

OD RNR1 HENCE SET MARK WAITING FOR 4 HRS (CX WAITING)

**OD RNR 2 HENCE SET MARK WAITING TILL OKT (INTERNAL
WAITING)**

RNR1

EMAIL

Update on your order for Classic Essential 5pcs coloured handi Induction Bottom Cookware Set

Hi **Madhusudan**

We tried to get in touch with you on 91xxxxxx6452 to discuss the issue Classic Essential 5pcs coloured handi Induction Bottom Cookware Set

but couldn't reach you. We'll try calling you again within 4 hours. Meanwhile, please let us know if we can reach you on another number and a convenient time between 9 am and 9 pm by replying to this email. We hope to hear from you soon.

Regards,

Flipkart.

SMS

Update on query: We tried reaching you to discuss your concern about Classic Essential 5pcs coloured handi Induction Bottom Cookware Set

/ Delay in delivery and have sent you an update to your registered email address . We will call you again within the next 4hours.

RNR2

EMAIL

Update on your order DUROFLEX Livein Orthopedic Pressure relieving Memory Foam 6 inch King High Resilience (HR) Foam Mattress

Hi Narpat

We tried calling you on registered contact number but were unable to reach you. We are sorry to let you know that your order has been delayed due to some unexpected issues faced by the seller/couriers. It will now be delivered to you within 16 Aug 21.

We hope to serve you soon.

Thanks,

Flipkart

SMS

We tried reaching you today to discuss your concern about DUROFLEX Livein Orthopedic Pressure relieving Memory Foam 6 inch King High Resilience (HR) Foam Mattress

have sent you an update to your registered email address on 16 Aug 21, In case of any questions, please feel free to reach us here: <https://www.flipkart.com/helpcentre>

RNR3

EMAIL

Subject Line: Update on your order for {product_name}

Hi {customer_name},

We tried reaching you about your order for **{product_name}** but were unable to get in touch with you. We are sorry to let you know that the couriers have confirmed that there will be a further delay in the delivery of your order. We understand if you do not want to wait, you can choose to cancel your order by clicking My Orders page. Please note that you can choose to place a fresh order for this item within the next 7days and in case the price of the product has increased, we will reach out to you, for support. Since you waited for a long time to get this product, if the price of the product remains the same/has reduced, 10% will be given of the product value will be added to your Flipkart account by the seller within 72 hours of the order delivery.

Thanks for your understanding.

Thanks,

Flipkart

CANCELLED

Subject Line: Update on your order for {product_name}

Hi {customer_name},

We tried to get in touch with you on your registered contact number to discuss the issue about your {product_name} with order ID {order_id} but couldn't reach you. We are sorry that your order was cancelled by the seller due to a prolonged delay in the delivery of your order as they did not want to keep you waiting. Please note that you can choose to place a fresh order for this item within the next 7 days and in case the price of the product has increased, we will reach out to you, for support. However, if the price of the product remains the same, a Gift Card worth will be added to your Flipkart account within 72 hours of the order delivery. Thanks for your understanding. We hope to serve you soon.

DELIVERED

Subject Line: Update on your order for Jewels Galaxy Stylish Red Alloy Crystal Black Silver Plated Ring

Hi **Abhinandh**,

We tried getting in touch with you on 91xxxxxx2713 to talk about the delivery of your order **OD222538171503932000** for Jewels Galaxy Stylish Red Alloy Crystal Black Silver Plated Ring

but were not able to reach you. While we were in touch with the courier service provider to ensure timely delivery of your order, they have confirmed that one of their delivery executives has delivered the (product name e. g. mobile) on (date). We'd like to get confirmation from you about the delivery so that we can share the feedback with the couriers. Thanks for your understanding.

WRONG NUMBER

Subject Line: Update on your order for {product_name}

Hi {customer_name},

We tried getting in touch with you to discuss about your order (ORDER ID) for (PRODUCT NAME) but, couldn't reach you. Please share an alternate contact number and a convenient time to contact you between 9 am and 9 pm so we can coordinate with the courier service provider to ensure that the pickup is completed without any further delay. We look forward to hearing from you.

Notes:-

customer asked for a kannada language call back, hence inform the customer that the Language call back team will connect in 24hrs and fill experience recovery form by selecting a specific Dropdown and tag this incident under waiting for customer update and set 24hrs follow-up.

OD: Inform cx to wait till OKT 23 Aug 21 and set mark waiting till 23 Aug 21

OD: As per elk Console order status is showing **NSS** so inform cx to place a fresh order (as previously there is no order in same address), cx agreed hence solve the incident.

OD: As per elk Console order status is showing **NSS** so inform cx to wait till 48 hrs (as previously there is an order in same address), cx agreed hence solve the incident.

OD: ask customer to wait till 7 pm as the product status is **out for delivery** mark waiting for next day 10:00 am. Self serve pitch

OD: cx confirm that order has already **delivered**, hence close the incident

OD: Order is already **delivered/ cancelled**, but there is no option available to solve hence set mark waiting for 4 hrs and form filled.

OD: cx is unable to place a fresh order so inform cx about the TOA and form filled.

OD: Order has already cancel so inform cx to place a fresh order and inform about TOA.

OD: call got dropped, so set mark waiting for 4 hrs/for next day 10:am.

OD: there is no responds from cx side so set mark waiting for 4 hrs/ next day 10 am.

OD: in EKL its showing same state misroute so inform cx to wait till 72 hrs and set mark waiting for 72 hrs.

OD: RNR1 hence set mark waiting for 4 hrs/ next day 10:am.

OD: cx want me to call back hence set mark waiting for 4 hrs

OD: RNR2 hence set mark waiting till OKT(OKT).

OD: ORDER STATUS IS SHOWING AS OUT FOR DELIVERY SO INFORM CX TO WAIT TILL 7 PM AND SET AMRK WAITING FOR NEXT DAY 10 AM

https://docs.google.com/forms/d/e/1FAIpQLScJtxYoJ5QIornzGl8eKN5FFPscTbooyI_83eEKpz8upWzmQQ/viewform

Mark Waiting

Select status:

Customer Waiting ▼

Select follow up date:

2021-08-14 19:42 pm

Please select a valid future date and time

Take Notes

OD: call got dropped, so set mark waiting for 4 hrs

Confirm

Mark Waiting

Select status:

Customer Waiting ▼

Select follow up date:

2021-08-14 19:42pm

Please select a valid future date and time