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The Voice File Pack

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JJ Wong · jjwong.ai

How to turn fifty of your own replies into a voice file, the two prompts that use it, and an n8n workflow that sorts incoming chats and drafts replies for you to approve. Complaints always go to a human.

Part 1 — Build the voice file

Pick 50 replies

Scroll back through your chats and pick fifty replies you'd happily send again. Not the perfect ones — the typical good ones. Aim for a mix:

- About 25 pre-sale answers (fit, stock, delivery, "original ke?")
- About 15 order-status replies
- About 10 replies where you handled something going wrong

Fifty is enough. The patterns stop changing after about forty.

Strip them

Names, phone numbers, order IDs, addresses — out, before they go anywhere. The anonymiser patterns are in the Q&A Mining Pack; the short version is replace the username with **[BUYER]** and any order number with **[ORDER]**.

Tag them

Put one label in front of each reply: **PRESALE**, **STATUS** or **PROBLEM**. Include the buyer's question it was answering. The format:

PRESALE

Buyer: boleh muat laptop 15 inch?

Me: Yes boleh! Fits up to 16 inch. Padded base so the laptop is safe 🙌

STATUS

Buyer: when will ship?

Me: Hi! Order in before 3pm ships same day, after 3pm ships tomorrow.

Yours went out this morning — tracking should update tonight.

Part 2 — The two prompts

Prompt A — extract your style

Run this once, on the whole file.

Below are 50 of my past replies to customers, anonymised and tagged by type.

Extract my writing style as 8 rules covering:

1. How I greet
2. Typical reply length
3. Formality, and whether I mix in Malay
4. Emoji use — which ones, and how often
5. How I give good news
6. How I give bad news or say no
7. How I sign off
8. Anything distinctive you notice

For each rule, quote one of my replies that shows it. Don't describe a generic "friendly professional" tone — describe mine, specifically.

REPLIES:

[paste the tagged file]

Read the eight rules carefully before you use them. If it decides you're formal and you're not, every draft after that is wrong in the same direction, and you won't notice until a buyer does. Correct the rules by hand, then save them at the top of your voice file.

Prompt B — draft a reply

This is what you'll use daily. The workflow in Part 3 uses the same one.

You draft customer replies for my marketplace shop, in my voice.

MY STYLE RULES:

[paste your 8 corrected rules]

EXAMPLES OF MY REPLIES:

[paste 10–15 of the tagged replies — a mix of types]

NEW MESSAGE FROM A BUYER:

[paste the message]

Draft one reply following my rules. If answering needs a fact I haven't given you — stock level, a dispatch date, a spec — write [CHECK: what's needed] instead of guessing. Never promise a refund, replacement, discount or delivery date. Return the draft only.

The [CHECK] instruction is your safety net. A reply with a [CHECK] in it can't be sent by accident, because it's obviously unfinished.

Part 3 — The workflow

`chat-drafting.json` is an n8n workflow. It does this:

New message arrives

- AI classifies it: PRESALE, ORDER_STATUS, COMPLAINT, SPAM, or UNSURE
- PRESALE / ORDER_STATUS → AI drafts a reply in your voice
 - draft is sent to YOU for approval
- COMPLAINT / UNSURE → goes straight to you, no draft
- SPAM → dropped
- If the AI step fails → message goes to you, same as a complaint

Nothing is ever sent to a buyer automatically. The workflow drafts; you send. That's deliberate. One confidently wrong promise costs more than a month of saved typing.

Setting it up

1. **Import it.** In n8n: Workflows → Import from File → `chat-drafting.json` .
2. **Paste your voice file** into the `Voice file` node, replacing the example rules and replies.

3. **Add your AI API key.** Both AI nodes call the Anthropic API. Create a credential in n8n (Header Auth, header name `x-api-key`) and select it on both nodes. Put the model name you want to use in the `MODEL` line of the `Voice file` node.
4. **Set where drafts and alerts go.** The two nodes ending in `→ you` post to a placeholder URL. Point them at wherever you want to see messages — a WhatsApp gateway, Telegram, Slack, email. The body is just `to` and `text` ; adjust to whatever your chosen tool expects.
5. **Connect the trigger.** The workflow starts from a webhook expecting `{ conversation_id, channel, buyer_message }` . How you get messages into it depends on your platform and setup — some can push chats to a webhook, others need a scheduled check. That part is yours to wire.
6. **Test before activating.** The webhook node has an example message pinned, so you can click *Test workflow* and watch it run end to end with no real buyer involved.

If a node shows a version warning after import, open it and save — n8n updates node versions often.

The routing rule, stated plainly

- **Complaint beats everything.** If a message is a pre-sale question and also mentions damage, the whole message is a complaint.
- **Unsure goes to a human.** The classifier is allowed — encouraged — to say it doesn't know.
- **Any failure goes to a human.** If the AI step errors, the message is treated like a complaint.

Those three rules are what protect your rating. Everything else is convenience.

The one thing to remember

Every seller has access to the same models. What nobody else has is fifty replies you already wrote, in your voice, that worked. That's the asset. The model is just the thing that reuses it.

Questions? Reply to this email — I read them all. More at @jjwong.ai — one AI play for SEA sellers, daily.