Most Scenarios of the Complaints Handled by <u>Support Team</u>

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 EI-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	

h	Please find below user complaint.
υ.	

Email	ID	Country		lssue	
		6	2		

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

Email	Account no.	Request
		Enable account

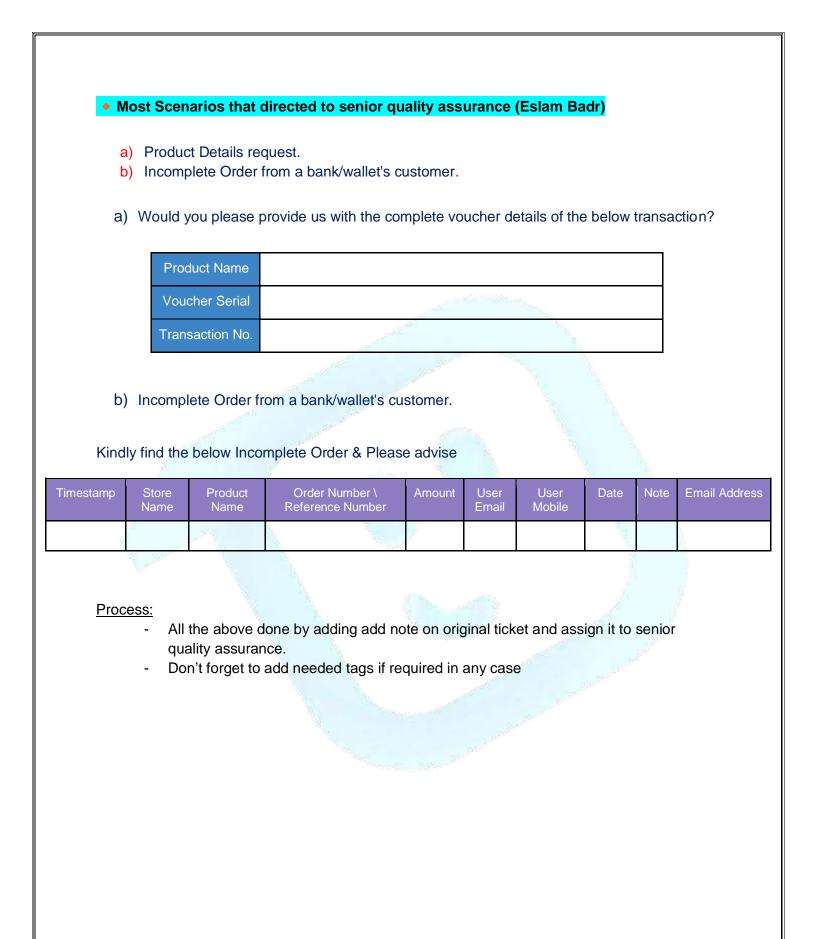
Email	Account no.	Request	Reason
		Disable Account	

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 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?

	1875 -			
Product Name	1000			
i louuci Name	and the second se			
	200			
		and the second s	72	
Serial No./Code		- The second sec		0.5
Senai No./Code	15-6			
	15 State 1997			
leeue			2	
Issue	i de la companya de l			
	110			

Sending Emails:

From (<u>support@onecard.net</u>) To (<u>The supplier Contact</u>) (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 <u>with the serial number</u>, add the following cc Ahmed Abd El-Hay + Merchant Team