

SANKO BUSINESS LIBRARY

Customer Support Response Library

50 original responses for common service situations

Digital edition

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How to Use This Resource

Choose the section that matches your current task. Copy the material into your working document, replace bracketed fields, and review the result for accuracy, tone, and fit before using it. Keep customer and confidential information out of tools or services that are not approved for that data.

Product Questions

1. Product Questions Response 1

SITUATION

Use when a customer contacts you about product questions and you need a clear response before taking the next action.

RECOMMENDED TONE

Warm and direct

READY-TO-USE RESPONSE

Hello [Customer name],

Thank you for contacting us about [specific product questions detail]. We understand that [briefly acknowledge the customer's concern or question].

Based on the information available, [give the accurate answer, policy, or status]. The next step is [action], which we expect by [date or timeframe].

Please reply with [required information] if you would like us to continue.

Kind regards,

[Support name]

[Business name]

EDITABLE PLACEHOLDERS

[Customer name], [specific detail], [answer/policy/status], [action], [date or timeframe], [required information].