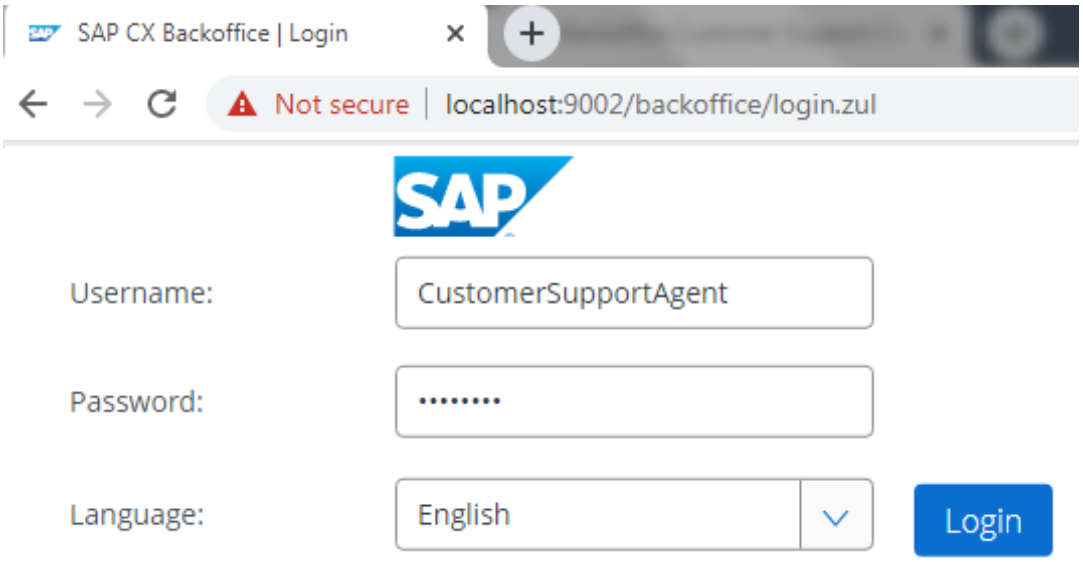
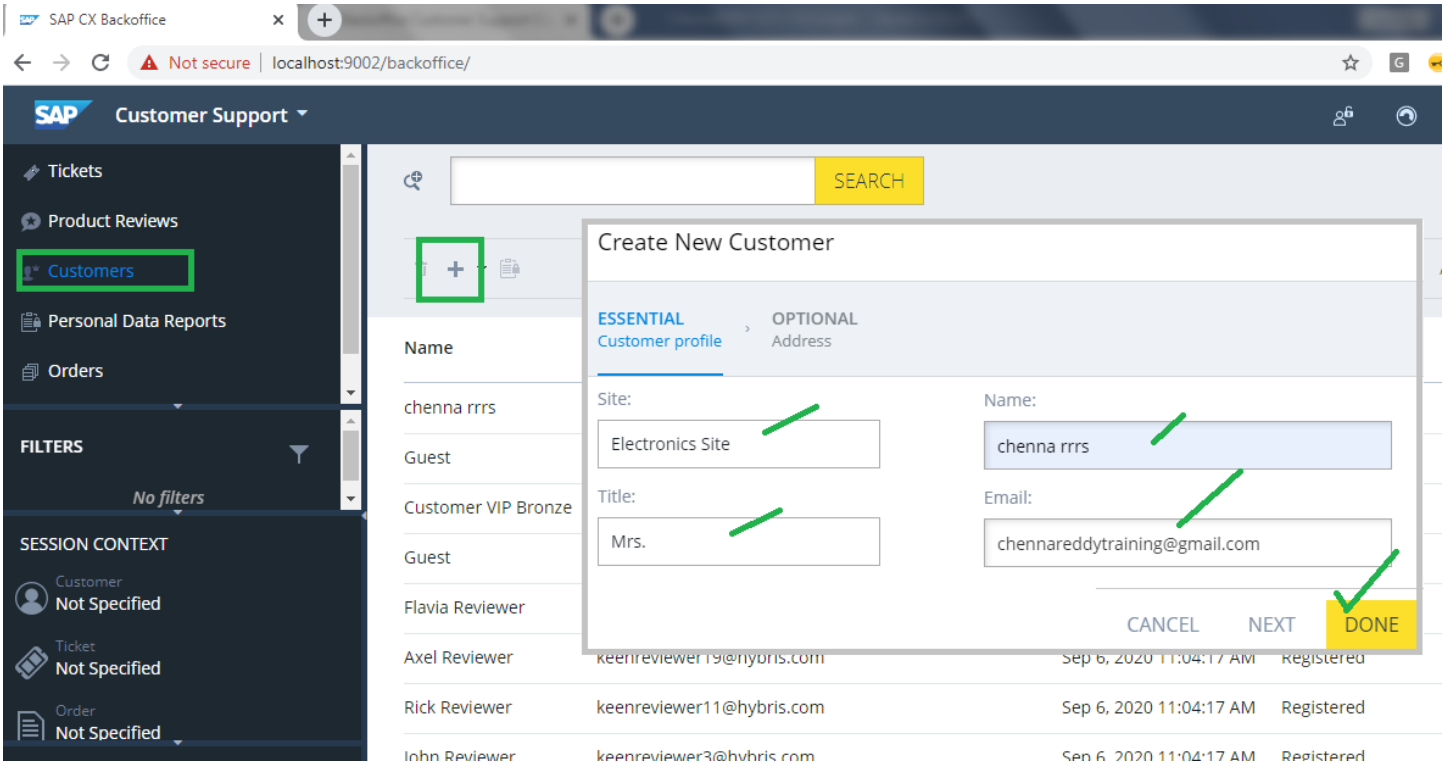
Scenario = Create New Customer Account in Backoffice Customer Support Cockpit [**CS Cockpit**]

Step 1 = Login to Backoffice [URL = https://localhost:9002/backoffice/login.zul]

with “CustomerSupportAgent” [CS Agent]



