Draft a customer FAQ from public information

Turn a few verified business details into customer questions and check the answers before sharing them.

15 minutes · Free-tier example · Beginner · Proposed

Before you start

Allow about 15 minutes. Gather a few verified facts from your public website or storefront materials. You can use a free AI assistant for the example. Leave customer messages, names, and order information out of the input.

Try it

Use these fictional business details as a practice input.

> *Sprout Books opens Tuesday to Saturday, 10 a.m. to 6 p.m. Customers can pick up online orders at the front counter. Pickup orders are held for five days. The store has not supplied a returns policy for this exercise.*

Give the assistant the details and this instruction.

> *Draft three short questions and answers about hours, pickup, and how long orders are held. Use only the supplied details. In a separate note, flag any unanswered question a customer might ask.*

Check the result

Verify that the three answers preserve the days and hours, the front-counter location, and the five-day pickup period. Check that the note flags returns without inventing a policy. If you reuse the workflow, ask the person who maintains the business information to check each answer before you publish it. Review the FAQ when the underlying hours or policies change.

Limits and reuse

The draft reflects the facts you provide. It can embed an obsolete policy if the source is out of date.

Save the approved facts and the questions together so someone can update both.