10 Best Live Chat Templates for Customer Service Teams

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Introduction

Live chat is, without a doubt, one of the most popular customer support channels.

In fact, in our exclusive 'State of Customer Support' report, we found out that **63% of customers prefer to use live chat** to interact with companies.

Live chat helps customers immediately reach a support agent, and get their queries answered. It enables instant, real-time support.

But for businesses, enabling real-time support is not as easy as it seems. They need to properly equip their frontline agents to be able to provide quick answers.

One of the best ways to do this is by setting up an extensive repository of **canned responses**.

Firstly, let's see what canned responses are and then look at 10 easy-to-use templates to prepare your support team for multiple scenarios with customers on chat.

What are Canned Responses?

Canned responses are preset answers to common customer messages. They help your support team respond quickly and ensure accuracy when handling recurring support requests. Besides being helpful for customer support reps, you can also use these predetermined responses for your chatbot.

Poorly written canned response templates tend to confuse customers or leave them feeling unsatisfied. Some of the best customer service templates are:

- Built around common requests and questions

- Personalized

- Jargon-free

- Transparent, honest, and empathetic

10 Live Chat Canned Response Templates

1. Welcome Chat Template

A welcome chat template is a simple greeting. It could either be a proactive pop-up message from your chatbot or a reply when a customer initiates a chat. Keep it short and friendly. And if possible, add prompts to get the conversation moving quickly.

This script is a good opportunity to kick off a chat and make a great first impression with customers.

"Hi [Customer name]. What can I help you with today?
- *Where is my order?*
- *I have a payment issue.*
- *I'd like to make a refund inquiry.*
- *I need to place an order.*
- *Other."*

2. Unavailability Chat Template

When all your service reps are offline or busy with other support requests, an unavailability message should acknowledge the customer and provide self-service options. Make sure to also mention that a support rep will provide further assistance as soon as they're free.

Besides engaging customers while support reps are away, this template presents your chatbot in a friendly, approachable way.

"All of our agents are currently busy, but your question is important to us. I will connect you with someone within [time frame]. In the meantime, let's see if I can help you. What do you need help with?"

3. Feedback Chat Template

Once you resolve a chat ticket, this template will help you collect feedback. You can find out how satisfied the customer was with the resolution and accordingly identify areas for improvement.

Keep the message short and neutral to avoid leading customers into positive responses and biasing your data.

"How do you feel about the customer service you received? Please take a moment to rate your experience on a scale of 1 to 5."

4. Information Request Chat Template

To tackle some support requests, your team may need to get more context on the issue. Here's where a template that allows you to request the needed information - in a clear and concise manner - comes in handy.

Imagine a customer's order has been delayed, and they reach out for support. The template below will help a support rep collect enough information for effective troubleshooting. It also clearly states that when the information is received, the customer's issue will be resolved.

"We are sorry to hear that your order has been delayed. Kindly share the order number with me, so I can look into it for you and follow up with our logistics team."

5. Hold Chat Template

Support reps may take slightly longer to find a solution to certain customer requests. In that case, this template will let customers know that your team is working on their ticket and would need some time to find a fix. Use this script as a guide:

"Hey [Customer name]. I need to find out [Information] before I can give you a concrete answer, so I've reached out to [Team name]. Please give me [Time needed] to get an update. Thank you for your patience."

This template works especially well because it sets clear expectations. It explains exactly why there's a delay and how long it will take for the agent to touch base with the customer again.

6. Self-Help Chat Template

If a customer reaches out with an issue that an agent feels shouldn't be a new support ticket, offering self-help options is a good way to quickly close the ticket.

Your canned response should be easy to understand and include all resources the customer needs.

"It appears you mistakenly switched your account from a business account to a personal one, and that's why you can no longer access the [Feature name]. I have reverted your account to the original type now.

If you need to switch again in the future, you can do that by tapping on 'Account' on your dashboard and selecting 'Switch to [Account type]'. If you need more information on this, here's a user guide: [insert a link to guide].

Thanks!"

7. Special Offer Chat Template

This template is useful when customers ask about a feature or service that you have an ongoing offer on, like a discount or promo. It helps support agents improve the conversion rate of a special offer, directly contributing to your company's bottom line.

It also gives the customer room to decide their next plan of action without pressure.

"Hey [Customer Name]. Yes, we provide [Feature name]. In fact, we're currently offering 25% OFF on it until next month. Check out [Feature name] and other related features we've outlined on our pricing page: [Link to pricing page]. Let me know if you need anything else, and I'll be more than happy to assist. Thank you."

8. Correction Chat Template

If a customer reaches out asking for a particular product that you don't offer, this template corrects them politely. Here's a quick answer your team can use as a guide:

"Hello [Customer Name]. We currently don't sell [Item customer wants], but we do have [Similar item] in stock. You can check it out here: [Link to product page]. Do you need anything else, or is that all for now?

You can always start another chat if something else comes up later. Thank you!"

Though you don't have the items a customer needs, this response focuses on the products you do have and encourages them to ask for further help.

9. Escalation Chat Template

When an agent realizes that an issue is beyond them, an escalation template helps them quickly transfer it to a subject matter expert or a more senior support rep. It also informs customers about the same so that they know they'll be getting a message from another person in your organization soon.

"This request is best managed by our [Role or team of the person being escalated to]. We have escalated it to them.

Your request is important to us, and we hope to resolve this for you soon. If you don't hear back in [Timeframe], please let me know."

10. Call Scheduling Chat Template

When a customer asks for a demo or wants hands-on support, your agents will need to schedule a call with them. Try this call scheduling template:

"Thank you for requesting a product demo. Go to [Demo scheduling link] to schedule a demo call at a time that works for you. We look forward to chatting with you!"

This message thanks the customer for their interest in your offering and gives them the chance to choose a time that's convenient for them. The template shows appreciation for a customer's time.

Use Hiver's Live Chat to Answer Customer Queries Instantly

Beyond compiling chat templates, don't you want a tool that makes it possible to manage these templates effectively and provide real-time support?

That's where Hiver's Live Chat platform can help. It equips the support team to manage custom chat templates for recurring queries, assign chats to agents, and collaborate faster.

The best part is you get to do all this from the **comfort of your Gmail inbox**.

Hiver has come along as a trustworthy, discerning, and dependable sidekick that has helped us manage our emails better and faster. Hiver Chat has allowed us to deploy support access on our website and within Google Sheets. Its flexibility and integrations have enhanced our customer support experience and internal workflows.

Edward Darrah
Co-Founder, Flourish Healthcare

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