

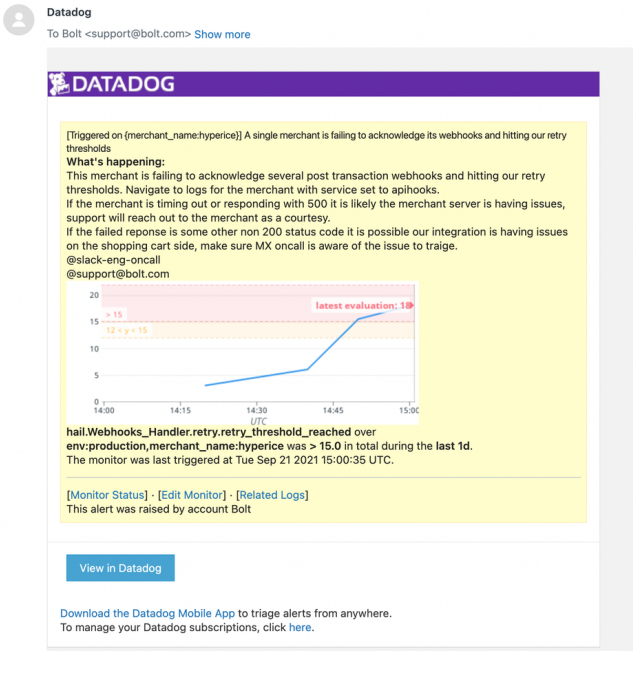



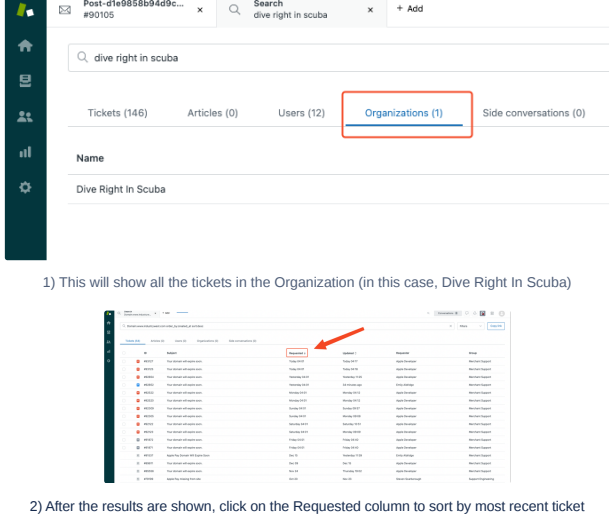
A merchant is failing to acknowledge its webhooks and hitting our retry limit

- [How to Identify and When to Use](#)
- [What to do](#)
- [Screenshots of Alternative](#)
- [Changelog](#)

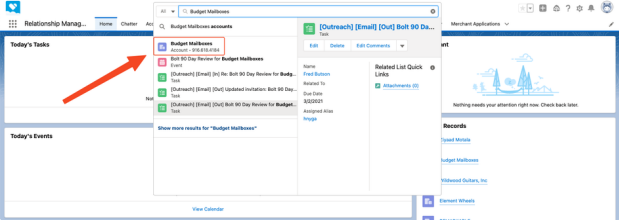
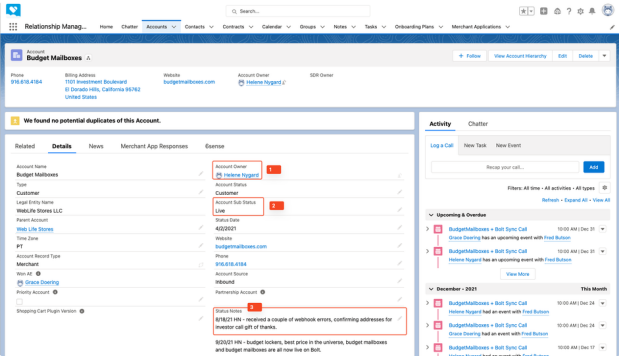
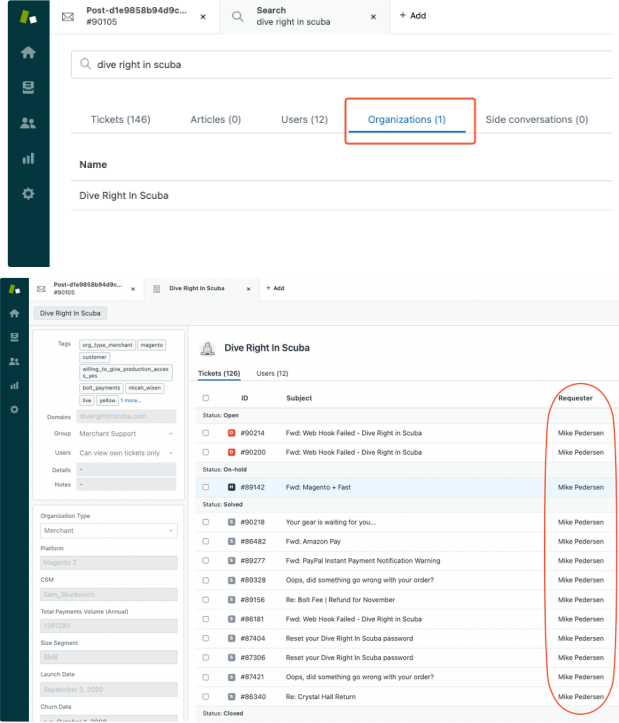
 This alert is currently in an unusable state and needs to be fixed/re-configured by the Commerce ENG team.

