

## General Queries

Customer Question	Bot Response
1.What is Local Link?	Local Link is a platform that helps you connect with skilled local service providers in your area.
2.How does Local Link work?	Search for a service, choose a professional based on ratings, and book an appointment—all online.
3.Is Local Link free to use?	Yes, browsing services is free. You only pay for the service you book.
4.Do I need to create an account?	Yes, creating an account helps manage your bookings and receive updates.
5.Is Local Link available in my city?	Please share your location, and I'll check if we're currently serving your area.
6.Is Local Link available 24/7?	You can book anytime, but service timings depend on provider availability.

## Service Related Queries

Customer Question	Bot Response
1.What types of services do you offer?	We offer cleaning, plumbing, beauty, electrical, carpentry, appliance repair, and more.
2.Can I request a custom service?	Yes, you can describe your need in the booking form, and we'll match you with the right provider.
3.Are your professionals verified?	Yes, all professionals go through ID verification and skill checks.
4.How do I check service availability?	Enter your location and preferred date to check available providers.
5.Are the tools and materials provided?	It depends on the service. Some professionals carry their own tools; others may require your assistance.

## Booking & Scheduling

Customer Question	Bot Response
1.How do I book a service?	Choose your service, select a provider, pick a date/time, and confirm your booking.
2.How can I cancel a booking?	Go to "My Bookings" and click "Cancel." Charges may apply depending on timing.
3.Can I track my booking status?	Yes, log into your account and go to "My Bookings" to view status and provider details.
4.What if the provider doesn't show up?	We're sorry! Please report a no-show, and we'll either reschedule or process a refund if applicable.
5.Can I book a service in advance?	Yes, you can schedule a booking up to 30 days in advance.

## Pricing & Payment

Customer Question	Bot Response
1.How much does a service cost?	Prices vary by service type and location. You'll see an estimated cost before booking.
2.Are there any hidden charges?	No, we provide transparent pricing. Additional charges, if any, are shown before you confirm.
3.Do I need to pay upfront?	Some services require partial payment in advance, while others allow payment after completion.
4.What payment options do you support?	We support UPI, credit/debit cards, net banking, and cash on delivery (COD).
5.Is my payment information secure?	Yes, all payments are processed through secure and encrypted gateways.
6.Will I get an invoice?	Yes, a digital invoice is emailed and also available in your booking history.
7.How is pricing calculated?	Pricing depends on the service type, duration, and provider's experience.
8.Are prices fixed or negotiable?	Most prices are fixed, but some vendors may offer custom quotes.
9.Do you offer discounts or coupons?	Yes, promotional offers are regularly available—check the "Offers" section.
10.Are online payments safe?	Yes, payments are processed via trusted, encrypted gateways.

## Vendor/Professional-Related

Customer Question	Bot Response
1.Who will come to do the service?	A trusted local vendor with positive ratings will be assigned to you.
2.Can I select my preferred vendor?	Yes, while booking you can choose from available vendors based on ratings and reviews.
3.Can I contact the vendor directly?	Yes, vendor contact details will be available after confirmation. Use them only for service coordination.
4.What if I'm not satisfied with the professional?	Please rate your experience and raise a complaint—we'll look into it and take action.
5.Can I request a female professional?	Yes, you can mention this in the booking notes, especially for beauty or personal care services.
6.Will the professional follow safety protocols?	Yes, our vendors are trained to follow COVID and safety guidelines strictly.

## Account & Login Issues

Customer Question	Bot Response
1.I can't log in to my account.	Please check your credentials or reset your password using "Forgot Password."
2.I forgot my password.	No worries! Click on "Forgot Password" and follow the instructions to reset it.
3.How do I update my profile details?	Go to your account settings to update your phone number, email, and address.
4.Can I change my registered phone number?	Yes, under profile settings you can update your contact number after OTP verification.
5.How do I deactivate my account?	Contact support with a deactivation request. We'll guide you through the process.
6.Will my data be shared?	No, your personal data is protected and will not be shared without your consent.

## Feedback & Reviews

Customer Question	Suggested Response
1.How do I leave a review?	After the service is completed, you'll be prompted to rate and review.
2.Can I edit my review?	Yes, within 24 hours of submission.
3.Can I see reviews before booking?	Yes, each service provider's profile includes verified customer reviews.

## Support & Complaints

Customer Question	Bot Response
1.How can I contact customer support?	You can chat with us here, email support@locallink.com, or call our helpline.
2.I want to file a complaint.	Sorry for the inconvenience. Please use the "Report an Issue" option in your booking history.
3.Can I speak to a real person?	Yes, you can request a callback from a human support agent during business hours.
4.What is the refund process?	Refunds are processed within 5–7 business days to your original payment method.
5.I was overcharged. What should I do?	Please raise a billing complaint from your dashboard—we'll resolve it quickly.