The 2-Hour Workday Rescue Kit

3 free AI workflows + 3 copy-paste prompts that help small business owners stop drowning in emails, follow-ups and content — using tools you probably already have.

Flowra

- No paid subscriptions required to start (free tiers only)
- Step-by-step setup, no coding background needed
- Each workflow is designed to save up to ~2 hours of manual work per day (estimate — depends on your volume)
- AI drafts, you approve: nothing goes out without your OK

Before you start

Time-saving figures in this kit are **estimates**. Your results depend on your volume and how fully you use the drafts. We don't promise specific hours saved or any revenue result.

Free-tier limits, prices and features change. Wherever this kit says "check current pricing" or asks you to confirm a quota, check the tool's official site on the day you set it up.

The current Gemini Flash model (check Google AI Studio): model names change. In the scripts below, paste the current Gemini Flash model id from Google AI Studio on the day of setup. Do not hardcode a name that may have been retired.

On some free AI tiers, your inputs may be used to improve the provider's products. Don't paste credit-card numbers, government IDs, medical records or passwords into prompts or APIs. Read the provider's data-use terms.

All replies in these workflows are saved as **drafts**. You review and send them. Keep it that way for at least the first two weeks.

Workflow 1 — Lead Auto-Responder

What it does. A new inquiry from your website form lands in Google Sheets. AI writes a personalized reply and saves it as a **Gmail draft**. You glance at it, edit if needed, and click send. The sheet marks the row as drafted.

Why a draft, not a send? AI sometimes invents a price or misunderstands the request. Draft-then-approve is the safest way for a small business to start. After two calm weeks, you can consider auto-sending only the simplest categories.

Tools (all have a free tier)

Tool	Role	Free-tier note (check current details)
Google Forms (or Tally)	Inquiry form	Google Forms is free. Tally's free plan supports unlimited forms and submissions (confirm on their site) and can write to Google Sheets
Google Sheets	Inquiry database	Free with a Google account
Google Apps Script	Checks for new rows, calls AI, creates drafts	Free, with daily quotas. For typical small-business volume this is usually enough; see Google's official Quotas page
Gemini API (Google AI Studio)	Writes the reply	Has a free tier with rate/daily limits. **Free-tier data may be used to improve Google products** — don't send sensitive information (see AI Studio terms)
Gmail	Holds drafts and sends	Free

A no-code alternative is Zapier or Make (free tiers) connecting "new Google Sheets row → AI → Gmail draft." Zapier's free plan is usually limited to two-step Zaps and a monthly task cap. ChatGPT modules in Zapier/Make generally need your own OpenAI API key (usage-based billing — not the same as the free ChatGPT website). The most reliably "start free" path is Apps Script + the Gemini API free tier.

Setup

Step 1 — Create the form

1. In Google Forms, create a form with fields: `Name`, `Email`, `Company`, `What do you need help with?` (paragraph), `Budget range` (dropdown), `Timeline` (dropdown), `How did you hear about us?`.
2. On the Responses tab, click the Sheets icon to link a new Google Sheet.

3. (If you use Tally: connect Google Sheets in the form's Integrations. The result is the same.)

Step 2 — Add status columns

Add two columns on the far right of the responses sheet: `AI_Status` (leave blank) and `AI_Draft` (leave blank). The script only processes rows whose `AI_Status` is empty.

Step 3 — Get a Gemini API key

1. Open Google AI Studio (aistudio.google.com) and sign in with your Google account.
2. Click **Get API key** → create a key, and copy it.
3. Do not put the key in the code. You'll store it in Script Properties in the next step.
4. For the model, use **the current Gemini Flash model (check Google AI Studio)**. Copy the model id on the day of setup and paste it into `GEMINI_MODEL` in the script. Don't leave a retired name in the code.