Step 2 = CS Agent can Create Customer Now



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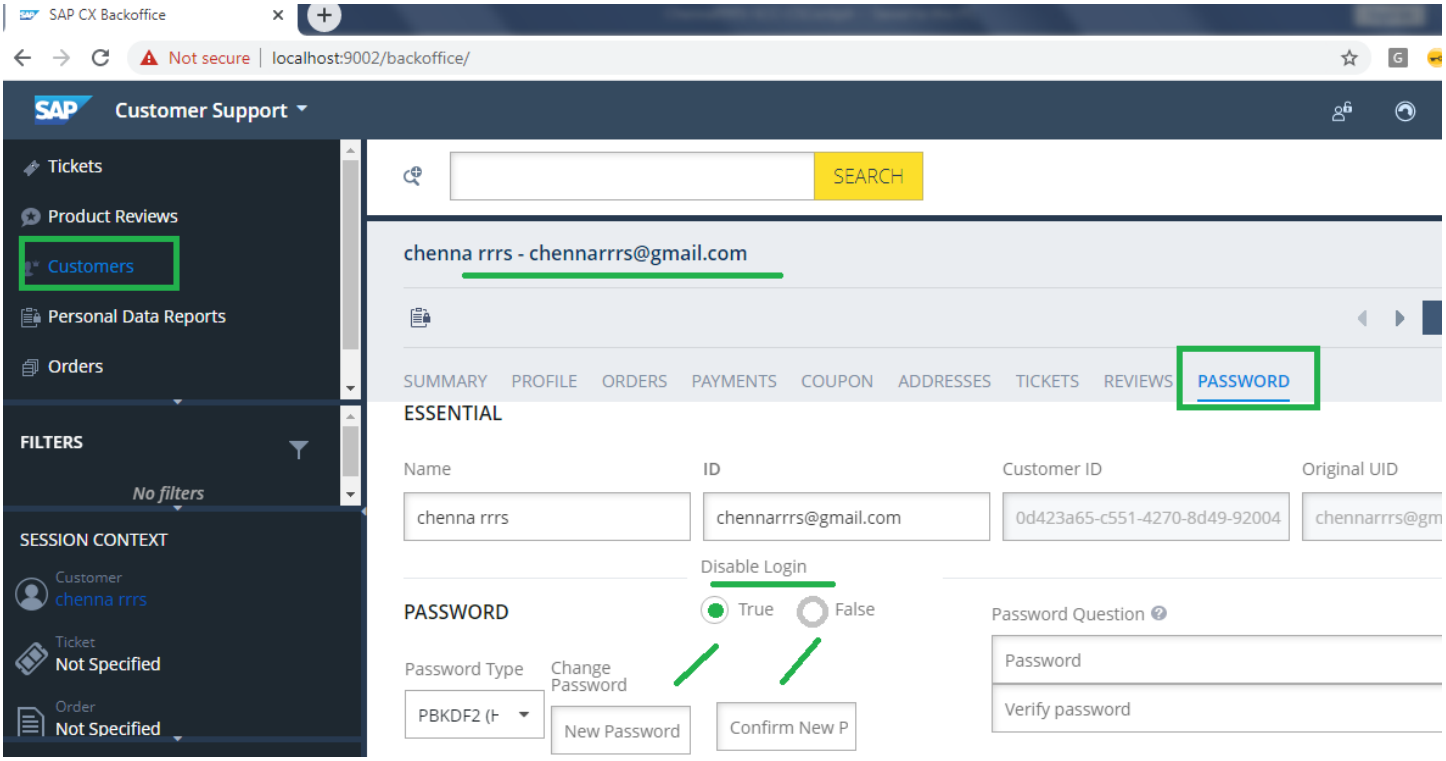
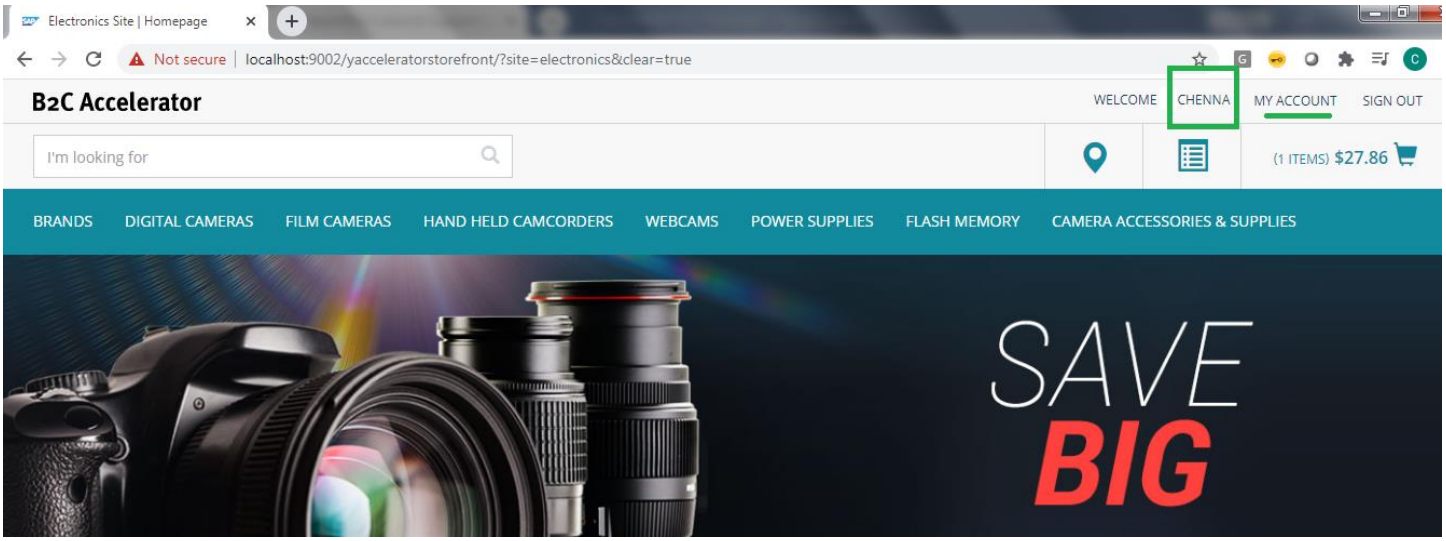
Step 3 = CS Agent can reset the PWD & Enable Customers



Step 4 = Test results [Customer Should able to login to Site now]



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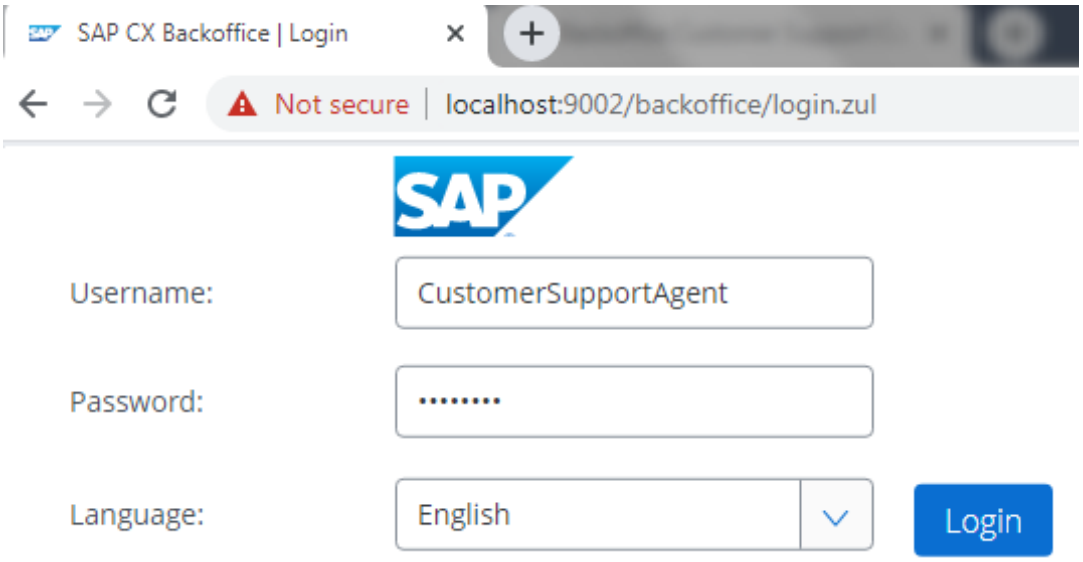
Scenario = Access Customer Data in Backoffice Customer Support Cockpit – SCC?

