

# Creatures Chatbot Q&A Library (v1.0)

A ready-to-paste library of intents (questions), answer snippets, and follow-ups for training your Crisp chatbot. Everything is written in a concise, friendly tone. Replace placeholders like `{{first_name}}`, `{{listing_id}}`, `{{order_id}}`, `{{org_name}}`, `{{hours}}`, and links like `{{kb.payments}}` with your real values.

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## How to use this library

- **Intents:** Copy the *User may ask* lines as training phrases.
- **Answer snippet:** Paste into Crisp as the bot reply. Keep answers short; link to a help article when needed.
- **Follow-ups (optional):** Add quick-replies to guide users.
- **Collect (optional):** Add fields the bot should ask for before handing off.
- **Handoff:** Define when to escalate to a human.

Tip: Keep replies under ~120 words. If an answer is long, summarize and link to your help center.

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## 0) Universal fallback / greetings

### User may ask

- "Hi" / "Hello" / "Anyone there?" / "Help" / "Agent" / "Support"
- "I have a question" / "Not sure where to start"

### Answer snippet

Hey `{{first_name}}`! I'm the Creatures assistant. I can help with accounts, listings, payments, auctions, transport, and more. What can I help you with today?

### Follow-ups

- Browse animals
- Selling an animal
- Payments & escrow
- Auctions
- Transport
- Something else

### Handoff

If user asks repeatedly for a person or types "agent/human," transfer to support.

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# 1) What is Creatures? (Overview)

## User may ask

- "What's Creatures?" / "How does Creatures work?"
- "Is Creatures safe?" / "Why use Creatures?"

## Answer snippet

Creatures is an online marketplace and community to **buy, sell, and adopt animals** safely. Sellers list detailed profiles with photos, health and pedigree info, and public comments. Buyers pay securely through **CreatureShield**. Funds are held until the animal is received and the **3-day health guarantee** window passes—then we release payment to the seller.

## Follow-ups

- How payments work
  - Health guarantee
  - Browse listings
- 

# 2) Account & Login

## User may ask

- "Create an account" / "Sign up" / "Is it free to join?"
- "Can't log in" / "Reset password"
- "Change my email/phone"

## Answer snippet

Creating an account is **free** and takes a minute. Go to **Sign Up**, enter your info, and verify your email/ phone. To reset your password, choose **Forgot password** on the login page and follow the link we email you. To update email or phone, open **Settings > Profile**.

## Follow-ups

- Send me the reset link
- Update profile settings

## Collect

Email on file; last successful login time (if known).

## Handoff

Escalate for locked accounts or 2FA issues.

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# 3) Identity & Seller Verification (Stripe) + Phone

## User may ask

- "Do I need to verify to sell?"

- "How do I verify my identity?"
- "Why do you need my ID?"
- "How to verify my phone?"

#### Answer snippet

To **list animals or receive payouts**, sellers must verify identity through **Stripe** and connect a valid bank account. This helps keep Creatures safe and transparent. Verification is handled securely by Stripe and usually takes a few minutes. We also require sellers to **confirm a phone number** for trust and faster communication. Buyers are **encouraged** (not required) to verify too.

#### Follow-ups

- Start Stripe verification
- Verify my phone
- Connect bank account

#### Handoff

If Stripe verification fails or is pending >{{hours}} hours, escalate.

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## 4) Profiles & Organizations

#### User may ask

- "Edit my profile" / "Add profile photo/banner"
- "Create an organization page"
- "Claim my farm/breeder profile in the directory"

#### Answer snippet

Open **Profile** › **Edit** to update your info, photo, and banner. To create an **Organization** (farm, rescue, breeding program), go to **Profile** › **Create Organization**. If your business already appears in our directory, you can **claim** it from the profile page to manage it.

#### Follow-ups

- Create an organization
- Claim a directory profile
- Edit my profile

#### Collect

Organization name, website, proof of ownership if claiming.

