**Customer Service app**

**Customer Service App (Agent Interface)**

The **Customer Service App** provides agents with operational tools for handling user tickets, reviewing user data, and collaborating with other agents.

**1. Agent Dashboard**

* **Personalized Inbox**:
  + **Ticket Queue**: Centralized view of assigned tickets, categorized by status (New, In Progress, Resolved).
  + **Filter and Sort Options**: Ability to filter tickets by user, category, urgency, or ticket age.
* **Alerts and Reminders**:
  + **Ticket Notifications**: Real-time notifications for new tickets, updates, or priority inquiries.
  + **Unresolved Ticket Alarms**: Alert notifications every 2 hours for any tickets that remain unanswered, to help agents meet response timelines.

**2. Ticket Management Tools**

* **Ticket Details View**:
  + **Internal Notes and Comments**: Area for agents to add comments and internal notes to tickets, with version control for ongoing updates.
  + **Update Ticket Status**: Ability to change the status of a ticket (e.g., Open, Pending, Resolved) and notify the user upon completion.
* **Ticket History and Context**:
  + **Linked User History**: View of related user interactions, billing status, recent support tickets, and any other pertinent background.

**3. User Profile Access**

* **Profile Overview**:
  + **Basic User Information**: Access to key user details such as account status, last login date, subscription type, and recent activity.
  + **User Billing and Payments**: Overview of the user’s billing history, invoices, discount codes used, and next renewal dates.
* **Job Application History**:
  + **View Applied Jobs**: Listing of jobs applied for by the robot on behalf of the user, showing job title, date, and status of application.

**4. Ticket Categorization and Organization**

* **Subcategories within Topics**:
  + **Refined Ticket Categories**: Break down main topics (e.g., Billing, Technical) into specific issues (e.g., Payment Failure, Subscription Renewal) for easier tracking.
* **Team-Based Assignment**:
  + **Designated Inboxes**: Topic-specific inboxes for each type of inquiry (e.g., all “Billing” tickets for billing agents) to help with task distribution.

**5. Agent Activity and Performance Tracking**

* **Performance Overview**:
  + **Ticket Resolution Metrics**: Track the number of tickets resolved, time to respond, and feedback received from users.
* **Agent Activity Log**:
  + **Log of Actions**: Display history of ticket updates, note additions, and status changes by each agent, aiding accountability and transparency.

**6. Knowledge Base and Support Resources**

* **Reference Materials**:
  + **Knowledge Repository**: Direct access to resources like troubleshooting guides, frequently asked questions, and escalation procedures.
* **Updates from Admin**:
  + **Policy Announcements**: Regular updates or announcements from admin to notify agents of new procedures, known issues, or temporary changes.

**7. Internal Communication for Collaboration**

* **Agent Messaging System**:
  + **Inter-Agent Communication**: A system for agents to leave private messages within tickets or communicate directly for collaboration on complex cases.
* **Collaboration Notes**:
  + **Shared Notes on Tickets**: Enable agents to leave notes viewable by all relevant agents working on the same case.