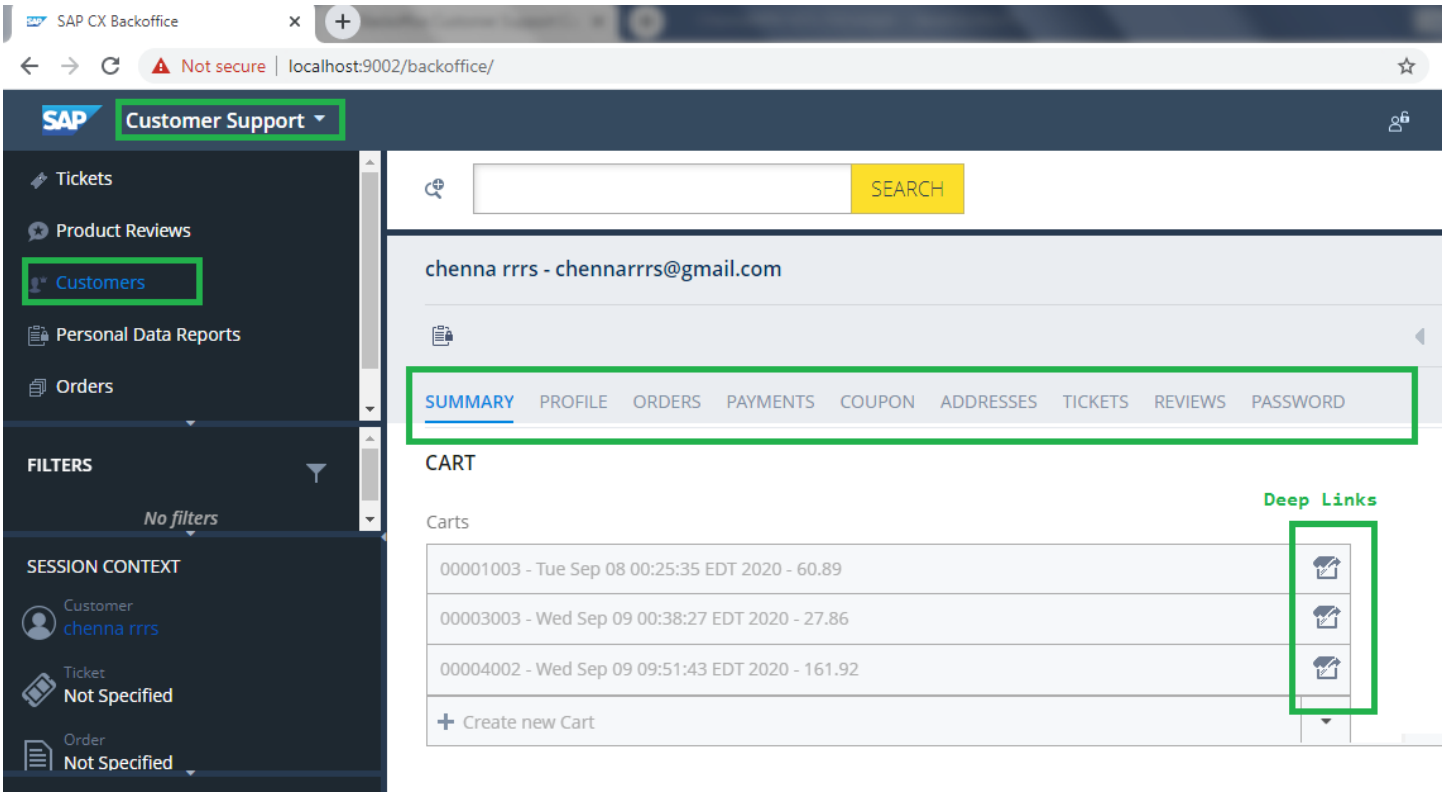
Step 1 = Login to Backoffice [URL = https://localhost:9002/backoffice/login.zul]

with “CustomerSupportAgent” [CS Agent]



Step 2 = CS Agent can select the customer & see below information: -

- Summary = Cart, Orders, Payment methods, Addresses, Tickets and ...
- Profile = Language, Currency, Groups and ...
- ====



