

Customer Support Templates for the Holiday Season



5 Templates to
Copy & Paste!



I

Thank you

Season's Greetings Special Offer



Your Response:

Dear **#customer_name#**,

Thank you for your recent **#company_name#** order!

To thank you for you choosing us, and to help you celebrate the New Year, we're giving you a special holiday gift of 15% off your January purchases! Just use the promo code **#holiday_promo#**, on our website, from New Year's day to 31 January 2017 and save on more fantastic products!

Enjoy, and thank you from everyone here at **#company_name#**.

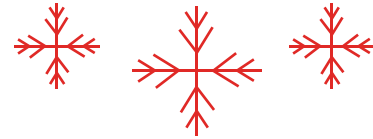
Happy Holidays!

#agent_name#

2

Delivery Query

What is the latest order date for Christmas delivery?



Your Response:

Dear [#customer_name#](#),

Thank you for getting in touch with us!

At [#company_name#](#), we understand that everyone is anxious to get their gifts delivered on time during the holiday season. I have outlined our recommended order dates to make sure that you receive your items on time.

US customers: We recommend that you place your order before midnight on Sunday 18th December. Our team will be busy packing all orders for despatch early Monday 19th December in time for Christmas. We estimate that delivery will take 2-5 business days.

International customers: We are aware that there can be delays, so we recommend an earlier order date, which will allow the busy postal service to make the delivery within plenty of time. I recommend placing your order before midnight on Wednesday 14th December. We estimate that delivery will take up to 5-7 business days.

If you still have concerns, please don't hesitate to contact us for more details. You can reach our customer support team at [#support_email#](#), or by phone on [#support_phone#](#). Our lines are open Monday to Friday 9am to 5.30pm and Saturday 10am to 6pm. Or simply go online to [#company_website#](#) and take advantage of our live chat facility.

Wishing you all the best for the holiday season,

[#agent_name#](#)

3

Shipping Query

WILL MY ORDER ARRIVE IN TIME FOR CHRISTMAS?



Your Response:

Dear **#customer_name#**,

Season's Greetings from the team at **#company_name#**!

Many thanks for getting in touch about the arrival of your **#product_name#**.

Your **#order_number#** was shipped on **#despatched_on#** and it is estimated to arrive between **#expected_delivery_date_from#** and **#expected_delivery_date_to#** at your address:

#shipping_address#

As it is the holiday season, there can be slight delays with the delivery service, but you can keep track of the status of your order with your **#tracking_number#**. Our delivery partners are working hard to get all our wonderful products delivered in time for Christmas. If you have not received your order within 6 business days from the despatch date, please get in touch and we will offer you a range of alternative solutions.

We hope you have a wonderful time over the holidays and we look forward to welcoming you to our store in the New Year!

Happy Holidays from me and the team,

#agent_name#

#support_email#

#support_phone#

#company_website#

4



Automated out of Office

Holiday office hours



Your Response:

Season's Greetings **#customer_name#**,

Thank you for contacting the team at **#company_name#**.

Our Christmas elves are taking some valuable time off so that they can return to fulfill your orders even faster by morning. We will all be back in the office for the following hours over the holidays:

#support_hours_holidays#

On our return, we will get back to you as quickly as we can.

If you need any help in the meantime, please consult our FAQs on our **#company_website#**. I hope you are enjoying your holiday break. I will be in touch shortly with an update on your query.

All the best for the holiday season,

#agent_name#

5

Product

How do I use my product?



Your Response:

Dear #customer_name#,

Thank you for reaching out to the team at #company_name#, we're happy to hear from you!

Your #product_name# was a great choice. I have attached a comprehensive guide that should contain all the instructions you need to help you get started with your #product_name#. The attached guide includes a link to a YouTube demo video.

If you have any trouble with the instructions, please feel free to contact me at #support_email#, or by phone on #support_phone#. Our office is open for calls Monday to Saturday 9am to 5pm. If you would like me to call you, please drop me a message with your number and I can return your call when we are next in the office.

I really hope you enjoy your #product_name#.
Thank you for choosing to shop with us this holiday season!

Happy Holidays!

#agent_name#

Personalize Your Response with ‘SmartTags’

SmartTags are a powerful feature of XSellco Fusion that allow you to personalize your customer support responses within your templates.

These tags automatically pull in the relevant information, helping you to quickly personalize and tailor your responses for each individual, so that you can provide a great customer experience.

For example, `#product_name#` will automatically pull in the name of the product purchased by your customer, saving you time typing the relevant order details each time.

Automate Personalization with ‘Templates’

You can use XSellco Fusion’s Templates to speed up response times by automating responses to common support queries.

Use pre-defined, or custom made, Templates to respond faster without sacrificing the personal touch.

[See Templates in action for yourself](#)



Fusion *Help Desk*

Start your 14-Day Trial

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