Can I get an invoice for last month's payment?" invoices from your Billing History section."	"Sure! You can download Neutral Billing Inquiry
21 "I didn't receive my OTP." it's still missing, we can resend it."	"Please check your spam or SMS folder. If Negative Verification Issue
22 "Fantastic service! I'll definitely recommend you." Thank you for recommending us!"	"We're thrilled to hear that. Positive Praise
23 "Why is your premium plan so expensive?" features and dedicated support. However, we'll share your feedback with the team." Pricing Complaint	"Our pricing reflects advanced Negative
24 "I can't find the logout button." top-right corner."	"It's located under your profile icon in the Neutral Navigation Help
25 "The last update made the app worse." expected. Could you share more details so we can fix it?" Complaint	"We're sorry it's not working as Negative Product
26 "I'm happy with the way your team handles requests." appreciation! We're always striving to improve."	"Thanks for your Positive Feedback
27 "Can I transfer my data to another account?" share both account emails."	"Yes, we can help with that. Please Neutral Account Request
28 "My refund hasn't been processed yet." takes 5-7 business days. We'll check your case now."	"Apologies for the delay. It usually Negative Refund Delay
29 "You fixed my issue instantly — thank you!" quickly. Thanks for your patience."	"We're glad we could resolve it Positive Appreciation
30 "Do you have a helpline number?" 456 or via live chat."	"Yes, you can reach us at 1800-123- Neutral Inquiry
31 "I'm disappointed with your recent changes." you tell us what you didn't like so we can improve?"	"We're sorry to hear that. Could Negative Feedback
32 "The interface is confusing." navigation in future updates."	"Thank you for the feedback. We'll simplify Negative UX Complaint
33 "How long does shipping take?" days depending on your location."	"Standard shipping takes 3-5 business Neutral Delivery Inquiry
34 "Everything works flawlessly now!" you're satisfied."	"That's wonderful news! We're happy Positive Praise

35 "My coupon code isn't working." if it's still valid."	Negative Payment Issue
36 "I like the new notification system." informed without interruptions."	"Thank you! We designed it to keep you Positive Feedback
37 "Why did you remove the old feature?" we're considering alternatives based on user feedback." Feedback	"We retired it due to low usage, but Negative Product
38 "Can I change my shipping address?" order is shipped under 'My Orders.'"	"Yes, you can update it before the Neutral Account Update
39 "My account was suspended without notice." check your email for suspension details, or we can review it manually." Issue	"We're sorry about that. Please Negative Account
40 "The app loads fast now — great improvement!" been working on performance optimization."	"Thank you for noticing! We've Positive Feedback
41 "I want to delete my payment info." details in the Billing section under Settings."	"You can remove stored payment Neutral Privacy Inquiry
42 "Customer service didn't resolve my issue." Let us reopen your ticket and ensure it gets resolved."	"We apologize for that experience. Negative Complaint
43 "How can I contact your sales team?" sales@company.com or fill out the contact form on our site." Neutral Inquiry	"You can email
44 "Best app I've ever used. Keep it up!" your support."	"That's amazing to hear! Thank you for Positive Praise
45 "You never respond on time." your future requests get faster attention."	"Sorry for the delay. We'll make sure Negative Service Complaint