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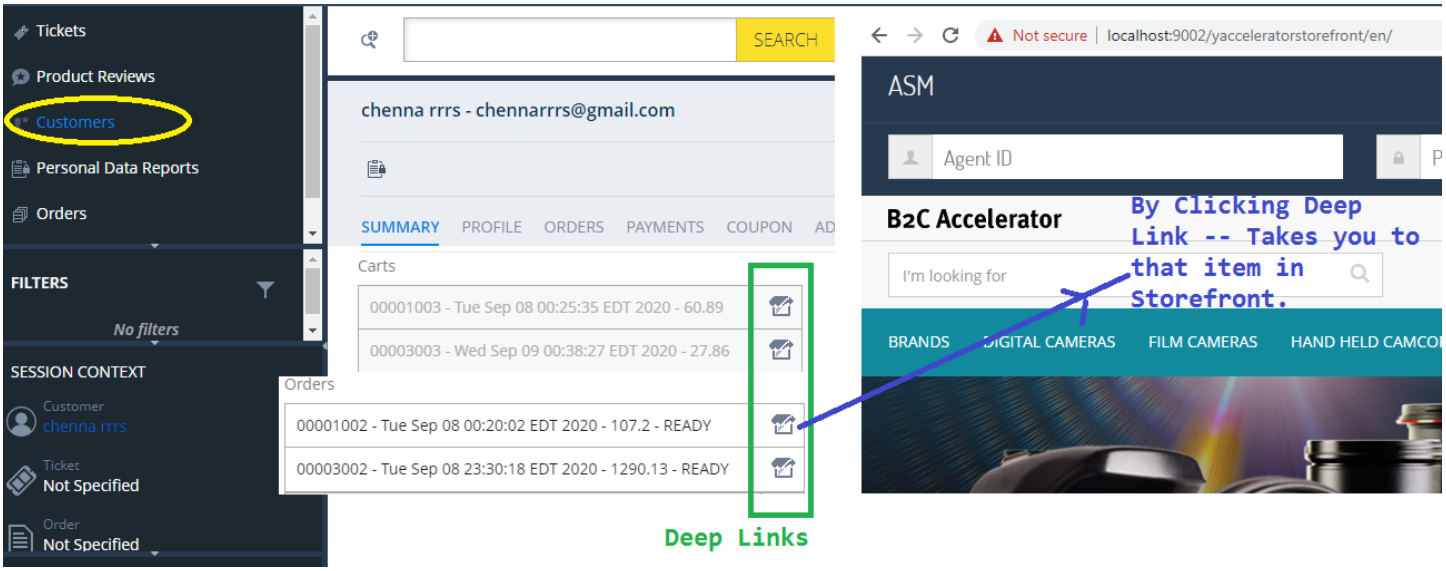
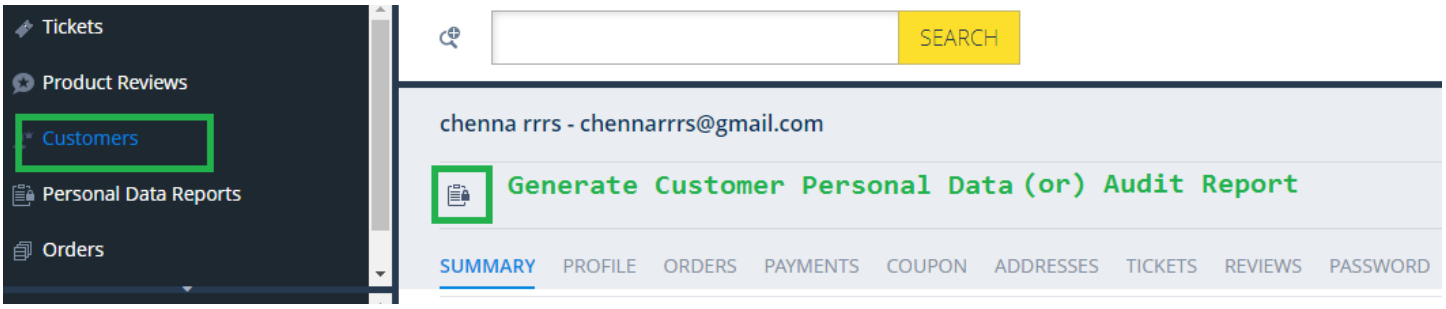
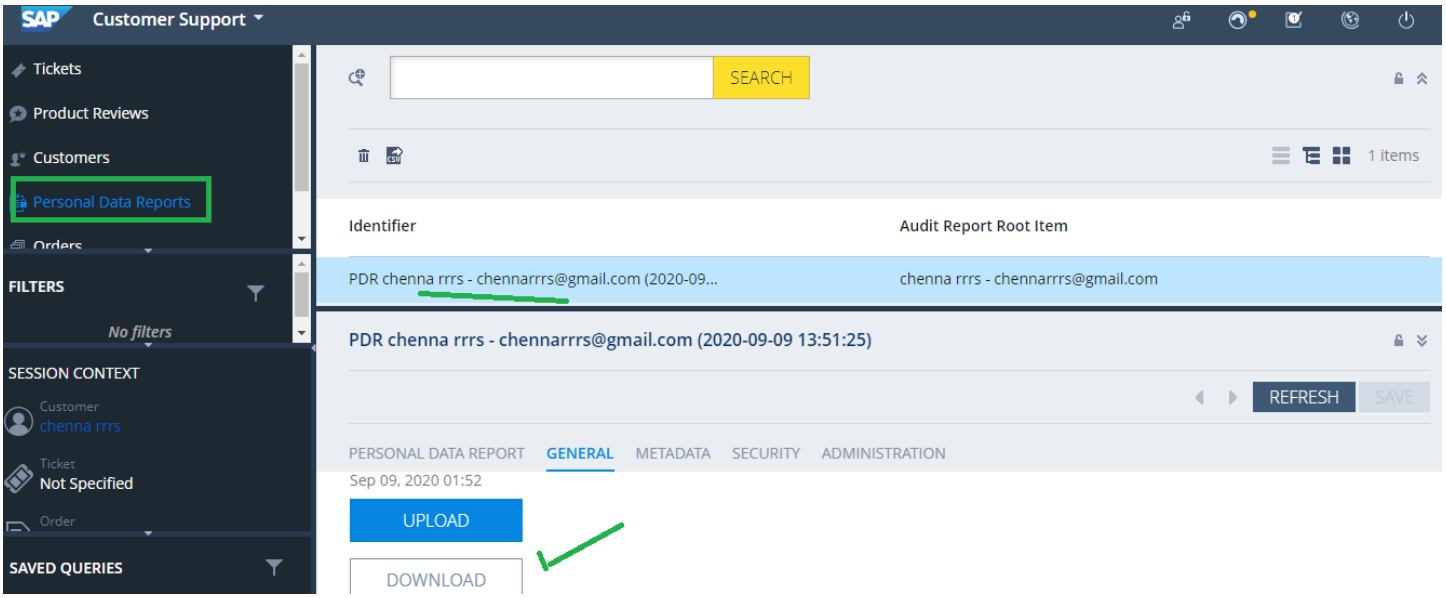
Step 3 = Deep Links



Step 4 = Customer Personal Data (or) Customer Audit Report



Generated Customer Personal Data (or) Customer Audit Report can be download from below:



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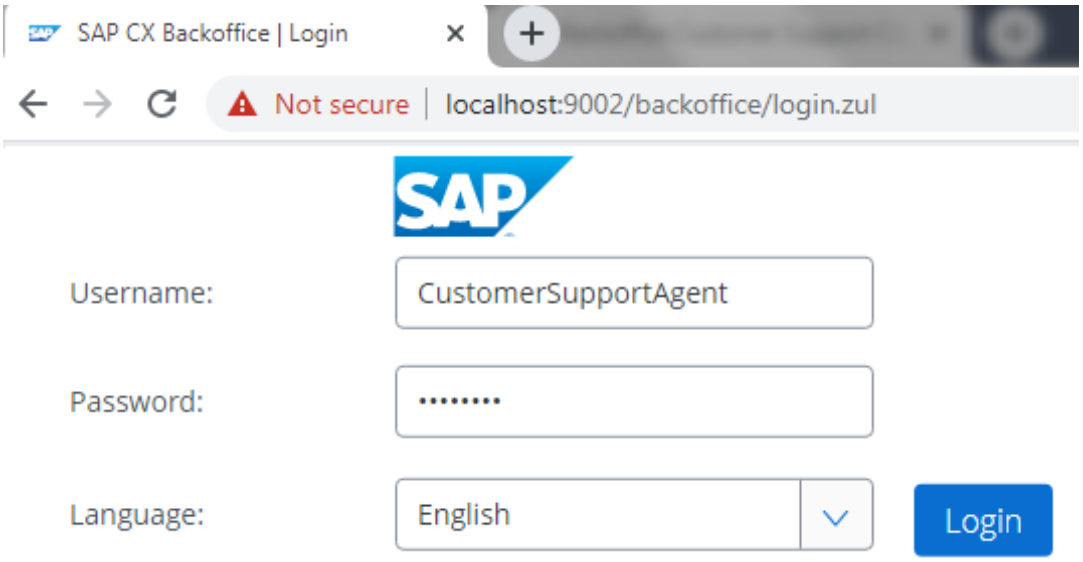
Scenario = CS Agent -- Create a Ticket for a Calling Customer in SCC?

