To address the following cases, I have a checklist I'll use to resolve these issues and ensure client satisfaction in a timely manner;

- [ ] Identifying the problem and showing empathy:
- [ ] Ask questions and investigate the problem
- [ ] Providing a potential solution to the case
- [ ] Implementation of solution
- [ ] Reaching out to customers for feedback

Case 1:

- The client has brought to our attention an issue concerning the final price displayed during their purchase. They bought one item for 35Kn and two items for 20Kn each, but the final price shown on the screen was 85Kn.

- [ ] Identifying the problem and demonstrating empathy: I will begin by acknowledging the client's concerns and assuring them that I will properly research the situation.
- [ ] Ask questions and look at the issue: I'll go over the technical aspects of the order. Examining the product setups, price guidelines, and any account changes made for the client are all included in this.
- [ ] Verify that there are no errors in our system's price template: In order to make sure that our pricing and configuration meet the client's requirements, I will thoroughly review them.
- [ ] Rule out Technical issues: I will check the system to make sure there is no technical anomaly affecting the calculations on our system, If there is, reach out to the technical team.
- [ ] Providing Potential Solution and Reaching Out to the Client: Following a thorough analysis, I will provide a feasible solution. If the oversight is on our end, I will collaborate with the team to quickly fix it and then get in touch with the client to apologize for the distress, ensure it's been resolved to prevent future occurrences, and provide an incentive that the company has approved. If there is

confusion on the client's end, I will give a detailed analysis of the purchases and expenditures to clarify the situation

- [ ] Ensure Client satisfaction: I will make sure the client is satisfied with the resolution

Case 2:

- A client has reported difficulty in logging in despite providing the correct username and password combination. In addition, when attempting to reset the password through the "Forgot password?" feature, they do not receive the recovery email with the link.
  - [ ] Identifying the problem and demonstrating empathy: I will begin by acknowledging the client's concerns and assuring them that I will get to the root of their login issue
  - [ ] Ask questions and investigate the problem: I will confirm their user details and make sure there is no typographical error from the user end and they are using the right details, I will also ask the client to check their spam in case it got lost there
  - [ ] Technical Investigation: I will confirm the login services and make sure nothing is down and the services are up and running fine.
  - [ ] In a situation where there is an issue with the login service and email delivery system, I will communicate with the backend team to debug the issue and resolve it.
  - [ ] In a situation where the services are fine and email delivery is good, I will check the status of the client on our system in case it is inactive and can not log in or their account got blocked due to multiple invalid details
  - [ ] Investigate the password reset Feature: Investigate the flow password reset flow. Ensure that the "Forgot password?" feature is functioning correctly. Trigger a password reset using a test account to confirm if password reset emails are being sent.
  - [ ] Offer to send a password reset to the client from our end: After confirming user email is valid and emails are not getting bounced to the user email, will offer to send the password reset to the user on our end.

- [ ] Ensure Client can reset password and login successfully: Confirm password reset got delivered to the Client and Client can successfully reset password and login.

Case 3:

- A customer is encountering issues during the payment stage, with the screen freezing when attempting to complete the process, despite trying all available payment methods.
    - [ ] Identifying the problem and demonstrating empathy: I will begin by acknowledging the client's concerns and assuring them that I will get to the root of their Payment issue
    - [ ] Ask questions and investigate the problem: Request more information from the client regarding the specifics of the issue. Make sure I am aware of the payment methods they have used, the exact moment the screen freezes, and any error warnings that may have appeared.
    - [ ] Technical Investigation: Work with the frontend team to investigate the screen freeze issue and if it’s a server error will work with the backend engineers I will confirm the login services and make sure nothing is down and the services are up and running fine. Confirm that the payment gateway is up and running and that there are no reported problems. Keep an eye on the network and server status to spot any potential issues. Try making a test payment to see if I can reproduce the problem. This will assist me in figuring out whether the issue is widespread or unique to the customer's experience.
    - [ ] Provide feedback to the Client and reach out to the support team and managers: In the meantime, Will recommend an alternative payment solution to enable the client to complete their order while I escalate to the support team and managers to follow up with the payment gateway if external and follow up with the issue for a resolution.
    - [ ] Troubleshooting for Payment Methods: If the problem seems to be connected to a specific payment method, work with the support team and project managers to provide troubleshooting instructions for that method. This could entail checking account settings, validating card details, or getting in touch with the payment provider's assistance.

- [ ] Provide feedback to the Client and work with the support team and managers: In the meantime, I will recommend an alternative solution for payment to enable the client to complete their order while I follow up with the support team and managers to follow up with the payment gateway if external and follow up with the issue for a resolution.
- [ ] Ensure Client satisfaction: I will ensure the client can make their purchase seamlessly and also provide assurance it has been resolved or it is safe to use the alternate payment method

Case 4:

- A customer has reported receiving the "Amount Due" email as expected. However, they mentioned that the wording hasn't been displayed correctly, preventing them from seeing the actual amount they need to pay. Instead, the email only reads "{amunt_due}."
  - [ ] Identifying the problem and demonstrating empathy: I will begin by acknowledging the client's concerns and assuring them that we will fix the error on our end swiftly
  - [ ] Ask questions and investigate the problem: Request more information from the client regarding the email, such as the sender's name, the subject line, and any additional relevant information. This will enable me to identify the precise email and issue.
  - [ ] Examine Email Templates I will make use of our system's email template to generate the "Amount Due" emails. Check the template for any mistakes or placeholders, such as "amunt_due" in place of the appropriate variable for the amount, and ensure all data are parsed correctly and also for typographical errors
  - [ ] If there's a problem with the email template, fix it right away by switching out the wrong placeholder with the correct variable for the "Amount Due." Make sure to update the template and save it properly on our template.
  - [ ] Resend the Email: After the email template has been amended, I will send another email to the client containing a new "Amount Due" email with the updated

details. I will also ensure the updated email shows the proper amount that has to be paid.

- [ ] Reaching out to customers for feedback: I will provide feedback to the Client, and apologize for the error while clarifying it as a technical issue that has been fixed. Assure them that the updated email is reliable.
- [ ] Ensure Data Integrity and Quality Control: Verify that our system contains accurate information regarding the customer's account as well as the "Amount Due." Make sure the email template has this data filled in appropriately. Implement a quality control procedure to check and validate email templates before distributing them to clients in the future.