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## 5) Browsing & Search

#### User may ask

- "How do I find animals near me/by color/age/price?"
- "Filter by genetics/pedigree?"
- "How do I follow a breeder?"

### **Answer snippet**

Use **Browse** to filter by species, location, price, sex, age, and more. Open a listing to view photos, health and pedigree info, and public Q&A. Tap **Follow** on an organization to get updates when they post new animals.

### **Follow-ups**

- Show me current listings
  - See organizations near me
- 

## **6) Creating & Editing a Listing**

### **User may ask**

- "How do I list an animal?"
- "Photo/video requirements?"
- "Can I edit after posting?"

### **Answer snippet**

Go to **Sell > New Listing**. Add title, description, health and pedigree details, price (or auction), photos/videos, and pickup/transport options. You can edit a listing anytime from **My Listings** as long as it isn't completed.

### **Follow-ups**

- Start a new listing
- Edit an existing listing

### **Collect**

Species, location, price/auction, transport method.

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## **7) Fees & Pricing**

### **User may ask**

- "What are the fees?" / "Is there a buyer fee?"
- "How are payments processed?"

### **Answer snippet**

Creatures charges a **5% marketplace fee** on purchases. Standard payment processing and optional transport costs may apply. You'll see a clear cost breakdown at checkout.

### **Follow-ups**

- View payment details
  - Learn about payouts
-

## 8) Payments & CreatureShield (Escrow)

### User may ask

- "How does payment work?"
- "When does the seller get paid?"
- "Is my money safe?"

### Answer snippet

With **CreatureShield**, the buyer pays securely. Funds are **held** until the animal is safely received and the **3-day health guarantee** period passes. Then we **release payment** to the seller. If there's an issue in that window, you can open a dispute and we'll help resolve it.

### Follow-ups

- Open a payment receipt
- How to open a dispute

### Handoff

Escalate for duplicate charges or payment holds >{{hours}} hours.

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## 9) Auctions (Bidding, Reserve, Sniping Protection)

### User may ask

- "How do auctions work?"
- "Is there a reserve price?"
- "What is sniping protection?"
- "Is there a deposit/hold when I bid?"

### Answer snippet

Place bids on auction listings. Some sellers set a **reserve price** (the minimum they'll accept). We use **sniping protection**: if a bid is placed in the last **2 minutes**, the auction extends by **2 minutes** so everyone has a fair chance. A **temporary hold** may be placed on your payment method when you bid; if you win, it's applied to your purchase. If you don't win, it's **automatically released** when the auction ends.

### Follow-ups

- My bid didn't go through
- Cancel a mistaken bid
- I won—what's next?

### Handoff

Escalate for failed holds, reserve not met disputes, or bid errors.

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## 10) Fixed-Price (“Buy Now”) Purchases

### User may ask

- “How do I buy now?”
- “When is my card charged?”
- “Can I cancel?”

### Answer snippet

Tap **Buy Now** on a fixed-price listing and complete checkout. Your card is authorized immediately; funds are held in CreatureShield until delivery and the **3-day guarantee** passes. You can request a cancellation before the animal is transferred—final approval depends on the seller and stage of the order.

### Follow-ups

- Request a cancellation
- View my order status

### Collect

{{order\_id}} or listing link.

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## 11) 3-Day Health Guarantee

### User may ask

- “What’s covered?”
- “How do I submit a claim?”
- “What proof is needed?”

### Answer snippet

All listings carry a **3-day health guarantee** provided by the seller. If you notice a health issue within 3 days of receipt, **contact the seller** through your order page and open a **dispute**. Include a brief description, photos/video, and (if available) vet notes. We’ll work with both parties to resolve quickly.

### Follow-ups

- Start a health guarantee claim
- View dispute steps `{{kb.health}}`

### Handoff

Escalate for time-sensitive health emergencies.

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## 12) Transport & Logistics

### User may ask

- “Do you offer shipping?”

- "Can you recommend a transporter?"
- "Pickup vs delivery?"