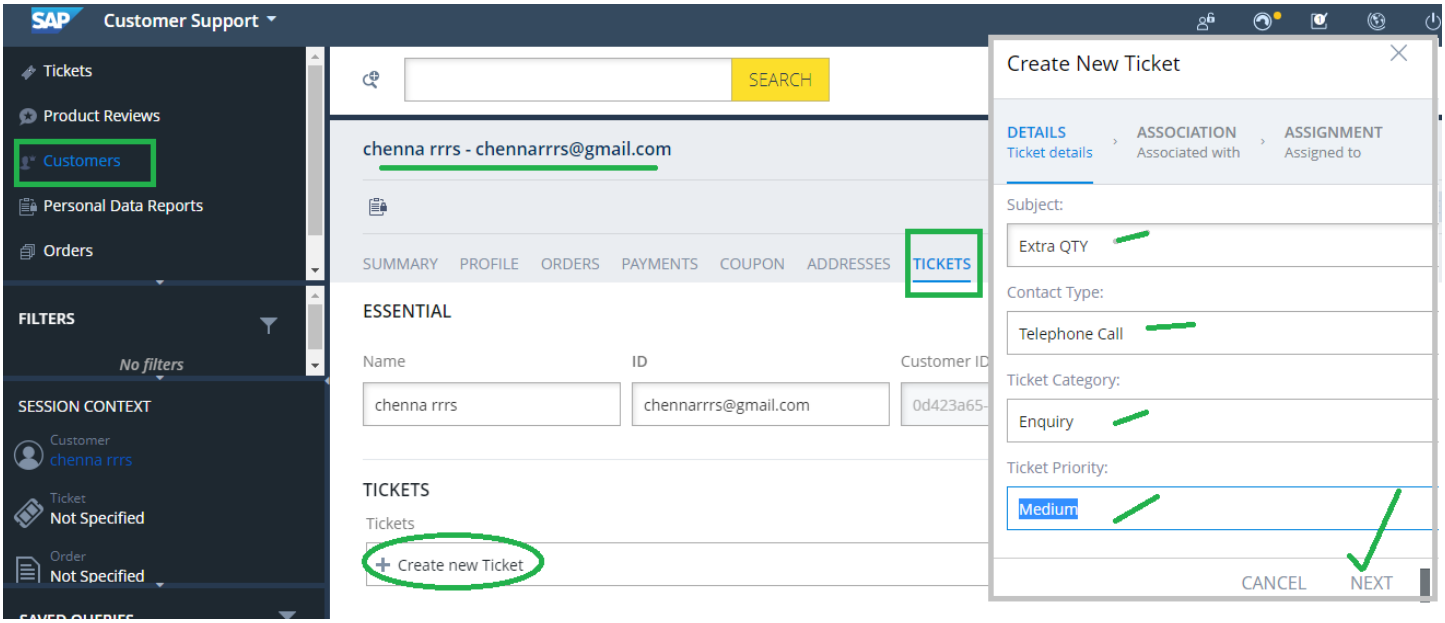
Step 1 = Login to Backoffice [URL = https://localhost:9002/backoffice/login.zul]

with “CustomerSupportAgent” [CS Agent]



Step 2 = Select the customer & create ticket for calling customer

Note: - Customer can see ticket from website [My-Account] after ticket created by **cs agent**. (Or) **CS agent** can verify ticket is assigned to customer properly from ASM 360-Degree view.



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Create New Ticket

DETAILS
Ticket details
›
ASSOCIATION
Associated with
›
ASSIGNMENT
Assigned to

Message:

Customer called & asking us to create ticket

Website:

Electronics Site

Customer:

chenna rrrs - chennarrrs@gmail.com

Associated To:

00004002 - Wed Sep 09 09:51:43 EDT 2020 - 259.86

BACK CANCEL NEXT DONE

Create New Ticket

DETAILS
Ticket details
›
ASSOCIATION
Associated with
›
ASSIGNMENT
Assigned to

Assigned Agent:

Customer Support Agent [CustomerSupportAgent]

Agent Group:

Customer Support Agent Group [customersupportagentgroup]

BACK CANCEL DONE

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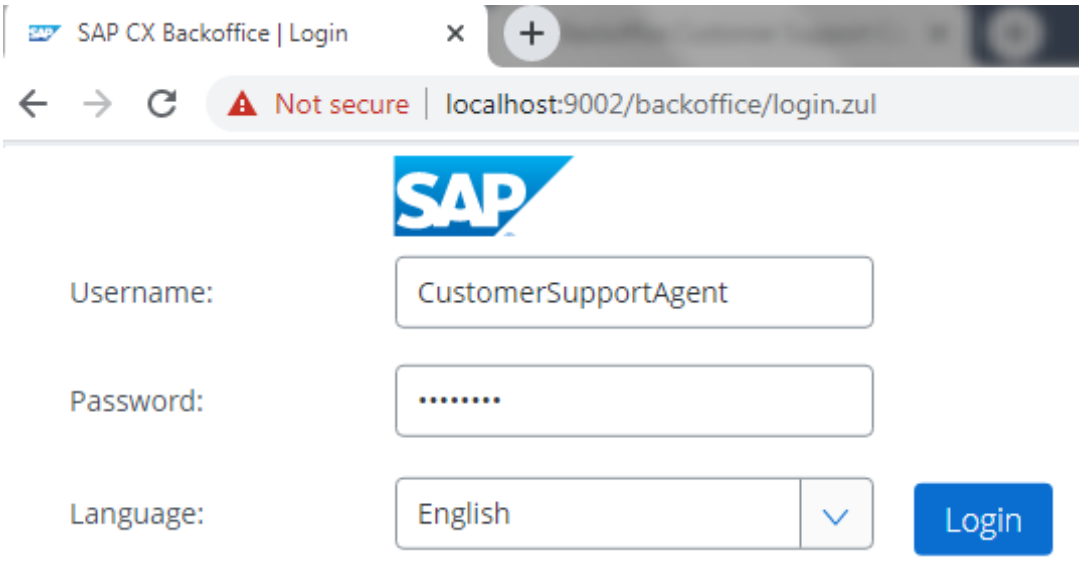
Scenario = CS Agent -- Cancel an Order for a Calling Customer in SCC?

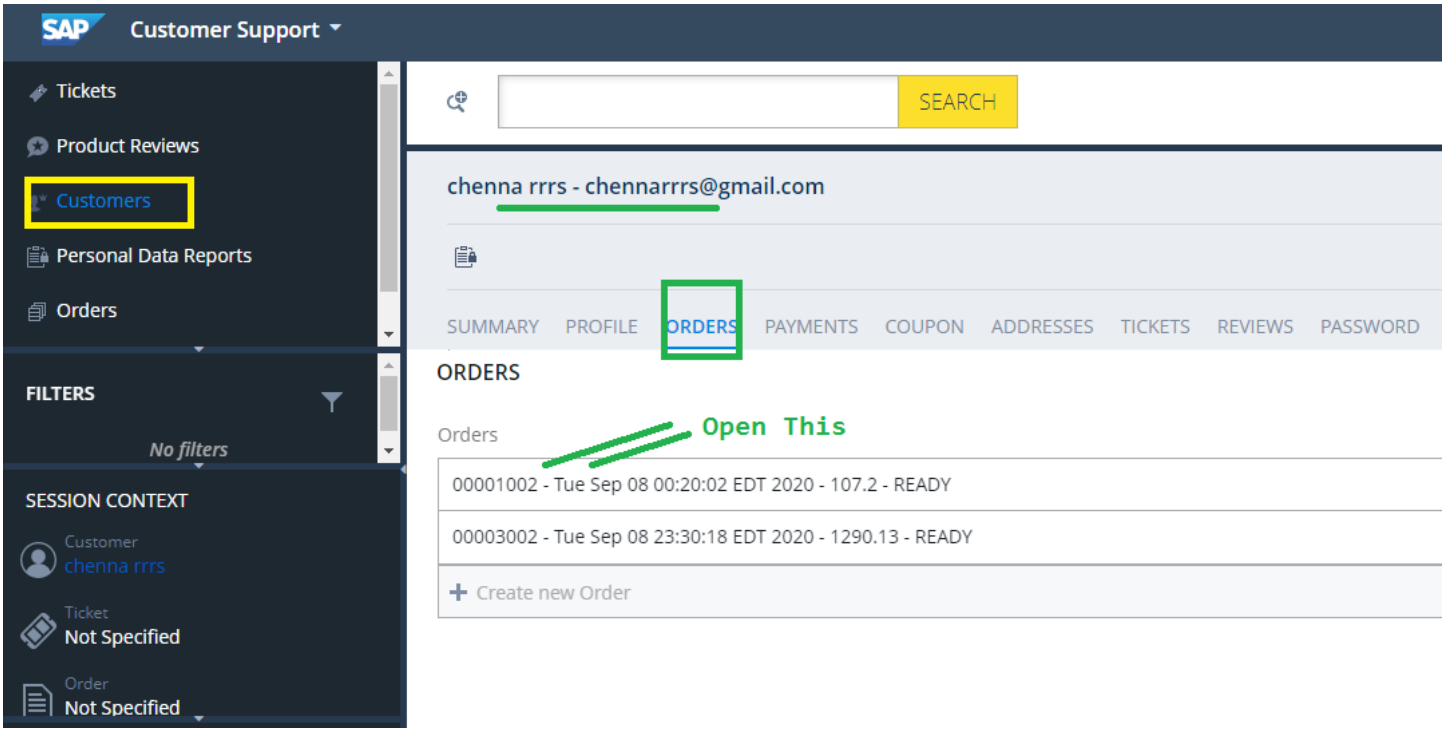
By default, the orders which are not shipped can be canceled anytime.

