

Customer CRM Message Templates

Retail & E-Commerce

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Get a library of ready CRM messages for every stage of the relationship — welcome, birthday, anniversary, new arrival, festival and winback — across WhatsApp and SMS, with personalisation tokens and frequency guidance. Fill in your details below.

Purpose of this tool & output

Ready messages for every stage of the relationship

How the output is used

Use the ready CRM messages for every stage of the customer relationship, on brand and on time.

Important cautions

AI-generated templates; use approved WhatsApp templates and honour opt-outs.

Companion documents

- Loyalty Program Designer
- NPS & Feedback Survey Builder
- Customer Complaint Response Templates
- Returns & Refund Policy Writer
- Customer Winback Campaign
- Review & Rating Response Writer

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.