YOUR QUICK TOUR

Turn waiting into confidence

AI can prepare the response; your business must provide the truth and care.

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YOUR FINISH LINE

One reviewed AI-assisted workflow that gives customers a quicker, clearer and more consistent answer.

01 / MEET YOUR GUIDE

Lina has 37 unread messages

Fictional example: Lina, her candle shop and all figures are invented.



THE MONDAY PILE-UP

Customers ask about delivery, scents, damaged jars, custom gifts and order changes. Lina keeps rewriting similar answers, then rushes the unusual cases and sometimes misses an important detail.

THE BETTER DIVISION OF WORK

AI prepares drafts from Lina's approved policies. Lina reviews every draft, handles complaints herself and never lets AI invent stock, delivery dates, refunds or promises.

THE LESSON

Use AI to reduce typing and organise information - not to remove empathy, responsibility or human judgement.

02 / GIVE AI THE TRUTH

Build a service brief first

A good answer begins with approved facts, boundaries and tone.

FACTS

List current opening hours, delivery areas, processing times, return steps, product care, contact routes and escalation rules. Add the date each fact was checked.

VOICE

Describe the tone in plain words: friendly, calm, brief and respectful. Add two replies you like and one style to avoid.

LIMITS

State what AI must never promise or decide: refunds, compensation, legal conclusions, medical advice, sensitive account changes or anything missing from the approved facts.

COPY-READY BRIEF

"Use only the approved facts below. Write in simple English. If a fact is missing or the customer is upset, write HUMAN REVIEW and explain why."