SAMPLE — Penny Front Desk — Quick Start

SAMPLE · Fictional business "Copperline Plumbing & Drain" invented to show the format. Names, prices and policies are made up. Not client work.

For: Copperline Plumbing & Drain (fictional) · **Version:** v1.0 · **Order:** #SAMPLE-0001 · **Tier:** Assistant Build
Installed in your account: ChatGPT Project · **Plan you'll need:** ChatGPT Go, Plus or higher (6 knowledge files; a Free project holds 5)

What it does: Drafts replies to web-chat and text messages: spots emergencies, offers standard 2-hour booking windows and quotes flat-rate items from the price book.
What it won't do: promise arrival times, quote anything not in the price book, or take payment details.

Install in about 10 minutes

1. Sign in to ChatGPT with the office account that will own the bot.
2. Create a new ChatGPT Project named **Penny Front Desk**.
3. Paste all of `system-prompt.md` into Project settings → instructions.
4. Upload the 6 files in `knowledge/` (price book, policies, service-area ZIPs, FAQ, safety steps, hours).
5. Open a **new chat inside the project** and run the three prompts below.

Full step-by-step guide: `setup-guides/chatgpt.md`.

Try these first

1. "Customer text: 'Water is pouring through my kitchen ceiling.' Draft Penny's reply."
2. "Customer asks: 'How much to replace a toilet wax ring?' Draft a reply."
3. "Customer: 'Can your tech be here by 3 today?' Draft a reply."

Good to know

- Penny drafts; the office reviews and sends. Escalations go to the on-call dispatcher.
- Never paste card numbers or ID numbers into the chat.
- Re-test after any edit or a major model update: `RETEST-CHECKLIST.md` (10 minutes).

Help and revisions

Revisions until the date in your handoff email (3 rounds). Email **Custom@BotsMadeSimple.com**, subject **"Revision – SAMPLE-0001 – Penny Front Desk"**, using `REVISION-REQUEST.md`.

SAMPLE · AgentForge · BotsMadeSimple · You own the delivered files. We keep only the delivered package files, not your data, for the revision window.