Scenario 1

Basic info: Ahmed, 10 YO, international school His consumption this Month is 10 Level 3, No Fixed

Scenario 2

Omar 8 YO, fixed only 3 per week, consumption so far is 8 public school Level 0

Scenario 3

Yara 6 YO, fixed 5 per week, class cons on 20th is only 6 classes (a lot of absence) Level S

Scenario 4

Yasmin 11 YO, Public school. Cons 3 on 20th and don't want to fix nor commit a timing Level 5

Scenario 5

Ahmed 8 YO class consumption 0 till 20th of the month Fixed but cancels the classes, Level 2

Scenario 6

mazen 8 years -public school- have twins not join in the App yet only him - mom needs to join 2 kid to attend in the same account level 0 and she need to know the reports for both

Scenario 7

1st touch (reallocation) have problem with old CM, not satisfied with the service

Scenario 8

ibrahim 12 Y - private school - no internet issue - school Exams - need freeze until she fixed the internet & exams

Scnario 9

abdelrahman - 33 Y - work in a business company - take IELTS - not relevant to his job - cant fixed teacher

Scenario 10

Reem 5YO, Moves a lot between mother and father and only her mom takes care of the classes, can’t fix and her cons is always low

Scenario 11

In the first call : the customer refuses to accept the class consumption rule and she is angry because she paid for the classes that will be deducted if her kid didn’t finish the 12 classes/month and want a refund as no one told her about this before.

Scenario 12

You called the customer the first unit call and she tell you that there’s no improvement in her kid English level and want a refund as the CC told her that her kid will improve directly.

Scenario 13

In the first call : you told the customer about the global teachers point , she is angry because no one told her before about this rule and CC told her you can take with teachers around the world and didn’t mention about the points difference and she’s asking for a refund now.  
  
Scenario 14

In the first call : the customer does not want to fix schedule , she is a working mom and would like to have open schedule for her kid , also does not have a specific time to tell you about and prefer to book classes herself .