

## **Non-Technical**

First line of action would be to take steps in resolving the issue as soon as possible. I would inform Peter and let him know that steps are being taken to ensure the issue is resolved within the shortest possible time.

I will navigate to the escalation platform to get all the escalated issues, then engage the merchant to get adequate clarity on the issues logged and assure the merchant that the issue has been prioritized and feedback would be provided.

Once clarity on the issue is gotten, I will review the errors internally, check the knowledge base documentation to see if the errors are known or documented errors, if they are known errors, I will then resolve the issue accordingly. However, if they are not known errors, I will try to replicate the errors internally to do a root cause analysis, provide solution, update the knowledge base documentation with the solution and then provide quick feedback to the merchant.