Step 4 — Paste the script

1. In the spreadsheet, go to **Extensions → Apps Script**.
2. Delete the default code, paste the script below, and save.
3. Click the gear (**Project Settings → Script properties**) and add: `GEMINI_API_KEY` = your key; `BUSINESS_CONTEXT` = a short English description of your business (services, price ranges you're willing to mention, booking link, hours).

```
// ===== Workflow 1: Lead Auto-Responder (Google Sheets + Gemini + Gmail drafts) =====
// Column names must match your sheet header row exactly.
const COLS = {
  name: 'Name',
  email: 'Email',
  company: 'Company',
  need: 'What do you need help with?',
  budget: 'Budget range',
  timeline: 'Timeline',
  status: 'AI_Status',
  draft: 'AI_Draft'
};
// Use the current Gemini Flash model. Model ids change — do not hardcode a retired name.
// On the day of setup, open Google AI Studio, copy the current Gemini Flash model id, and paste it below.
const GEMINI_MODEL = 'PASTE_CURRENT_GEMINI_FLASH_MODEL_ID'; // verify in Google AI Studio on the day of
setup

function callGemini(prompt) {
  const key = PropertiesService.getScriptProperties().getProperty('GEMINI_API_KEY');
  const url = 'https://generativelanguage.googleapis.com/v1beta/models/' + GEMINI_MODEL +
':generateContent';
  const res = UrlFetchApp.fetch(url, {
    method: 'post',
    contentType: 'application/json',
    headers: { 'x-goog-api-key': key },
    payload: JSON.stringify({ contents: [{ parts: [{ text: prompt }] }] }),
    muteHttpExceptions: true
  });
  const data = JSON.parse(res.getContentText());
  if (data.candidates && data.candidates[0] && data.candidates[0].content) {
    return data.candidates[0].content.parts[0].text;
  }
  throw new Error('Gemini error: ' + res.getContentText());
}

function processNewLeads() {
  const sheet = SpreadsheetApp.getActiveSpreadsheet().getSheets()[0];
  const rows = sheet.getDataRange().getValues();
  const header = rows[0];
  const idx = {};
  Object.keys(COLS).forEach(k => idx[k] = header.indexOf(COLS[k]));
  const context = PropertiesService.getScriptProperties().getProperty('BUSINESS_CONTEXT');

  for (let r = 1; r < rows.length; r++) {
    const row = rows[r];
    if (row[idx.status] !== '' || !row[idx.email]) continue; // skip processed/empty rows
    try {
      const prompt = buildLeadPrompt(context, row, idx);
      const reply = callGemini(prompt);
      const subject = 'Re: your inquiry — ' + (row[idx.company] || row[idx.name]);
```

```
      GmailApp.createDraft(row[idx.email], subject, reply);
      sheet.getRange(r + 1, idx.draft + 1).setValue(reply);
      sheet.getRange(r + 1, idx.status + 1).setValue('DRAFTED ' + new Date().toISOString());
    } catch (e) {
      sheet.getRange(r + 1, idx.status + 1).setValue('ERROR: ' + e.message.substring(0, 200));
    }
    Utilities.sleep(2000); // stay well under free-tier rate limits
  }
}

function buildLeadPrompt(context, row, idx) {
  return `You are the client-relations assistant for this business:
${context}

A new lead just submitted our form:
- Name: ${row[idx.name]}
- Company: ${row[idx.company]}
- Need: ${row[idx.need]}
- Budget: ${row[idx.budget]}
- Timeline: ${row[idx.timeline]}

Write a reply email body (no subject line) that:
1. Thanks them by first name and restates their need in one sentence, so they feel understood.
2. Gives ONE specific, useful next step or insight related to their need.
3. Asks at most 2 short qualifying questions.
4. Ends with a clear call to action: book a 15-minute call using the booking link in the business context.
Rules: under 140 words, warm and professional, plain text, no emojis, no invented prices, guarantees or
facts not in the business context. If the need is unclear, ask a clarifying question instead of guessing.
Sign off as the owner's name from the business context.`;
}
```

Step 5 — Authorize and add a trigger

1. In the editor, select the function `processNewLeads` and click **Run**. Complete the authorization prompts (the script needs the spreadsheet, Gmail, and external requests). If you see “Google hasn’t verified this app,” click **Advanced → Go to [project] (unsafe)** — this is normal for a script that lives in your own account.
2. Submit a test form using your own email. Confirm a draft appears in Gmail and the status column shows `DRAFTED`.
3. **Triggers** (clock icon) → **Add trigger**: function `processNewLeads`, event source **Time-driven**, type **Minutes timer**, every 10 minutes.

Step 6 — Daily use

Two or three times a day, open Gmail Drafts, check each reply, tweak, and send. The Gmail app on your phone works the same way.

The more specific your `BUSINESS_CONTEXT` (what you offer, price ranges, what you don't do, booking link), the better the drafts.

