



Infinity by Chats Assessment Form

Agent Name: _____ Shift: _____ Date: _____

1. How do we identify a player's game ID?
2. What is our minimum deposit limit? And What are our redeem rules?
3. What is redeemable free play?
4. How much deposit is required before the first redeem?
5. What type of message should we send if a customer asks about cashout rules?
6. How many games are we currently offering?
7. What is our referral bonus, and what is the criteria for giving it?
8. What is the difference between Cash App and Cash tag?
9. Can a player have more than one account for the same game?
10. If a player wins \$100 from Freeplay, how much can he/she cash out?
11. If the same player adds back their Freeplay winnings as a deposit, how much will be loaded to his/her game account? Can they get a deposit bonus on it?
12. A player cashed out \$150 once. Later, they deposit again and win \$100, then deposit again and win \$200. How much can we pay?
13. If a player deposits \$10 and asks for a \$100 redeem, how should we handle it?
14. If a customer has multiple small deposits across different game IDs but only \$15 deposit on Panda Master and wants to redeem \$100, how will we deal with this situation?
15. How do we verify that a deposit screenshot sent by a customer isn't fake?
16. If a customer requests extra scores or bonus as a favor, what should our reply be?
17. How can we quickly add deposits to game accounts when customers send deposit proof to save time?
18. What should be our reply if a customer asks, "What is hitting now?"

BEST OF LUCK!