

Support

AI Prompt Library: High-Value Prompts by Common Motion

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Each prompt is designed to be pasted into an AI assistant with your specifics filled in. Always review AI-drafted responses before sending to customers — verify accuracy, confirm they match your product's current behavior, and adjust tone to match the customer.

01 TICKET RESPONSE DRAFTING

TICKET RESPONSE

Draft a Clear, Human-Sounding Customer Response

When to use: For any support ticket where you know the answer but need help with phrasing.

Customize: [TICKET TEXT], [CUSTOMER ACCOUNT TIER], and your internal notes on the issue.

I'm a support agent responding to the following customer ticket: [PASTE FULL TICKET TEXT]. Customer account tier: [TIER — e.g., Enterprise, Growth, Free]. What I know about the issue internally: [PASTE YOUR DIAGNOSIS OR KNOWN ISSUE DETAIL]. Resolution or next step: [WHAT WILL HAPPEN AND WHEN]. Write a customer response that: (1) Acknowledges their frustration in one sentence without over-apologizing. (2) Explains the situation clearly in plain language — no internal jargon. (3) States the next step and expected timeline. (4) Sounds like a real person, not a template. Under 150 words. Do not start with 'Thank you for reaching out.'

02 KNOWLEDGE BASE ARTICLES

KNOWLEDGE BASE

Write a Self-Service Knowledge Base Article

When to use: When creating documentation for a recurring support issue or how-to topic.

Customize: [TOPIC / COMMON ISSUE] and any internal notes or existing documentation.

Write a knowledge base article for the following topic: [DESCRIBE THE TOPIC OR ISSUE — e.g., How to connect [PRODUCT] to Salesforce, What to do when [ERROR MESSAGE] appears, How to reset your account password]. Our product: [ONE-LINE DESCRIPTION]. Internal notes or known behavior: [PASTE ANY RELEVANT DETAILS]. The article should: (1) Be written for a non-technical end user — assume they know their business, not our product. (2) Include a clear step-by-step process using numbered steps. (3) Include a 'What to do if it doesn't work' troubleshooting section. (4) Anticipate the 2 most common follow-up questions and answer them inline. Format: use H2 headings and numbered steps. Tone: clear, confident, and friendly.

03 ESCALATION BRIEFS

ESCALATION

Write an Internal Escalation Brief That Gets a Fast Response

When to use: When escalating a ticket to engineering, product, or customer leadership.

Customize: [TICKET + INTERNAL NOTES], [ESCALATION RECIPIENT], and why normal support cannot resolve it.

I need to escalate the following support ticket to [ENGINEERING / PRODUCT / CSM / VP SUPPORT]: Ticket: [PASTE TICKET TEXT]. Internal notes and what has been tried: [PASTE TROUBLESHOOTING HISTORY]. Write an escalation brief that: (1) Summarizes the customer's issue in 2 sentences — what they expected vs. what happened. (2) States what has been attempted so far and the result of each attempt. (3) Explains why this needs escalation — what support cannot resolve without them. (4) States the specific next action needed from the escalation team. (5) Includes: customer account tier [TIER], contract ARR [\$AMOUNT if known], urgency level [LOW / MEDIUM / HIGH / CRITICAL], and any customer sentiment signals. Keep it under 200 words. No fluff.

04 INCIDENT COMMUNICATION

INCIDENT COMMS

Draft Customer-Facing Communication for a Service Incident

When to use: As soon as an incident is confirmed — initial notification should go out within 15 minutes.

Customize: [INCIDENT TYPE], [SCOPE OF IMPACT], [CURRENT STATUS], and [ESTIMATED RESOLUTION TIME].

We are experiencing [DESCRIBE INCIDENT: e.g., elevated error rates on the dashboard, full service outage, degraded performance on data exports] affecting [SCOPE: e.g., all customers / customers in EU region / customers using the API]. Current status: [WHAT WE KNOW AND WHAT WE ARE DOING]. Estimated resolution: [TIME OR 'UNKNOWN — next update in X minutes']. Write three communication versions: (1) Initial notification — under 100 words: what is happening, what we are doing, when the next update will come. (2) Progress update — brief: current status, revised timeline if known, any workaround available. (3) Resolution message — what happened, what we fixed, what we are doing to prevent recurrence. Tone for all three: transparent, direct, and calm. No corporate jargon. Do not use 'We apologize for any inconvenience.'

05 CSAT FOLLOW-UP

CSAT FOLLOW-UP

Respond to a Satisfaction Score — Negative or Positive

When to use: Within 24 hours of receiving a CSAT or NPS response.

Customize: [CSAT SCORE], [CUSTOMER COMMENT], and your review platform or referral program name.

A customer submitted a [SCORE: e.g., 2/5 or 9/10] satisfaction score with this comment: [PASTE THEIR COMMENT]. Write a follow-up message. If the score is negative (1-3 / Detractor): Acknowledge their specific issue — not a generic apology. Do not use 'I'm sorry to hear that.' Offer a concrete next step and owner. Sound like a person, not a template. Under 100 words. If the score is positive (4-5 / Promoter): Thank them for something specific in their comment — not 'Thanks for the great score.' Ask if they would be open to sharing their experience on [REVIEW SITE / G2 / TRUSTPILOT] or in our referral program. Under 80 words. Keep both options in your response so I can choose the right one.