Estimated time saved

Task	Manual	With this workflow
Read the inquiry, understand the need, write a reply	About 6–8 minutes each	About 1–2 minutes to review and send the draft
Log it in a spreadsheet	About 1–2 minutes each	0 (automatic)

Basis for the estimate: at 15–20 inquiries a day, about 6 minutes saved each → about 1.5–2 hours a day. Under 10 inquiries a day, the time saved is usually under an hour, but faster replies still matter for close rates. *(Estimate — actual results depend on volume and how complex the replies are.)*

Workflow 2 — Support Inbox Triage

What it does. Gmail labels support emails. Every 15 minutes a script scans unprocessed messages. AI judges the category and urgency, writes a reply draft from **your FAQ** in the same thread, and applies `ai-drafted` plus a category label. Complaints, refund disputes and other high-risk messages get `needs-human` only — no draft.

Tools (all have a free tier)

Tool	Role	Free-tier note
Gmail (filters + labels)	Inbox and sorting	Free
Google Docs or Script Properties	Your FAQ / knowledge base	Free
Google Apps Script	Timed scan, AI call, thread drafts	Free, with daily quotas
Gemini API free tier	Classify + draft	Limits apply; same data-use caution as Workflow 1
(Optional) Gmail Templates	No-code fallback	Free; enable under Gmail Settings → Advanced

Setup

Step 1 — Labels and a filter

1. Create labels: `support`, `ai-drafted`, `needs-human`, `cat-order`, `cat-refund`, `cat-pricing`, `cat-other`.
2. Create a filter, for example “sent to support@yourdomain” or “subject contains order OR refund OR shipping OR price,” and apply the `support` label. If you have only one inbox, start with keywords and tighten the filter later.

Step 2 — Write your FAQ

Write a 500–1,500 word English FAQ (returns, shipping times, prices you’re willing to state, contact details, hours, common fixes). Store it in the script property `FAQ_TEXT`. If it’s long, keep it in a Google Doc and read it with `DocumentApp.openById(...).getBody().getText()` (that adds a Docs permission the first time you run it).

Step 3 — Paste the script

Create a standalone Apps Script project (script.google.com → New project), paste the code below, and also copy in `callGemini` and `GEMINI_MODEL` from Workflow 1. In Script Properties set `GEMINI_API_KEY` and `FAQ_TEXT`.

```
// ===== Workflow 2: Support Inbox Triage (Gmail + Gemini) =====
// Requires callGemini() and GEMINI_MODEL from Workflow 1 in the same project.
function triageSupportInbox() {
  const faq = PropertiesService.getScriptProperties().getProperty('FAQ_TEXT');
  const query = 'label:support is:unread -label:ai-drafted -label:needs-human newer_than:2d';
  const threads = GmailApp.search(query, 0, 20); // max 20 per run to respect quotas
  const drafted = getOrCreateLabel('ai-drafted');
  const human = getOrCreateLabel('needs-human');

  threads.forEach(thread => {
    const msgs = thread.getMessages();
    const last = msgs[msgs.length - 1];
    const body = last.getPlainBody().substring(0, 4000);
    const prompt = buildSupportPrompt(faq, last.getFrom(), last.getSubject(), body);
    let result;
    try {
      const raw = callGemini(prompt).replace(/\x60{3}(json)?/g, '').trim();
      result = JSON.parse(raw);
    } catch (e) {
      thread.addLabel(human); // if anything fails, a human handles it
      return;
    }
    thread.addLabel(getOrCreateLabel('cat-' + (result.category || 'other')));
    if (result.needs_human || !result.reply) {
      thread.addLabel(human);
    } else {
      thread.createDraftReply(result.reply);
      thread.addLabel(drafted);
    }
    Utilities.sleep(2000);
  });
}

function getOrCreateLabel(name) {
  return GmailApp.getUserLabelByName(name) || GmailApp.createLabel(name);
}

function buildSupportPrompt(faq, from, subject, body) {
  return `You are a customer support assistant. Use ONLY the knowledge base below.
KNOWLEDGE BASE:
${faq}

INCOMING EMAIL
From: ${from}
Subject: ${subject}
Body: ${body}

Return ONLY valid JSON with these keys:
{"category": "order" | "refund" | "pricing" | "other",
 "urgency": "low" | "medium" | "high",
```

```
 "needs_human": true | false,
 "reply": "the reply email body, or empty string if needs_human is true"}

Set needs_human to true if: the customer is angry or threatening (chargeback, legal, review),
asks for something not covered by the knowledge base, mentions a safety issue, or asks for a
refund/exception outside policy. Reply rules: greet by first name if available, answer the exact
question in the first two sentences, use the knowledge base facts only, max 120 words, friendly
and calm, end by asking if there is anything else you can help with. Never invent order numbers,
tracking links, dates or policies.`;
}
```

Step 4 — Test and add a trigger

1. From another email address, send yourself three tests: one about shipping, one about price, and one angry refund complaint.
2. Run `triageSupportInbox`. The first two threads should get a draft; the complaint should get only `needs-human`.
3. Add a time-driven trigger: every 15 minutes.