If you receive this alert, temporarily assign this to Ziyaad for now.

How to Identify and When to Use

Ticket Subject	Datadog Screenshot
<p>[Monitor Alert] Triggered: A merchant is failing to acknowledge its webhooks and hitting our retry limit</p> <p>OR</p> <p>[Monitor Alert] Recovered: A merchant is failing to acknowledge its webhooks and hitting our retry limit</p>	 <p>The screenshot shows a Datadog alert for the merchant 'hyperice'. It includes a line graph showing the number of retries over time, with a peak at 18. The alert text states: '[Triggered on (merchant_name:hyperice)] A single merchant is failing to acknowledge its webhooks and hitting our retry thresholds. What's happening: This merchant is failing to acknowledge several post transaction webhooks and hitting our retry thresholds. Navigate to logs for the merchant with service set to apihooks. If the merchant is timing out or responding with 500 it is likely the merchant server is having issues, support will reach out to the merchant as a courtesy. If the failed response is some other non 200 status code it is possible our integration is having issues on the shopping cart side, make sure MX oncall is aware of the issue to triage. @slack-eng-oncall @support@bolt.com'.</p>
<p>Let's check to see if the ticket is a duplicate of an existing ticket that someone else could be working on already.</p> <ol style="list-style-type: none">1. Head to Zendesk → Search for the merchant name → click on the Organizations tab → select the relevant Merchant.2. In the results shown, click on the Requested column to show tickets by most recently requested (sent in).3. Click into a few recent OPEN or PENDING status tickets to see if there are any duplicates (i.e. same Subject regarding the merchant failing to acknowledge their webhook). <div><p> If you find a similar/duplicate ticket, merge your ticket (the newer, unresponded Datadog alert ticket) <i>into</i> the existing, older ticket.</p><p>This is so that we don't repeatedly notify the merchant (if another member of the Support team has already recently reached out to the merchant).</p></div> <div><p> If you don't have a duplicate ticket, then proceed .</p></div>	 <p>The screenshot shows the Zendesk search results for 'dive right in scuba'. The 'Organizations (1)' tab is selected. Below the search bar, there are tabs for Tickets (146), Articles (0), Users (12), Organizations (1), and Side conversations (0). The 'Organizations' tab is highlighted with a red box. Below the tabs, there is a table with columns for Name, Dive Right In Scuba, and a 'Requested' column. The 'Requested' column is highlighted with a red box. Below the table, there is a list of tickets with columns for #, Name, Requested, and Status. The 'Requested' column is highlighted with a red box.</p> <p>1) This will show all the tickets in the Organization (in this case, Dive Right In Scuba)</p> <p>2) After the results are shown, click on the Requested column to sort by most recent ticket</p>

What to do

	Instruction Step	Screenshot
1	<div>1. Head to Salesforce, and search for the merchant name in the search bar.</div> <div>2. Select the corresponding Account (they'll show with a purple icon).</div> <div>3. On the Account page, locate the Account Owner listed.</div> <div>4. Open a Business Escalation with the CSM by following the steps in this playbook: Business Escalation Playbook<div>a. Ask them if they can provide you with a Point of Contact you can reach out to.</div></div> <div>5. Proceed with the "What to Do" steps below 👉</div> <div><div>❌ If you are unable to get in contact with the Account Owner for whatever reason, you can ask an alternative:</div><div>1. Head to Zendesk → Search for the merchant name → click on the Organizations tab → select the relevant Merchant.</div><div>2. Scan the list of tickets to see if a requester appears frequently, and use that requester as your point of contact. You can also post in #support-squad to ask/confirm with the team.</div></div>	<div><p>In the screenshot above, we're searching for and found "Budget Mailboxes". Click on the result that is categorized as an "Account" (the icon will be purple).</p></div> <div></div> <div><h3>Screenshots of Alternative</h3><p>In Dive Right In Scuba's case, Mike Pedersen is our guy 🔍</p></div>
2	Now that you have the point of contact, head into Zendesk and create a new ticket	
3	Add the point of contact as the ticket Requester	

4	Apply the macro Alerts::Merchant Failing to Acknowledge Webhooks	
5	✔ Fill in and remove the pieces of information as necessary, re-read once over to confirm everything looks correct, and then send and mark the ticket as pending.	

Changelog

Version Number		Person who Made Change	Modification Date	Modification Summary
1.0.0		Ziyaad Motala	5/17/22	• Created Playbook