Helpdesk/Support

- Help Options
    - Shadow Screens
    - Screen Level Help – With Data
    - Video Tutorials
    - FAQs
- Contact Helpdesk
    - Display support categories for user to choose, alongwith Module Name and Menu Name
    - Display FAQ – Provide keyword search
    - If not an existing problem, ask for Problem Description
    - User can additionally log comments and submit
    - Upon submission, a support incidence is logged with details of user, date/time, and call assigned to a support executive
    - Support executive to respond on App or call the user to close the call.
    - User can re-open the call if not satisfied with response
    - Upon call closure, user to rate the experience on 1-5 scale.
    - Call closure time to recorded on user confirmation
    - Support categories
        - to be pre-defined.
        - Facility to activate/de-activate.
        - Define target turnaround time for each category
    - Functionality Reference – Uber/Ola

Notification

- Subscription Renewal Reminder
  - 30/21/14/7/Daily days before expiry.
  - Daily after expiry for 3 days/7/14 days after expiry
- Subscription Renewal - We would like you to come back
  - 30 days after expiry
  - Offer additional discount

Refer & Earn

- Refer and earn commission on first purchase
- Provide Referral Code
  - Referral code must be unique residing on a central database
  - It will be fetched for a merchant
  - Referred Merchant must use this code when subscribing Mobiz
  - On payment confirmation, Commission will be credited to the wallet of Refree Merchant.