Step 5 — Daily use

Open the `ai-drafted` label → check each draft → send. Handle `needs-human` first.

No-code fallback: turn on Gmail Templates and save 5–10 replies to your most common questions. For anything unusual, paste the email into a free ChatGPT / Claude / Gemini chat and use Prompt 2 below. You'll save less time, but there's no script to maintain.

Estimated time saved

Basis for the estimate: at 30–40 support emails a day, about 60–70% answerable from an FAQ; writing by hand about 4–5 minutes, reviewing a draft about 1 minute. About 20–25 emails × 3.5–4 minutes ≈ 1.2–1.7 hours, plus the time you used to spend sorting and hunting for templates — around 1.5–2 hours a day in total. *(Estimate; the more mail you get and the more repetitive it is, the more you save.)*

Workflow 3 — Content Repurposing Engine

What it does. Once a week you create one "source" piece (a blog post, a 10-minute voice note turned into text, or a customer Q&A). AI turns it into 10–15 posts for the week, which you store in a Google Sheets content calendar, design in Canva, and schedule in Buffer's free plan (or Meta Business Suite).

Tools (all have a free tier)

Tool	Role	Free-tier note (check current details)
ChatGPT / Claude / Gemini free web apps	Split and rewrite content	Free plans have usage caps and can be slower at peak times
Google Sheets	Content calendar	Free
Canva free plan	Image templates	Plenty of templates; **Bulk Create is usually a paid feature (check current plans)**. On the free plan, duplicate a template and swap the text
Buffer free plan	Scheduling	Usually a small number of channels and a limited queue per channel (check current limits)
Meta Business Suite (optional)	Free Facebook / Instagram scheduling	Free
Phone voice notes / Google Docs voice typing (optional)	Fast source content	Free

Setup

Step 1 — Content calendar

Create a Google Sheet named `Content Calendar` with columns: `Week`, `Platform`, `Post_Type` (tip / story / myth / CTA), `Hook`, `Body`, `CTA`, `Image_Text`, `Publish_Date`, `Status` (draft / approved / scheduled / posted).

Step 2 — A one-page brand-voice note (once)

Write a short English brand-voice page: who you serve, the problem you solve, tone (direct / warm / professional), words to avoid, and three posts you've written that you still like. You'll paste this into the prompt each time.

Step 3 — One source piece a week (about 30 minutes)

Example: record a 10-minute voice note on "the three questions customers asked most this week, and my answers," then transcribe it with your phone or Google Docs voice typing.

Step 4 — Generate a week of posts with this prompt

```
You are a social media content strategist for a small business.

BRAND VOICE:
[paste your brand voice document]

TARGET AUDIENCE: [e.g., owners of small dental clinics in the US]
PLATFORMS: [e.g., LinkedIn, Facebook, Instagram]
SOURCE CONTENT:
[paste your blog post / transcript / Q&A notes]

Turn the source content into [12] social posts for next week. Mix these types:
tip (40%), story or behind-the-scenes (20%), myth vs fact (20%), soft call-to-action (20%).

Output as a table with columns:
Platform | Post_Type | Hook (max 12 words) | Body | CTA | Image_Text (max 8 words)

Rules:
- Adapt length and tone per platform (LinkedIn: 80-150 words; Instagram: 40-80 words + 5 relevant
hashtags; Facebook: conversational, 40-100 words).
- Each hook must create curiosity or name a specific pain. No clickbait, no fake statistics.
- Only use facts that appear in the source content. If a post needs a number you don't have, write [ADD
NUMBER] instead of inventing one.
- No emojis in hooks. Plain, human language.
```

Paste the table into your Google Sheet.

Step 5 — Graphics (20–30 minutes)

In Canva, pick two or three standing templates (a tip card, a quote card, a CTA card). Duplicate the page and replace `Image_Text`. Fixed templates keep the brand consistent and the work fast. If you already have a paid Canva plan, Bulk Create can read the sheet (check current features).

Step 6 — Schedule (15 minutes)

Paste approved posts into Buffer or Meta Business Suite for the right dates and times, and set `Status` to `scheduled`.

