FREE

Repeat Reply Kit

> Customers ask me the same eight questions, and I rewrite the answer every time, usually after hours.

For shop owners, freelancers, coaches, and service businesses. Free.

> **You write the facts. AI helps with the wording. You send.**

A reply bank is your approved answers to the questions you get most. Use this kit by hand, with any chatbot, or with an optional Grok Bot helper (page 4). Already have a Repeat replies helper from Your First AI Helper? You can use it on page 4. You do not need that guide to use this kit.

You will need the Word file, B2_Reply_Bank.docx, plus reply_draft_ask.txt and helper_reply_bank.txt.

1. List the questions customers ask again and again.
2. Write the true facts for each one.
3. Draft, edit, and approve a reply.
4. Copy it, personalize the first line, and send it yourself.

Never paste this

Copy the question, not the person. Do not paste any of the following:

- Customers' names, emails, phone numbers, addresses, or order numbers
- Passwords, card or bank numbers, or health details
- Private details about a client's situation
- Anything you promised to keep private

If a message includes any of those, take them out first.

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List questions, write facts, then draft

List your repeat questions

Look back over a few weeks of messages. In the Word file, write up to 10 questions the way customers ask them, not the way you would. Tally them, then mark your top 8 (bold them, or add a star).

EXAMPLE

A customer might ask, “Do you offer gift wrap?” Write it that way, even if you would call it packing options.

Facts first

For each of your top 8, write the true answer as short notes in “My facts”: price, timing, policy, and exceptions. Write only what you know is true. Not sure yet? Write “Ask me” and leave it. A helper should never fill it in for you.

> **You supply the facts. A helper drafts from them. If a fact is missing, the helper should ask, not guess.**

Draft a reply

Open **reply_draft_ask.txt** in any text app (Notepad on Windows, TextEdit on a Mac). Type the question where it says **[question]** and your facts where it says **[facts]**. Delete the square brackets too. Then select all of the file and copy it. Paste the whole .txt file into any chatbot, or write the reply by hand.

Here is a question my customers ask:

[question]

Here are the only facts you may use:

[facts]

Before you write anything, check: does the question need a fact that is not listed above, or does a fact say “Ask me”? If so, do not write a draft. Ask me one short question about that fact, then wait for my answer. Write only that question, no draft in the same message.

If every fact you need is there, draft a short, friendly reply I could send. Use only the facts above. Do not add any other price, time, policy, promise, or detail, not even a general one like “times vary” or “you will get tracking.” I will edit the reply and send it myself.

Approve the replies

Read the draft. Edit it until you would send it. Paste it into “Approved reply” and write the date in “Last checked.”

If the chatbot asks about a missing fact and writes only that question, that is right. Add the fact, then draft again. If it guesses or includes a draft in the same message, do not approve the reply. Remind it: “Use only the facts I gave you. If a fact is missing or says Ask me, ask me first. Write only that question, no draft in the same message. Do not guess.”

Tone pass

Check each approved reply: sounds like me, short, warm, one clear next step, no promise I cannot keep, nothing made up.

OPTIONAL ASK

Paste a short writing sample in the Word file, then ask: “Here is my voice sample: **[paste sample]**. Here are my replies: **[paste replies]**. Make these replies sound like my sample. Do not change any facts.”

If the draft is off

- It added a detail you did not write: cut that line, and remind it to use only your facts.
- It guessed a time or price: do not approve it. Add the real fact, or write “Ask me.”
- It does not sound like you: use the optional ask, then edit the wording yourself.

IN THE WORD FILE

- Question: the customer’s words
- My facts: short true notes, or “Ask me”
- Approved reply: the text you would send
- Last checked: the date you last confirmed the facts

BEFORE YOU SEND

- Are the facts right?
- Is every price or promise one you actually offer?
- Does it sound like you?
- Did you keep private details out?

Optional: a helper that drafts from your bank

Want a helper that drafts from your bank? Start with a 14-day free trial:
https://grok.com/refer/bot?code=PWW52859ESHT

If you do not have the app yet, use that same link to get Grok Bot on your computer. Open the app. To sign in, open Settings: click the account button at the bottom-left of the sidebar (the avatar and account name). The account card says Sign In with Cursor or Sign Out.

This step is optional. Do this on your computer. In the app, a helper is called a Bot. Where a click is named below, it uses the app's words. If a step does not match what you see, ask Grok Bot how to do it.

1. Create one new Bot and give it a short name, such as Replies. Or open the Repeat replies helper you already set up in Your First AI Helper.

2. For a short job line, open the info pane (the side panel for that Bot) by clicking the agent's name in the chat header, or press Cmd+Shift+I on a Mac. The chat header is the bar at the top of the chat. Close the pane with the X in the pane's own header. The gear beside the X opens Settings, where you can set a title and a description.

3. Open the Bot's chat so you can send it a message.

4. Open **helper_reply_bank.txt**, fill in the **[FILL IN]** spots, select all, and paste the whole .txt file as your first message. If you are using the helper from Your First AI Helper, paste it as your next message instead, and tell it: "These rules replace your old ones." If quote marks wrap the paste, delete them first.

5. Ask the helper to keep these rules for next time. If it does not say it will, ask it again.

6. Paste your approved replies (the question, the facts, and the approved reply for each one). Leave out private details.

If the helper later seems to forget your bank, paste your approved replies again. You still check and send every reply.

Use it, and stay in charge

Use it

When a question is already in your bank, copy the approved reply, personalize the first line, and send it yourself.

New question? Add its facts to the bank first, then approve a reply. Recheck prices and policies monthly, and update the bank if something has changed.

If you use a helper, run these checks first:

Check 1
Pick a bank question. Ask the helper to draft a reply. The draft must match your facts.

Check 2
Do the same with a second bank question.

Check 3
Ask a new question that is not in the bank. A good helper asks you for the facts and writes only that question, with no draft in the same message.

> **AI can be wrong, even when it sounds sure. You check and send every reply.**

This kit is not a promise about what you will earn or how much time you will save. When you are ready for a full team of helpers, see the Grok Bot guides.

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