

Installing the Rev-IQ Retention and Customer Success Kit in ChatGPT

How to add the 5 skills in your bundle to your ChatGPT account and run them for the first time. It takes about five minutes.

What you downloaded: either the whole bundle as one .zip (Rev-IQ-retention-and-customer-success-kit-chatgpt.zip), or individual skill files from your download page. This is the ChatGPT version. If you have the whole bundle, unzip it first: inside is one .zip per skill, this guide and a README. Upload each skill's .zip to ChatGPT as it is. Don't unzip the individual skill files.

Which plans work

OpenAI makes skills available on ChatGPT Business, Enterprise, Healthcare and Edu workspaces, subject to workspace settings. Personal Free, Plus and Pro plans don't currently include skill uploads.

Before you start

- **Business:** skills are available to eligible members, depending on workspace settings.
- **Enterprise and Edu:** a workspace admin may need to turn on "Enable skills" and "Enable skill uploading".
- If you can't see the Skills tab described below, ask your workspace admin.

Install the skills

1. If you downloaded the whole bundle, unzip it. On a Mac, double-click it. On Windows, right-click it and choose Extract All.
2. Open ChatGPT and sign in to your workspace.
3. In the sidebar, select **Plugins**.
4. In the Plugin Directory, select the **Skills** tab.
5. Select **Create**, then **Upload from your computer**.
6. Choose one skill's .zip file. Upload it as it is.
7. Repeat for each skill in the bundle. Each one appears separately in your skills list.

Run them

Start a new chat and ask in plain language, or type @ and choose the skill to run it directly. Attach files such as a customer list, account notes or a ticket export when asked. In the ChatGPT desktop app you can also see your skills under Skills in the sidebar.

What's in your bundle, and a prompt to start each one:

SKILL	TRY ASKING
Rev-IQ Onboarding Plan Builder	"Build the onboarding plan and scope document for our new customer."
Rev-IQ Customer Health Scorer	"Score the health of our customer accounts from this list."
Rev-IQ At-risk Account Save Plan	"This account is at risk of churning. Build a save plan."
Rev-IQ Quarterly Review Call	"Prep a quarterly review call with this customer."
Rev-IQ Support Tiers and SLA Designer	"Design support tiers and SLAs from this ticket export."

If something doesn't work

There's no Skills tab or upload option	Skills or skill uploading isn't enabled for your workspace. Ask your workspace admin.
The upload is rejected	Upload the original .zip from rev-iq.ai without changing it. Make sure you downloaded the ChatGPT version.
The skill doesn't start	Type @ and choose it, or name it in your message: "Use the Rev-IQ Onboarding Plan Builder skill."
The bundle zip won't upload	The bundle file holds several skills, so it can't be uploaded in one go. Unzip it first, then upload each skill's .zip on its own.

Still stuck? Email joel.smith@rev-iq.ai with your order email, the skill name and platform.

Your licence and updates

Your purchase covers use within one business, including your team. Please don't resell, share outside your business or redistribute the files. Updates are included for 12 months from purchase: use the link on your download page to get the latest version.

Your data

The skills run inside your own ChatGPT account. Nothing you enter or upload is sent to Rev-IQ. OpenAI's terms, your plan's data settings and your organisation's policies apply to what you share with ChatGPT, so remove anything you're not comfortable sharing, such as personal contact details.

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