#### **Answer snippet**

Transport is arranged **by the buyer and seller**. Creatures can help connect you with **reputable logistics partners** so animals travel safely. You'll choose pickup or delivery options during checkout or in chat with the seller.

#### **Follow-ups**

- See transport options
- Message the seller about pickup

#### **Handoff**

Escalate for transport damage claims or urgent routing issues.

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## **13) Messaging & Comments**

#### **User may ask**

- "Public comments vs private chat?"
- "Delete a comment?"
- "How to ask sellers questions?"

#### **Answer snippet**

Each listing includes **public comments** for Q&A and a **private chat** for order details. Public threads help future buyers; private chat is best for sharing contact or pickup info. You can report inappropriate messages and our team will review.

#### **Follow-ups**

- Start a private chat
  - Report a message
- 

## **14) Disputes, Cancellations & Refunds**

#### **User may ask**

- "Open a dispute"
- "I didn't receive the animal"
- "How do refunds work?"

#### **Answer snippet**

If something's wrong, open a **dispute** from your order within the **3-day guarantee window**. Share details and any evidence (photos/video, vet notes, delivery receipts). While funds are held by CreatureShield, we can help reach a resolution. After funds are released, refunds require seller approval.

### **Follow-ups**

- Open a dispute
- Add evidence to my case

### **Handoff**

Escalate for fraud claims, delivery failures, or chargebacks.

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## **15) Safety, Trust & Reporting**

### **User may ask**

- "How do I avoid scams?"
- "Report a suspicious user/listing"
- "Block someone?"

### **Answer snippet**

Only pay through **CreatureShield** (never off-platform). Review profiles, ratings, and public comments. If you spot a suspicious listing or message, **report it** from the listing or chat. We'll investigate quickly. You can also **block** a user from contacting you.

### **Follow-ups**

- Report this user
  - How ratings work
- 

## **16) Rewards & Referrals**

### **User may ask**

- "How do referrals work?"
- "Do I earn rewards?"

### **Answer snippet**

You can earn rewards for referrals and community contributions. Check **Rewards** in your profile for how to participate and track earnings. Terms apply; see details in our help center.

### **Follow-ups**

- View my rewards
  - Share my referral link
- 

## **17) Directory & Claiming Your Business**

### **User may ask**

- "How do I claim my business?"
- "Edit my directory page"

**Answer snippet**

If your business is listed, open the directory profile and click **Claim**. Provide ownership details. Once approved, you can update info, photos, and post updates so buyers can follow you.

**Follow-ups**

- Start a claim
  - Edit organization profile
- 

## 18) Learn, Species & Tools Tabs

**User may ask**

- "Where do I learn about breeds/colors?"
- "What's in the Tools tab?"

**Answer snippet**

Visit **Learn** for guides and how-tos, and **Species** for breed-specific info. Check **Tools** for handy resources like name generators and calculators—new tools are added often.

**Follow-ups**

- Open Learn
  - Open Species
  - Open Tools
- 

## 19) Notifications & Email Preferences

**User may ask**

- "Turn off emails"
- "Change notification settings"

**Answer snippet**

Open **Settings** > **Notifications** to choose which emails and push alerts you receive. You can unsubscribe from any non-essential messages.

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## 20) Technical Issues

**User may ask**

- "Site isn't loading"
- "Payment failed"
- "Can't upload photos/videos"

**Answer snippet**

Try refreshing, clearing cache, or another browser/device. For payments, confirm card details and available

funds. For uploads, use common formats (JPG/PNG/MP4) and keep files under the size limit. If it persists, tell me your browser, device, and a screenshot and I'll escalate.

#### **Follow-ups**

- Share device & browser
- Try another payment method

#### **Collect**

Screenshots, error text, timestamps, device/OS/browser.

#### **Handoff**

Escalate for repeat failures or outages.

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## **21) Policies (Age, Prohibited, Privacy)**

#### **User may ask**

- "Age requirements?"
- "What animals/items are prohibited?"
- "Privacy & data?"

