Customer Support Test Document - Agorazo

1. Our standard response time for email inquiries is 24 hours.

2. Live chat support is available from 9 AM to 6 PM on weekdays.

3. For password reset issues, customers should visit the 'Forgot Password' page and follow the instructions.

4. Refunds are processed within 5-7 business days after approval.

5. If a product is defective, we offer free replacement within 30 days of purchase.

6. Use professional and empathetic language when handling complaints.

7. Escalate issues to the supervisor if the customer is dissatisfied after two interactions.

8. The CSAT score is a key performance metric for evaluating support quality.

9. Agents should log all interactions and feedback in the CRM system.

10. Canned responses should be customized before sending to ensure personalization.