FREE TEMPLATE

FAQ-to-*Assistant* Template

25 questions every small-business site should answer

Fill in 25 short answers once. Then you have the raw material for a 24/7 website assistant.

SupportZiip Cloud Starter

> I'm Dele, an MBA coder who builds AI tools for businesses. I made this template so you can write your answers once, in plain words, and reuse them everywhere.

How to use this template

1. Print it, or fill it in on screen.
2. Write each answer in two short lines. Plain words. Include real numbers and times.
3. Add a link where a page helps (booking page, returns page, price list).
4. Skip any question that does not apply to you. Add your own at the end of the page you need.

Tip: write the answer the way you would say it to a customer standing at your counter.

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HOURS & CONTACT

1 What are your opening hours?

Link to add:

2 Are you open on holidays?

Link to add:

3 How can I contact you (phone, email, form)?

Link to add:

4 Where are you located, and how do I find you?

Link to add:

BOOKING & ORDERS

5 How do I book or place an order?

Link to add:

6 Can I change or cancel a booking or order?

Link to add:

7 How far ahead should I book?

Link to add:

8 How do I check on my order or booking?

Link to add:

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PRICING & PAYMENT

9 How much does [your main product or service] cost?

Link to add:

10 What payment methods do you accept?

Link to add:

11 Do you give quotes or estimates?

Link to add:

12 Are there extra fees, deposits or taxes?

Link to add:

SHIPPING / DELIVERY OR SERVICE AREA

13 Where do you ship or serve?

Link to add:

14 How long does delivery or service take?

Link to add:

15 How much does shipping or travel cost?

Link to add:

16 Do you offer pickup, in-person or online options?

Link to add:

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POLICIES & RETURNS

17 What is your return or refund policy?

Link to add:

18 How do I start a return or refund?

Link to add:

19 What is your cancellation policy?

Link to add:

20 What if something arrives damaged or wrong?

Link to add:

21 How do you handle my personal information?

Link to add:

GETTING HELP

22 Who do I talk to if something goes wrong?

Link to add:

23 How fast do you reply?

Link to add:

24 How do I leave feedback or a complaint?

Link to add:

25 Can I speak to a real person?

Link to add:

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Turn this into a 24/7 *assistant*

Five steps. Most of the work is already done once your template is filled in.

1. **Finish the 25 answers**
   Check each one is true today: hours, prices, policies. Remove anything you are unsure of.

2. **Get your links ready**
   Make sure each link in the template works and goes to the right page.

3. **Set up your assistant**
   Pick an AI assistant that can sit on your website. SupportZiip Cloud Starter is hosted for you and installs with one line of code.

4. **Load your answers**
   Add your 25 answers and links so the assistant has your words to work from. Keep your hand-off contact (a person or email) handy.

5. **Test, then keep it fresh**
   Ask it the questions your customers ask. Fix any gap in the template, and review it whenever your hours or prices change.

Put these answers to work

SupportZiip Cloud Starter is an AI assistant hosted for you. It answers customers on any website (WordPress, Shopify, Wix, Squarespace or hand-coded) with one line of code.

Get Cloud Starter, from $29/month | **See the overview**

SupportZiip Cloud Starter: from $29/month, 1,000 messages, 1 website, Receptionist agent included.
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