Step 1 = Login to Backoffice [URL = https://localhost:9002/backoffice/login.zul]

with “CustomerSupportAgent” [CS Agent]



Step 2 = Select the customer & open the orders



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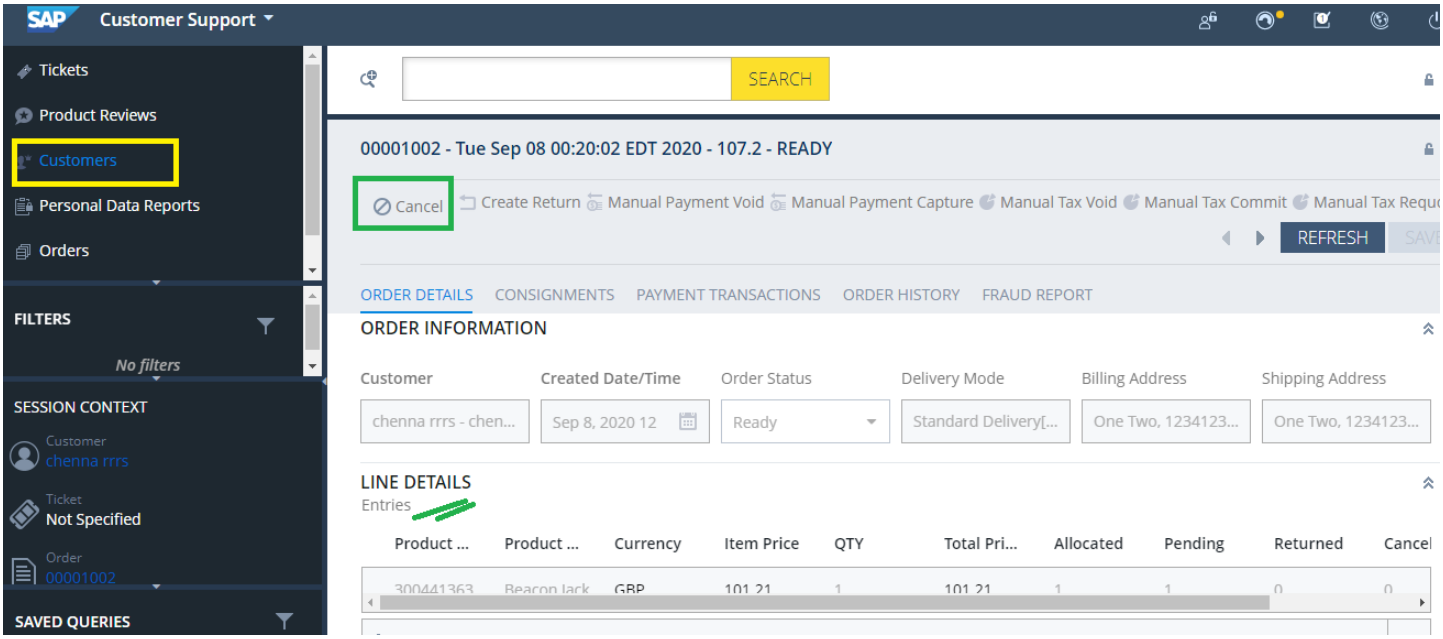
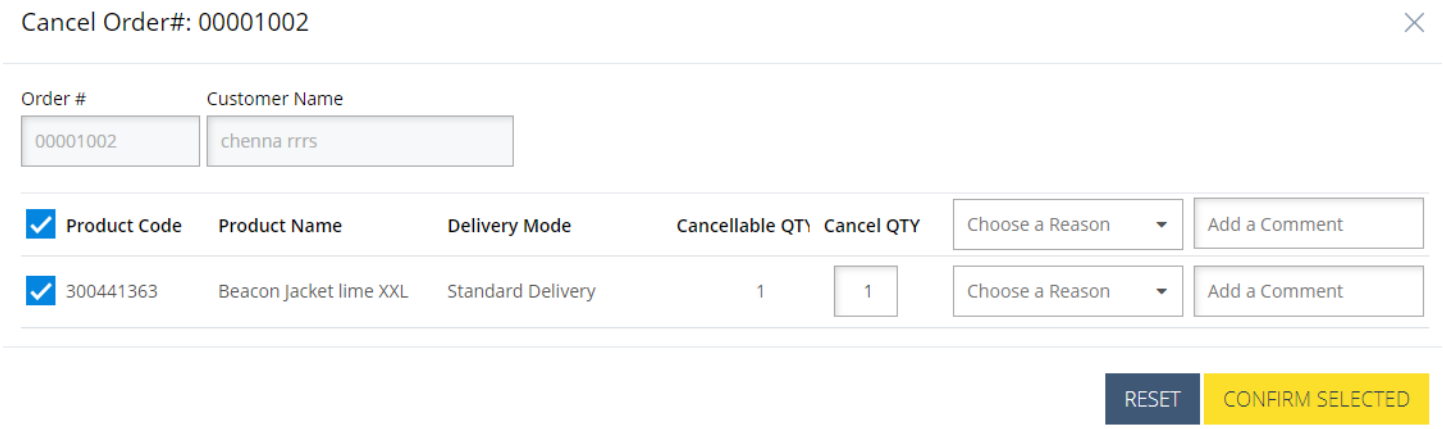
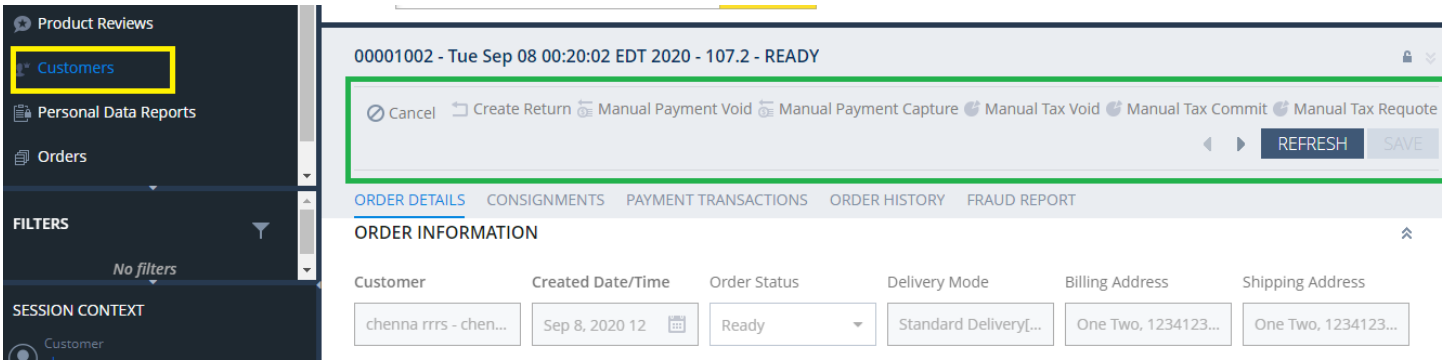
Step 3 = Cancel complete Order / Only few items in Order