Estimated time saved

Basis for the estimate: the old way — invent a topic, write 1–2 posts, find or make an image, and publish on each platform — often takes about 1.5–2.5 hours a day (about 10–15 hours a week). The new weekly batch is about 1.5–2 hours (source 30 minutes + generate and review 30–45 + graphics 30 + schedule 15). That's roughly 1.5–2 hours back each weekday. *(Estimate. If you barely posted before, the win is consistency, not a smaller time bill.)*

Three ready-to-paste prompts

Copy any of these into ChatGPT, Claude, or Gemini (or adapt them inside the scripts above). Replace everything in [brackets].

Prompt 1 — Lead follow-up email

```
Act as a senior sales rep for [business name], which helps [target customer] achieve [main outcome] through [service/product].

Write a follow-up email to [lead name] at [company] who [what they did: e.g., downloaded our pricing guide / asked about X / attended our webinar] on [date] and has not replied for [number] days.

Context about this lead: [anything you know: industry, team size, stated problem, budget, previous messages]
Our relevant proof point: [real client result or credential — leave blank if none]
Desired next step: [e.g., book a 15-min call at [booking link] / reply with their timeline]

Requirements:
- Subject line: under 7 words, specific to their situation, no clickbait.
- Opening line references something specific about them, not "just checking in".
- Give one new piece of value (a tip, a mini-insight, a relevant resource) related to their problem.
- One clear, low-friction call to action.
- Under 120 words. Conversational, confident, no pressure, no exaggerated claims.
- Provide 2 versions: A (direct) and B (curiosity-led).
```

Use this 2–5 days after an inquiry goes quiet. If you don’t have a real proof point, leave that line blank — don’t invent one.

Prompt 2 — Customer support reply

```
You are a friendly, calm customer support specialist for [business name].

Knowledge base (use ONLY this information):
[paste policies: shipping times, return policy, pricing, hours, contact]

Customer message:
"""[paste customer message]"""

Customer details (if known): [name, order number, plan, previous issues]
Tone: [e.g., warm and concise / formal]

Write a reply that:
1. Acknowledges the customer's situation in one sentence (show empathy without over-apologizing).
2. Answers their exact question in the first 2-3 sentences.
3. Gives clear next steps (numbered if more than one).
4. Ends by inviting further questions.
Rules: under 130 words. Never invent policies, dates, tracking numbers or compensation. If the answer is not in the knowledge base, say you will check with the team and reply within [time frame], and flag it with "[NEEDS HUMAN]" at the top.
```

This is the no-code version of Workflow 2; you can also save strong replies as Gmail templates.

Prompt 3 — Objection handling

```
You are a consultative sales coach for [business name], selling [product/service] at [price] to [target customer].

The prospect said: "[paste objection, e.g., 'It's too expensive' / 'We already use X' / 'Not the right time']"
What we know about the prospect: [industry, size, goal, pain mentioned, stage in conversation]
Our genuine differentiators: [list 2-3 true differentiators]
Available options: [e.g., smaller package, payment plan, trial, guarantee — only list what actually exists]

Do the following:
1. Identify the likely real concern behind the objection (price, risk, timing, trust, or fit) in one line.
2. Write a reply message (under 90 words) using this structure: acknowledge → ask one clarifying question OR reframe with a concrete, true comparison → offer one relevant option → soft next step.
3. Write one alternative reply that is shorter (under 40 words) for chat/DM.
Rules: no pressure tactics, no fake urgency, no invented results or statistics. If the product is genuinely not a fit, say so politely and suggest what would be.
```

Only list options that actually exist. Don’t let the AI invent a discount.

Want the full system?

These three workflows are the starter kit. The complete **AI Automation SOP Manual** from Flowra ($79) adds full playbooks for customer follow-up sequences, bulk content production, and competitor monitoring — with config checklists, ready-to-paste prompts and scripts, QA checklists, KPIs, and a 7-day implementation plan.

Prefer not to build it yourself? Flowra's **Done-for-You Setup** ($250, includes the manual) customizes every workflow, script and prompt from a short intake form. You click through the setup in your own Google account with a step-by-step guide (about 2–3 hours of your time, estimate). We never access your accounts. Kickoff is within 48 hours of your completed intake form, and the setup is fully in place within 5 business days — if a step is waiting on you, those dates move by the same amount. Live Q&A over email is available on request.

Questions? Email sq9k70wm@mail.grokbot.com.