

Case 2

Expectations: To uphold the deactivation or reactivation of account.

Data Exploration:

- APP_CLAIM
- APP_NOTE_UPDATE
- APP_REPORT_BAD_TIMESHEET
- APP_VERIFY
- CUST_CANCEL_FILLED
- NO_CALL_NO_SHOW
- USER_CANCEL

Unlike case 1, the spreadsheet data for Ron captures reasons. However, by policy, Ron is expected to have provided some evidence to support reasons.

The customer support team was expected to request this evidence and fill out the incident form to dispute the score instead of concluding on the course of action.

Findings

After viewing the data on the spreadsheet and reading the conversation with customer support, Ron can be in the right to take legal action if the policy were to be referenced. This can go a long way to ruin E-Connect's reputation.

Also, the customer support agent was not empathetic about the situation as compared to the first scenario. Her words were blunt for a customer support agent. Further checks must be made to confirm if the support agent were human. If not, E-Connect should have a human intervention after assessing chats.

Conclusion

Ron must be contacted to take these details to dispute his scores before concluding with deactivation. The agent must notify the Trust and Safety team directly by filling out the Incident Report Form on Personal Emergencies.

Email to compose

Date: Mon, Jan 9, 2023, at 12:38 PM

From: E-Connect

To: Ron

Subject: Disputing Score

Dear Ron,

We sincerely apologize for your experience with us in these hard times. We understand how it feels to lose a loved one and would want to extend our condolences to you and the family. Sorry to have had your dispute rejected, we would like you to provide us with a dated obituary including the name of your loved one and your name to help us resolve your dispute quickly, so there's one less thing to worry about. For respect and privacy of all, we ask that you avoid including photographs of the deceased with your Score dispute. Kindly share the document via this link provided ****link****

We assure you that we will have your account re-activated once you provide these details.

Again, our condolences. We will be on standby waiting for your feedback.

Thank you.