tempered

YOUR FREE TOOL · FOR THE ANSWER DESK

Answer Sheet

Get what's in your head written down once, as a customer FAQ and a staff answer sheet, then have every reply drafted from it in your voice.

Not a prompt pack. A tool that does the job.

What it does

YOU DROP IN
A five-minute voice memo, or twenty customer messages and twenty staff texts, pasted as they are.

→

IT WORKS OUT
Which questions keep coming, where you've given two answers, and what's missing.

→

YOU GET
A customer FAQ, a staff sheet for mid-shift, your voice notes, and a draft reply for every new message.

Install it in 5 minutes

Claude (recommended)

1. Open Claude, go to **Settings → Capabilities** and turn on **Code execution and file creation**.
2. In **Skills**, choose **Upload skill** and pick `answer-sheet.zip`. Don't unzip it.
3. Make sure it's switched on. Start a new chat.
4. First run, it asks you a few setup questions. Save the profile it gives back.

ChatGPT

1. Open `answer-sheet-chatgpt.md`.
2. In ChatGPT: **Explore GPTs → Create → Configure**. Paste the instructions.
3. Turn on **Code Interpreter & Data Analysis**. Save as **Only me**.
4. No custom GPTs on your plan? Paste them into a **Project**'s instructions instead.

TRY IT FIRST Upload the sample in the zip (`examples/sample-messages.md`) and say "Build my answer sheet from these. Small café, two locations." Then do it again with your own.

Menus move. If yours looks different, search help for "upload a skill". It drafts; you decide what gets sent.

REAL EXAMPLE

An Old World style example

The kind of staff text every café owner gets weekly, answered from the sheet. Sample messages, written the way our staff and guests text.

YOU PASTE

> Staff text: “Customer says their drink was wrong for the second time, should I comp it?”

YOU GET BACK

Sheet entry used	A drink is wrong
Step 1	Remake it, no questions
Step 2	Second miss on us: comp it
Call the owner only if	they ask for a refund over $20

DRAFT REPLY: “Yep, comp it and remake it. Second miss is on us. Write it on the board so we see it at close.”

NOT ON THE SHEET? It drafts its best guess, marks it [CHECK], and writes the new entry for you to add.

It’s working when

- [ ] You answer a typical message by reading the draft and pressing send.
- [ ] Staff check the sheet before they text you.
- [ ] The same three questions stop landing on your phone.

Free shows you. Connected does it.

	THIS FREE TOOL	BUILT FOR YOU BY TEMPERED
Where the data comes from	You paste in each message	**Reads your inbox, DMs and review sites on its own**
When it runs	When you sit down to it	**As each message arrives**
Where the answer lands	In a chat window	**One place to say yes; staff sheet on their phones**
Who does the work	You	**It drafts. You approve.**

Like it free? Picture it running without you.

We connect it to your systems, put it on a schedule and make sure it’s live and in use. AI doesn’t replace you. It answers to you.

Book a 15-minute call