

Client Issue Resolution

Case 1:

- The client has brought to our attention an issue concerning the final price displayed during their purchase. They bought one item for 35Kn and two items for 20Kn each, but the final price shown on the screen was 85Kn.

Solution

- a) Request for a screenshot of the error from the client if there is none.
- b) Write to the project management team and frontend team with the screenshot of the error asking them to help resolve the bug on the website.
- c) The project management team will translate client concerns into actionable tasks for the frontend team
- d) I will follow up if the issue has not been resolved within the specified SLA and escalate to the appropriate authority.

Case 2:

- A client has reported difficulty in logging in despite providing the correct username and password combination. In addition, when attempting to reset the password through the "Forgot password?" feature, they are not receiving the recovery email with the link.

Solution

- a) Request for the screenshot of the errors (for logging in and forgot password) from the client if there is none.
- b) Write to the backend and project management team with the screenshot for the logging in issue since they are in charge of identity management.
- c) The project management team will translate client concerns into actionable tasks for the backend team and my team
- d) I will follow up if the issue has not been resolved within the specified SLA and escalate to the appropriate authority.

Case 3:

- A customer is encountering issues during the payment stage, with the screen freezing when attempting to complete the process, despite trying all available payment methods.

Solution

- a) Write an email to the frontend team and the project management team since they are in charge of the graphic user interface of the website. Copy

the lead of the backend engineering team in the mail and ask that they collaborate to solve the freezing issue of the payments page.

- b) The project management team will translate client concerns into actionable tasks for the frontend team and backend team
- c) I will follow up if the issue has not been resolved within the specified SLA and escalate to the appropriate authority.

Case 4:

- A customer has reported receiving the "Amount Due" email as expected. However, they mentioned that the wording has not been displayed correctly; preventing them from seeing the actual amount, they need to pay. Instead, the email only reads "{amunt_due}."

Solution

- a) Request for a screenshot of the error from the client if there is none.
- b) This looks like a handlebar.js error. So I will create a ticket for my team to correct the "{amunt_due}." To the proper name of the variable used in handlebars.js if it isn't "amunt_due" and use double curly brackets instead of single. "{{amount_due}}"
- c) Notify the project management team to translate these above into actionable items.