#### **Answer snippet**

You must be legally eligible to buy/sell in your region. Some animals and items are not allowed; see our **Acceptable Use** and **Prohibited Items** policies. We take privacy seriously—review our **Privacy Policy** to learn how data is handled.

#### **Follow-ups**

- Show acceptable use policy
- Show privacy policy

#### **Handoff**

Escalate for legal complaints or law-enforcement requests.

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## **22) Taxes & Payouts**

#### **User may ask**

- "When do I get paid?"
- "Do I get a 1099/ tax form?"

#### **Answer snippet**

Payouts are released **after** delivery and the 3-day guarantee window. Depending on your bank, it may take 1–3 business days to appear. Tax forms (like 1099s) depend on your location and earnings; Stripe may request additional info. Consult a tax professional for specifics.

**Follow-ups**

- View payout status
  - Update payout method
- 

## 23) International & Transport Compliance

**User may ask**

- "Do you support international sales?"
- "Any transport rules?"

**Answer snippet**

Availability varies by region. Always follow **local laws and animal welfare regulations** for transport and transfers. Work only with verified transport partners and confirm health and vaccination requirements before shipping.

**Follow-ups**

- Find transport partners
  - Regional availability
- 

## 24) For Sellers: Best Practices

**User may ask**

- "How do I make my listing stand out?"
- "What info should I include?"

**Answer snippet**

Use clear, well-lit photos and short videos. Include health records, pedigree details, temperament, diet, and pickup/delivery options. Respond quickly to comments and messages. Verified sellers with complete profiles get more trust and views.

**Follow-ups**

- Verify my seller account
  - Edit my listing
- 

## 25) For Buyers: Best Practices

**User may ask**

- "How do I choose a reputable seller?"
- "What should I check before buying?"

### **Answer snippet**

Review the organization profile, ratings, and public Q&A. Ask for recent photos/video and health records. Confirm pickup/delivery timing and costs. Always pay via **CreatureShield**—never off-platform.

### **Follow-ups**

- See seller ratings
  - Ask a pre-sale question
- 

## **26) Rename/Terminology Notes (if your UI changed)**

### **User may ask**

- "Where is the Health tab?"
- "I can't find Records"

### **Answer snippet**

We recently renamed **Health** to **Records** to better reflect the content. You'll find health, pedigree, and other documents under **Records** in listings and profiles.

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## **27) Moving from Public Comments to Private Chat**

### **User may ask**

- "Can we talk privately?"

### **Answer snippet**

Sure—tap **Message Seller** on the listing to start a private chat for pickup details or sensitive info. Keep pricing and commitments inside Creatures so you remain protected by **CreatureShield** and our **3-day guarantee**.

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## **28) Edit / Delete / Close a Listing**

### **User may ask**

- "End my auction early"
- "Mark sold"
- "Edit or delete a listing"

### **Answer snippet**

From **My Listings**, you can edit details or **close** a listing if it hasn't completed. If there are active bids or an ongoing order, closing options may be limited to protect buyers. You can mark an item **Sold** when the transaction is complete.

### Follow-ups

- Close this listing
  - Edit photos & description
- 

## 29) Order Status & Timeline

### User may ask

- "Where is my order?"
- "When will funds release?"

### Answer snippet

Open **Orders** > `{{order_id}}` to see status: **Paid (Held)** → **In Transit/Pickup** → **Delivered** → **Guarantee Period (3 days)** → **Released**. If there's an issue in the guarantee window, open a dispute from the order page.

### Follow-ups

- View delivery details
  - Open a dispute
- 

## 30) Accessibility & Support Hours

### User may ask

- "Support hours?"
- "Accessibility options?"

### Answer snippet

You can reach us via chat or email. Live support is available `{{hours}}`. We aim to be inclusive and accessible; if you need accommodations, let us know and we'll help.