Note: - There are bunch of actions related to orders:



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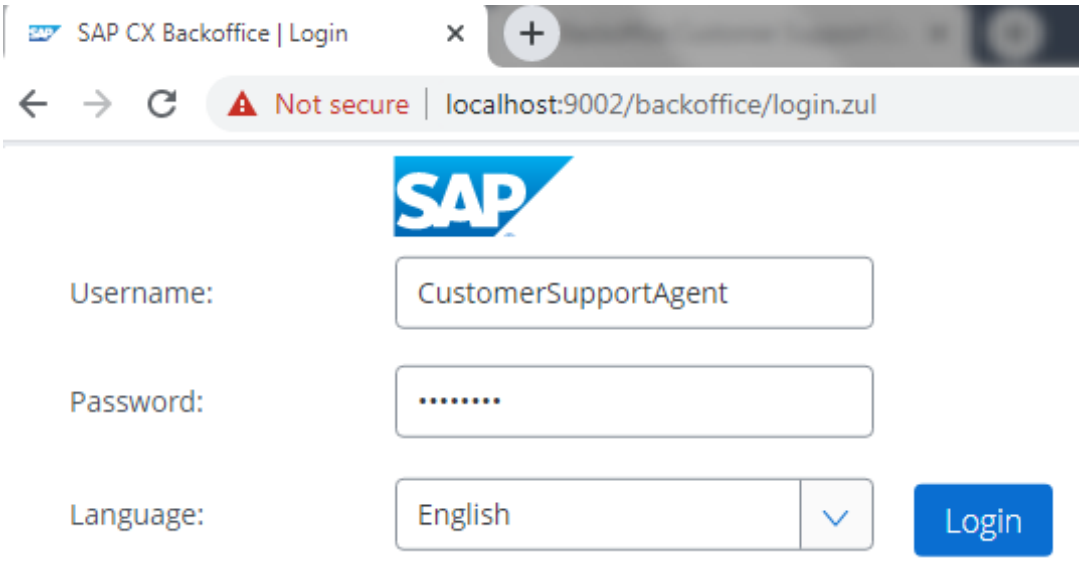
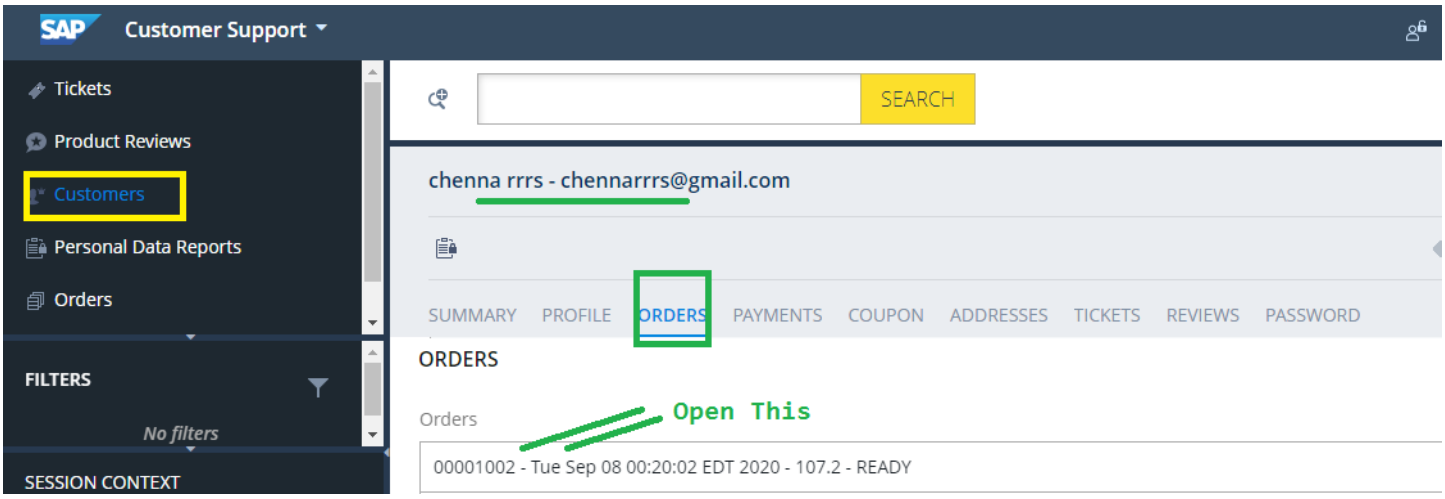
Scenario = CS Agent -- Return an Order for a Calling Customer in SCC?

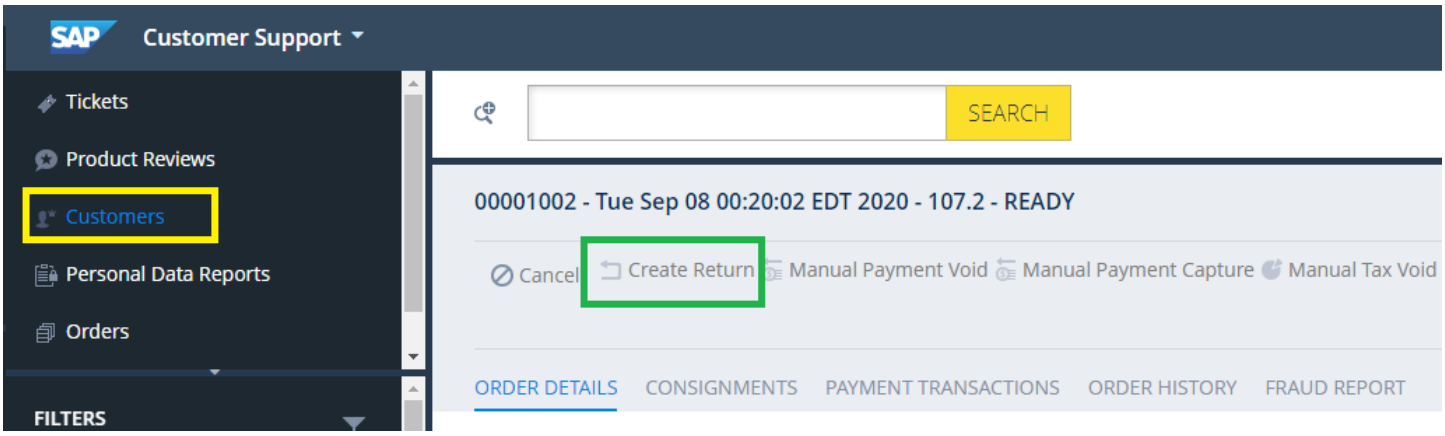
Step 1 = Login to Backoffice [URL = https://localhost:9002/backoffice/login.zul]

with “CustomerSupportAgent” [CS Agent]



