

◆ Most Scenarios of the Complaints Handled by Support Team

◆ Most Scenarios that directed to Business Support Manager (Mr. Ahmed Abd El-Hay)

- a) Refund requests
- b) Advertising and Marketing emails
- c) Asking his advice on a certain case

a) Refund

Process:

- Add Refund Tag on the original ticket + the supplier ticket.
- Assign both tickets to Abd El-Hay.

b) Advertising and Marketing emails

Process:

- Assign the ticket to Mr. Ahmed Abd El-Hay after doing category related and leave it open

c) Asking his advice on a certain case

Process:

- After replying to sender of ticket assign to Mr. Ahmed Abd El-Hay asking his advice by adding note with the advice requested.

◆ **Most Scenarios that directed to Support Team Leader (Mahmoud AL-Jariry)**

- a) Product Complaints
- b) Loyalty issues
- c) Enable/Disable account requests
- d) Escalations
- e) Asking his advice on a certain case

a) Please find below voucher issue

Product Name	
Serial No./Code	
Transaction No.	
Issue	

b) Please find below user complaint.

Email	ID	Country	Issue

c) Please Enable / Disable the below account as per user request

Email	Account no.	Request
		Enable account

Email	Account no.	Request	Reason
		Disable Account	

d) Escalations

Customer Email	
Mobile Number	
Clarification	

Process:

- All the above done by adding add note on original ticket and assign it to Team Leader.
- Don't forget to add needed tags if required in any case

◆ **Most Scenarios that directed to senior quality assurance (Eslam Badr)**

- a) Product Details request.
- b) Incomplete Order from a bank/wallet's customer.

a) Would you please provide us with the complete voucher details of the below transaction?

Product Name	
Voucher Serial	
Transaction No.	

b) Incomplete Order from a bank/wallet's customer.

Kindly find the below Incomplete Order & Please advise

Timestamp	Store Name	Product Name	Order Number \ Reference Number	Amount	User Email	User Mobile	Date	Note	Email Address

Process:

- All the above done by adding add note on original ticket and assign it to senior quality assurance.
- Don't forget to add needed tags if required in any case

◆ **Most Scenarios that handled by support hero directly.**

- a) Change email / mobile no requests
- b) Account activation issues
- c) Products that have dashboard (Pubg / Garena)

- d) Products that should be sent to third party to check status or a certain complaint.

Could you please provide us with the below card status?

Could you please provide us with the redemption details of the below voucher?

Could you please check the validity of the following voucher?

Could you please extend the expiration for the mentioned below voucher?

Product Name	
Serial No./Code	
Issue	

Sending Emails:

From (support@onecard.net)

To ([The supplier Contact](#)) (Check The Product Handling Key sheet)

Process:

- 1- Create a ticket to the sender/account owner email with the card's serial number.
- 2- Create a new ticket to our brand partner and attach any necessary photos.
- 3- Add a note to the original sender/account owner email ticket with the brand partner ticket number.

 When you contact the supplier **with the code**, add the following cc
Rania Hammad + Ahmed Abd El-Hay.

When contacting the supplier **with the serial number**, add the following cc
Ahmed Abd El-Hay + Merchant Team