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## 31) Data & Privacy Requests

### User may ask

- "Delete my account/data"
- "Export my data"

### Answer snippet

You can request account deletion or data export from **Settings** > **Privacy**. We'll confirm your identity and process your request according to our policy and local regulations.

### Follow-ups

- Start data export
- Request account deletion

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## 32) Common Micro-Snippets (one-liners)

- **Link to help center:** Here's our Help Center: `{{kb.home}}`
- **Payment receipt:** Here's your receipt: `{{order_receipt_link}}`
- **Upload documents:** Please attach clear photos or PDFs under `{{size_limit}}`.
- **We're on it:** Thanks! I've shared this with our team and we'll update you ASAP.
- **Escalation:** I'm looping in a specialist now—hang tight while we review.
- **Policy reminder:** For your safety, please keep all payments on Creatures via CreatureShield.

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## 33) Entity Placeholders

Use these consistently across replies to auto-personalize:

`{{first_name}}`, `{{last_name}}`, `{{profile_url}}`, `{{org_name}}`, `{{listing_id}}`,  
`{{order_id}}`, `{{claim_id}}`, `{{payout_id}}`, `{{kb.xxx}}`, `{{hours}}`, `{{size_limit}}`.

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## 34) Example: Dispute Intake Flow (structured follow-ups)

### Answer snippet

I can help open a dispute for order `{{order_id}}`. To get started, please share a short summary and any evidence.

### Follow-up sequence

- 1) "Please describe the issue in 1–2 sentences."
  - 2) "Upload photos/video and any vet notes, if available."
  - 3) "When did you receive the animal?" (date)
  - 4) "Best contact email/phone in case we need more info?"
- Then: "Thanks! I've filed this as case `{{case_id}}`. A specialist will review and reply within `{{hours}}`."

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## 35) Example: Transport Partner Request

### Answer snippet

We don't ship directly, but we can share vetted transporter options. Could you confirm pickup ZIP, drop-off ZIP, species, and target dates? I'll pass this to our logistics partner list.

### Collect

Pickup ZIP, drop-off ZIP, species, preferred dates, crate/travel requirements.

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## 36) Example: Auction Win → Next Steps

### Answer snippet

Congrats on winning! Your payment authorization is on hold via CreatureShield. Coordinate pickup/delivery with the seller in chat. After delivery, a **3-day guarantee** starts. If everything's good, we'll release funds automatically at the end of that window.

### Follow-ups

- Message the seller
  - View order timeline
- 

## 37) Example: Reserve Not Met

### User may ask

- "I was highest bidder—why didn't I win?"

### Answer snippet

Some auctions have a **reserve price**. If the reserve isn't met, the seller isn't obligated to complete the sale. You can message the seller to discuss options or look for similar listings.

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## 38) Example: Rename Health → Records

### Answer snippet

We updated the **Health** section to **Records**. You'll now find health docs, pedigree papers, and other files under **Records**.

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## 39) Escalation Rules (suggested)

- **Payments:** duplicate charges, holds >{{hours}} hours, bank/Stripe errors.
  - **Health/Transport:** emergencies, injury in transit, welfare concerns.
  - **Policy/Legal:** prohibited items, age/ownership disputes, law-enforcement requests.
  - **Integrity:** suspected fraud, identity theft, harassment.
  - **Tech:** repeated upload failures, site outage.
- 

## 40) Quick Intent List (copy into Crisp as tags)

overview, account\_login, verification\_seller, phone\_verify, org\_profile,  
directory\_claim, browse\_search, create\_listing, fees\_pricing, payments\_escrow,  
auctions, buy\_now, health\_guarantee, transport, messaging\_comments,  
disputes\_refunds, safety\_reporting, rewards\_referrals, learn\_species\_tools,

notifications, tech\_issues, policies, taxes\_payouts, international, seller\_tips,  
buyer\_tips, rename\_records, private\_chat, edit\_close\_listing, order\_status,  
accessibility, privacy\_requests.

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**Want this as CSV/JSON for bulk import?** Ask me and I'll export these intents with examples and answers in the format you prefer.