Add Items (queen)

Address Confirmation (queen)

After Hold (queen)

AFTER TAKE ACTION TO CORRESPONDING DEPT (marsel)

Apologize/Empathy/Assure (queen)

APPRECIATE FOR WAITING (dae)

ASK CX TO WAIT FOR A MINUTE (elizabeth)

Ask for Order No (queen)

ASK FOR WAITING (LONG TIME) (dae)

ASK ITEM CX WANT TO EXCHANGE (amanda)

Awaiting shipment (amanda)

BAHASA ASING (marsel)

CANCEL ITEM (elizabeth)

CAN'T ADD ITEM (ALREADY PROCESSING/SHIPPED) (elizabeth)

CAN'T CANCEL ITEM (elizabeth)

CAN'T CHANGE ITEM (elizabeth)

CAN'T GIVE TAX INVOICE (STILL PROCESSED AT THE WAREHOUSE) (elizabeth)

CAN'T MODIFY ADDRESS (ALREADY SHIPPED) (elizabeth)

CAN'T URGE / RUSH / EXPEDITE (elizabeth)

CHANGE SHIPPING METHOD (elizabeth)

Check surrounding neighbor (arend)

Closing (queen)

Closing Statement (queen)

COMBINE SHIPMENT (elizabeth)

COMPENSATE POINTS (PASSED) (carol)

Costumize item (arend)

CX ENTANGLED (SAMPE 3 KALI) (elizabeth)

* **DBNR Failed (Gagal)**
  + DBNR Failed (stella)
  + dbnr failed insist wait juga (arend)
  + DBNR Failed LSP evidence (arend)
  + DBNR FAILED TAPI MINTA CREDITS (amanda)
  + Dbnr failed waiting (arend)
* **DBNR Refund Related (Pengembalian Dana)**
  + DBNR (DELIVER BUT NOT RECEIVED) REFUND TEST FAILED (dae)
  + DBNR (DELIVER BUT NOT RECEIVED) REFUND TEST SUCCESS BUT CUSTOMER STILL WANT THE PACKAGE (carol)
  + DBNR FOLLOW-UP REFUND SUCCESS (carol)
  + DBNR REFUND SUCCESS (carol)
  + DBNR REFUND SUCCESS (elizabeth)
  + DBNR Refund Success & Confirm Address (amanda)
  + DBNR Refund Success and Include Items Free Gift (amanda) **TEMPLATE SOLO**
* **DBNR Confirmation (Konfirmasi Status Paket)**
  + DBNR Confirm receive package or not (amanda)
* **DBNR No Work Order / No Status Update**
  + DBNR no work order (arend)
  + DBNR within 45 days no WO (arend)
  + DBR Exceed 45 days (carol)
* **DBNR Address Issues (Alamat Salah)**
  + DBNR Wrong Address **TEMPLATE SOLO**
* **DBNR Miscellaneous (Lain-lain)**
  + DBNR Probing **TEMPLATE SOLO**
  + DELIVERED BUT HAS SIGNED (elizabeth)
  + delay or whatsoever (arend)

DBNR **(DAE)**

EMPATHY (elizabeth)

Escalation (queen)

ETANGELMENT (elizabeth)

Exchange (carol)

EXCHANGE ORDER PRE-SHIPMENT (elizabeth)

FBM Already Shipment CX wants modify (carol)

FREE TRIAL CAMPAIGN (carol)

Gabisa contact shipping company (arend)

if cancel one item, will not recieve the shipping free anymore (arend)

insist/ urge processing step wait ETA/ETA +7 (arend)

LEWAT TRUK ATAS (STL Exceed +7 offer refund) >> Langsung test refund. CX disarankan utk repurchase (carol)

No tracking update in shipping process (arend)

OFFER REFUND (elizabeth)

Out of Stock (queen)

Package Damage CX still want it (amanda)

PARAMOUNT GOT PACKAGES (carol)

Partial Shipment (queen)

PROCESSING CASE (dae)

Processing Explaination/calming (queen)

Refund (queen) kedua dari bawah

Refund failed - Asking for evidence (marsel)

Reship (stella)

Reviewed Items (queen)

RTS confirm new parcel number in process (already reshipped) (stella)

RTS Failed Wait 7 Days (stella)

RTS Refund Success Ask Compensation (stella)

RTS Refund Success but CX Still Want the Package (stella)

RTS Template 1 (stella)

RTS Template 2 (stella)

SAID DELIVERED BUT ITS PROCESSING (queen)

SEPARATED PAYMENT METHODS (carol)

Shipping company report to cx lost... but the logistic track report still transit (arend)

Dbnr success (arend)

SOLD OUT (elizabeth)

STL = REFUND (**TEMPLATE SOLO)**

STL Exceed +7 offer refund (carol)

TAX INVOICE (elizabeth)

TF T2 (elizabeth)

TF T3 (elizabeth)

Wallet does not suppor(arend)