Step 2 = Select the customer & open the orders and “create return”





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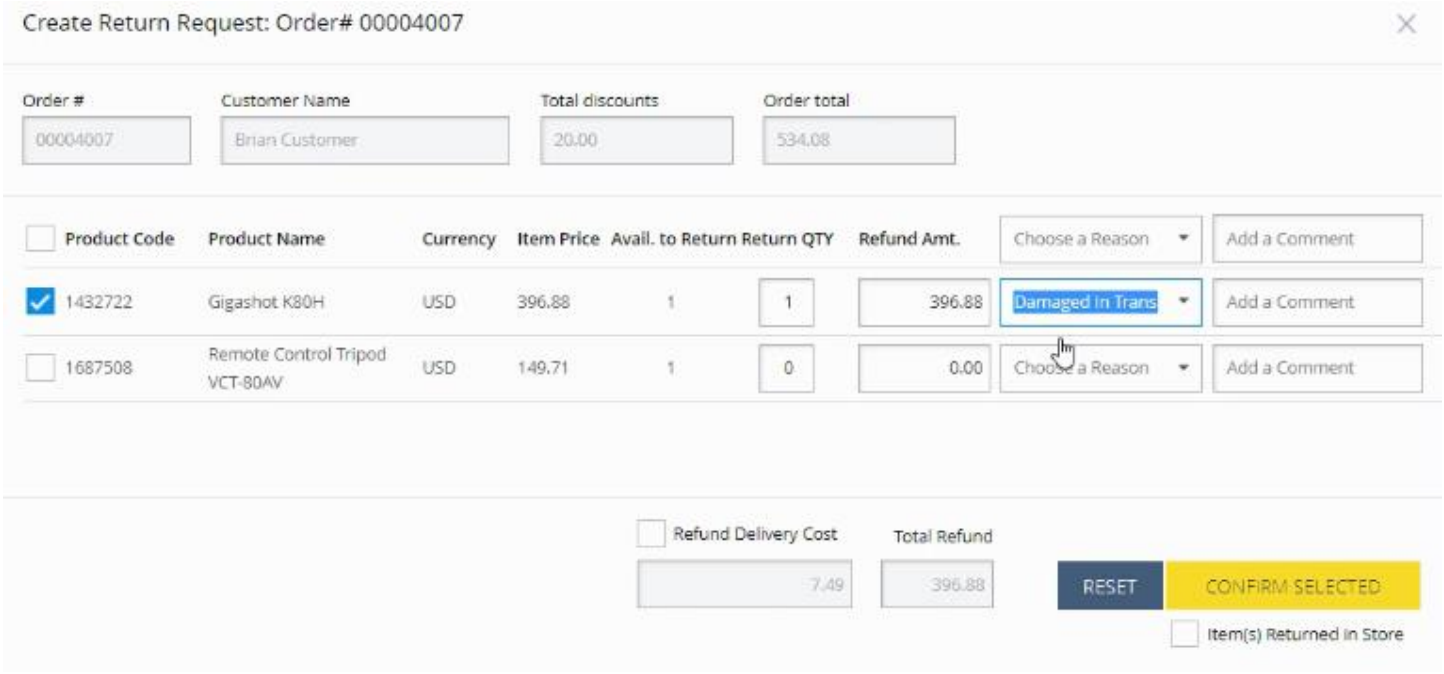
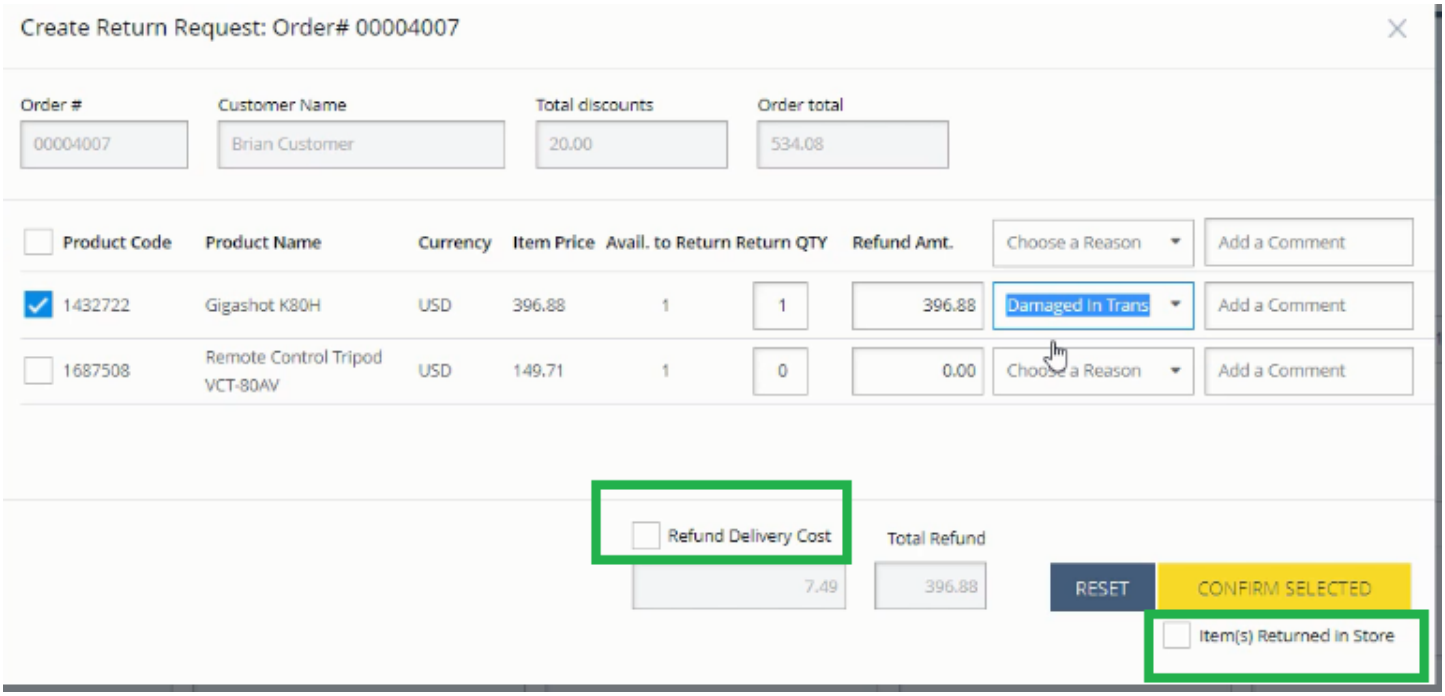


Note: - CS Agent also can specify: -

1) "Refund Shipping Cost" = Return Delivery Cost
2) "Item(s) Returned in Store" = If customer returned items in Store.



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