EMMANUELA ELOCHUKWU NNADIEKWE

Customer Support Samples

SNAPSHOT

Illustrative samples
Fictional customers
Practice helpdesk: EllaTech

CORE SKILLS

- Ticket Handling
- Written Customer Replies
- Escalation Notes
- Macros and KB Articles
- CRM Record Keeping

TOOLS

- Freshdesk
- Zendesk
- HubSpot
- Pipedrive

Customer Support Samples

Ticket replies, escalation and CRM notes

These samples show how I handle support work in help desk and CRM tools such as Freshdesk, Zendesk and HubSpot. The customers and cases are fictional, written around a practice helpdesk I set up in Freshdesk (EllaTech). They are not real customer cases.

1. REPLYING TO A BILLING TICKET

Ticket #1042 | Channel: Email | Priority: High | Status: Resolved | Tags: billing, refund

CUSTOMER MESSAGE

Hello, I was charged twice for my monthly plan and nobody has replied to my first email. I need this fixed today.

MY REPLY

Hi Ada,

Thank you for reaching out, and I'm sorry you were charged twice and had to wait for an answer.

I have checked your account and I can see the duplicate payment for your monthly plan. I have raised a refund for the extra charge. It should reach your account within 3 to 5 working days, depending on your bank. Your plan stays active in the meantime.

I will check on the refund on Friday and message you if it has not arrived. Is there anything else I can help with?

Kind regards,

Emmanuela, Customer Support

INTERNAL NOTE

Duplicate charge confirmed on account. Refund raised. Follow-up set for Friday. Tags added: billing, refund.

What this shows: I apologise once and do not make excuses. I say exactly what was done and when to expect the result, I set a follow-up, and I leave a clear note and tags so the team can find the case later.

2. ESCALATING AN UNRESOLVED ISSUE

Ticket #1057 | Channel: Chat converted to ticket | Priority: Urgent | Status: Escalated to Tier 2

CUSTOMER MESSAGE

I reset my password twice but the reset email never arrives. I can't get into my account and I have work to finish.

ESCALATION NOTE TO TIER 2

Customer cannot log in. Reset emails are not arriving.

Checked already: the email address on file is correct, the spam folder is empty, two resets were tried 15 minutes apart.

Impact: customer is locked out and cannot work. Request: please check the email delivery log for this address and send a manual reset link.

UPDATE TO THE CUSTOMER

Hi Chidi, I'm sorry about the lockout. I have passed your case to our technical team with everything we have already tried, so you will not have to repeat it. I will update you by 3 pm today, whether or not it has been fixed. Your ticket number is #1057.

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What this shows: the next person gets the full picture, the customer is not asked to repeat themselves, and the customer gets a specific time for the next update.

3. A MACRO AND A KNOWLEDGE BASE ARTICLE

> **MACRO: DELIVERY DELAY (FRESHDESK)**
>
> Hi {{ticket.requester.first_name}}, thank you for your patience. Your order is delayed because of [reason]. The new expected date is [date]. I will message you as soon as it ships. If anything changes before then, you will hear from me first.

> **KNOWLEDGE BASE ARTICLE: HOW TO RESET YOUR PASSWORD**
>
> 1. Go to the login page and select "Forgot password".
> 2. Enter the email address on your account.
> 3. Open the email and select the reset link. If you do not see it within 5 minutes, check your spam folder.
> 4. Choose a new password and sign in. Still stuck? Contact support and quote this article.

What this shows: macros keep replies fast and consistent, and a good article lets customers solve common problems without contacting support.

4. A CRM NOTE (HUBSPOT)

> **CONTACT RECORD: ACTIVITY LOG**
>
> Contact: Ada O. | Activity: Email, ticket #1042
>
> Summary: Charged twice for the monthly plan. Refund raised for the duplicate payment.
>
> Outcome: Customer informed of the refund timeline. Customer satisfied with the response.
>
> Next step: Confirm the refund arrived. Follow-up date: Friday.

HOW I WORK

- Reply quickly, in plain words, and say what happens next.
- Own the problem. Apologise once, then fix it.
- Write every ticket and CRM note so a colleague could pick it up without asking me.
- Tag and categorise tickets so patterns show up in reports.
- Follow up on every promise. The follow-up is what keeps customers.

Sample only. All customers, tickets and amounts are fictional. Walkthrough videos of my practice helpdesk are on my website.