🍪 CX Team Homepage

Search for support articles (i.e. Intro to Risk, Intro to Know Your Customer, etc.) 🔍 Having trouble locating a support document? Fill out this form and we will be happy to help!

Frequently Used Support Articles

Seller Accounts	Cardholder Accounts	Know Your Customer	Zendesk
■ Intro to Seller Accounts ■ Reporting ■ Reconciliation ■ Account Architecture ■ Account Changes (Email, Password, MFA, etc.)	■ Intro to Cardholder Accounts ■ Account Architecture ■ Account Changes (Email, Password, MFA, etc.) ■ Unauthorized Charges ■ Receipts	■ Intro to Know Your Customer ■ Document Requirements	■ Intro to Zendesk ■ Edit Profile (Signature, OOO, etc.) ■ Groups ■ Ticket Merging ■ Macros ■ Word Tracks

CX Announcements

February 09 8:15 AM

Raquel DeSantis

@TeamTrainers Please remember to check the Training Schedule before 9:00 AM EST!

January 01 10:45 AM

Jane Doe

@Team The 2024 Holiday Calendar has been posted! Please take a look and be mindful when submitting Time Off requests.

December 22 8:00 AM

Raquel DeSantis

@Team Happy Holidays! Please remember that we will be off Christmas Day (Monday, December 25th) and will be returning on Tuesday, December 26th. 🎄

CX JIRAs

Team	Issue #	Summary	Status
UI/UX	4321	Refunds not displaying in Seller account	Not Started ▾
Know Your Customer	3441	Unable to verify Seller account	Blocked ▾
Reporting	1123	Duplicate values in Seller reporting	In Progress ▾
ENG	3143	Manually verify email for Cardholder	Completed ▾
ENG	3142	Manually verify email for Seller	Completed ▾

Helpful Links

Meet The Team
■ CX C-Suite
■ CX Team Leads
■ CX Agents

FAQs
■ General
■ CX
■ Seller accounts
■ Cardholder accounts
■ Know Your Customer
■ Zendesk
■ How to reset your password

Career Center
■ Internal Job Board
■ Required Trainings

HR
■ 2024 Holiday Calendar
■ Create a new HR request