TIDEWELL

Price and setup are tailored to your business and agreed on the call.



Customer Rep

Replies to your customers in the channels you choose: email, chat or social media messages.

For businesses that get messages from their customers and want to give quick, consistent answers.

See the full specification

What we do

- ✓ We answer your customers in the channels you choose: email, chat or social media messages
- ✓ We reply from your approved templates
- ✓ We prepare answers to new or unusual questions for your approval
- ✓ We escalate complaints and sensitive cases to you straight away
- ✓ We keep a log of every enquiry and its status
- ✓ We build and update your reply templates

Not included

- Phone support
- Deciding on refunds or compensation
- Cases with legal implications (escalated to you)

What we need from you

- ✓ Gmail or Outlook for the customer inbox (delegated access, no password needed)
- ✓ Meta Business Suite (Messenger and Instagram)
- ✓ Access to booking platforms, if used
- ✓ Answer our short branding questionnaire (your brand, tone of voice) so we write like you

- ✓ Your policies, prices and common answers

By package

Customer service from us	Monday to Friday, 08:00 to 16:00
Starter	The channels you choose: email, chat or social media messages
Full Assistant	The channels you choose: email, chat or social media messages
Complete Back Office	The channels you choose. Customer messages answered within 30 minutes, Monday to Friday 08:00 to 16:00

In your monthly report

- ✓ Messages handled per channel
- ✓ Average first response time
- ✓ Top questions and recurring issues
- ✓ Escalations and how they were resolved