#### Design 2

Hi, we are here to help you. Go ahead, select your issue:

1. Network-related issue

2. Billing and payment issue

You have selected 'Network-related issue'. Please help us identify your issue from the options below:

1. Internet issue

2. 5G issue

3. Issue with calls

4. International roaming

5. My issue is not listed here

Internet Issue

Are you at the location of issue?

* + If Yes -> Hold on while we fetch your current location.(location).got your location.
  + Else No -> Enter your location -> Hold on while we fetch your current location.(location).got your location.

Select your issue:

* + 1. Are you having trouble loading specific websites or experiencing slow browsing?
    2. Is your problem related to streaming videos online? Specify if you're facing buffering, freezing, or playback issues
    3. Are you experiencing problems with video calls? Please share details about the specific issues.
    4. Any other Queries

5G Issue

1. View 5G compatible phone list
2. Check if your handset is 5G ready
3. Any other queries

Issue with calls

1. Are your calls getting disconnected unexpectedly? Share details about when and where it happens.
2. Are you experiencing a loss of network specifically during phone calls? Issue related Queries
3. Are you facing problems with the audio quality during calls? Specify if it's related to distortion, echoes, or other issues.
4. Any other queries

International roaming

* 1. Are you currently using international roaming?
  2. If Yes:
     1. Please describe the specific issue you're facing with your calls.
     2. Are you having problems receiving calls?
     3. Are you facing difficulties making calls?
     4. Are you experiencing problems with data connectivity, affecting both calls and internet access?.
     5. Any other queries
  3. If No:
     1. Are you planning to use international roaming soon?
     2. If Yes:
        1. Provide information on how to activate international roaming.
        2. Any other queries
     3. If No:
        1. Provide general information about international roaming charges and settings.
        2. Any other queries

You have selected 'Billing and payment issue'. Please help us identify your issue from the options below:

1. Payment history
2. Aerolink payments bank related
3. Queries related to payment
4. My issue is not listed here

Payment History

* Displays the payment history

Aerolink Payment bank related

* For issues related to Aerolink Payments Bank, please tap on the button below:

[Aerolink Payments Bank Account]

Queries related to payment

1. Can I receive notifications or alerts for upcoming payments and payment confirmations?
2. Is there a grace period for late payments, and what are the associated fees?
3. How can I set up automatic payments to ensure a consistent payment history?
4. Any other queries

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Users might have various open-ended or single-line questions regarding the "recharge" category. Here are some possible inquiries:

**Open-ended questions:**

1. How can I recharge my phone using an online method?
2. What are the different recharge plans available for prepaid connections?
3. Could you guide me through the process of recharging using a voucher?
4. How do I check my recharge history or transaction details?
5. Can you suggest the best recharge plan for frequent international calls?

**Single-line questions:**

1. What's the maximum recharge limit for my prepaid plan?
2. How can I avail of a cashback offer on my next recharge?
3. Which service providers offer unlimited data in their recharge plans?
4. Any special discounts available for long-term recharge subscriptions?
5. Can I recharge my data plan before it expires to carry forward the unused data?

Issues related to downloading receipts can vary, leading to the problem escalating to an agent. Here are some possibilities:

1. **Technical Glitches:** The user encounters technical issues such as website errors, slow loading, or broken links preventing receipt downloads.
2. **Unsupported File Format:** Receipts may be in an unsupported format causing download failures or inability to open the files.
3. **Account Access Problems:** Users might face difficulties accessing their accounts or the receipt download section due to login issues or account-related glitches.
4. **Incomplete Information:** Some receipts might not contain complete or accurate details, leading to confusion or missing information upon download.
5. **Expired Links or Unavailability:** The receipt download links might have expired, or the receipts themselves may not be available for download due to system errors or temporary unavailability.

Any of these scenarios could result in the user needing personalized assistance from a support agent to resolve their issue with downloading receipts.

[4:43 PM] Srinithi S

|  |  |
| --- | --- |
| positive flow | Was that helpful? 1. helpful  2.Not helpful |
| tickets | Your ticket has been created and reference no is 123432 (unique id) |
| connecting to an agent | Absolutely! I'll connect you to our customer support team. Please hold on for a moment while I transfer you. |

[4:43 PM] Srinithi S

|  |
| --- |
| start\_live\_chat/ create\_ticket |