Call Center for Commerce
Return Order Flow and Payment Features
OMS Release 9.3

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#1: Shopper calls up call center to initiate return for few products which he did not like because of bad quality and asks for refund

Scenario details

1. CSR asks for details of the order and products which got shipped to shopper

2. CSR identified the correct order and product that shopper wants to return

3. CSR selects the required products to be returned and proceeds to create return

4. Intimates shopper about the refund total and the payment method to which the refund is given for

#2: Shopper calls up call center to initiate return for few products which CSR finds that they cannot be returned

Scenario details

1. CSR asks for details of the order and products which got shipped to shopper

2. CSR identified the correct order and product that shopper wants to return

3. CSR selects the required products to be returned and proceeds to create return

4. Intimates shopper that the product is not acceptable for return and explains him the reason why its not returnable

#3: Shopper calls up call center to return a damaged product which got shipped but is asking for an exchange of the product if there is some discount on exchange

Scenario details

1. CSR asks for details of the order and products which got shipped to shopper

2. CSR identified the correct order and product that shopper wants to return

3. CSR selects the required products to be returned and proceeds to create return along with exchange.

4. Intimates shopper that he is providing 2% discount on the exchange and adjusts charges

5. Tells the shopper that he does not have to pay anything extra for the exchange and also tells that he is being refunded 2% to his payment method

#4: Shopper calls up call center to return a product which did not suite his need and wants to order another products in exchange which costs him more than his original order and is ready to pay

Scenario details

1. CSR asks for details of the order and products which got shipped to shopper

2. CSR identified the correct order and product that shopper wants to return

3. CSR selects the required products to be returned and adds them to return order

4. Inquires about the exchange products to be shipped to customer and adds them to order

5. Intimates the shopper about the refund amount adjusted to exchange order and additional payment amount required

6. CSR asks shopper details of the customer's payment method and fulfills the exchange order

#5: Shopper calls up call center to return a product and buys an exchange product. But requests CSR to ship the new products before he could return products

Scenario details

1. CSR asks for details of the order and products which got shipped to shopper

2. CSR identified the correct order and product that shopper wants to return

3. CSR selects the required products to be returned and adds them to return order

4. Inquires about the exchange products to be shipped to customer and adds them to order

5. Intimates the shopper about the refund amount adjusted to exchange order and additional payment amount required

6. CSR changes the exchange type to "advanced"

7. CSR asks shopper details of the customer's payment method and fulfills the exchange order

#6: A person calls up call center to return products which he received as gift from his friend and asks for an exchange product to be shipped

Scenario details

1. CSR asks for details of the order and products which he wants to return

2. CSR identified the correct order and product

3. CSR will mark the return products to be from a gift recipient and not the original purchaser

4. CSR captures address details of the gift recipient and asks for the details of exchange product and adds to exchange order

5. Captures the required payment method details from gift recipient and confirms the exchange order

6. CSR provides the details of return order, exchange order, refund amount etc

#7: A shopper calls up call center and asks for initiating a return of few products. But the shopper does not have the details of sales order

Scenario details

1. CSR asks the details of the customer like customer id / product name / approximate date of purchase / phone number / email id

2. CSR searches using Return Search screen and selects the matching products

3. Adds all the products to return which are requested for return by customer

4. Completes return order

#8: A shopper calls up call center and asks for initiating a return of multiple products. CSR finds that all the products are not from a single sales order.

Scenario details

1. CSR asks the details of a sales order from which customer wants to return the products

2. Adds all available products existing on the sales order

3. Customer gives details of additional products for return.

4. CSR searches for all the products that the customer purchased earlier and adds them to return

5. Completes return creation

#9:A shopper calls up call center and asks for status of the refund amount and status of the return product which he already shipped.

Scenario details

1. CSR finds the details of the sales order which had the associated return

2. Navigates to shipment inquiry to find the status of return shipment

3. Navigates to payment inquiry to find the status of refund amount

4. Gives all the details to shopper

#10: CSR tries to avoid return from a shopper by promising him a price match or appeasement on future order

Scenario details

1. Shopper makes a call to the CSR and asks for a initiating a return

2. CSR finds the reason for return and tries to appease a shopper by providing him a price match or a discount on future order

3. CSR proceeds to price match or customer appeasement screen and completes return avoidance

#11: A shopper realizes that he will get a discount coupon of 2% if he places an order for a total of $100 and calls up the call center to modify his existing order of value $95

Scenario details

1. Shopper makes a call to the CSR and tells that he wishes to modify his order

2. CSR finds the order placed by Shopper

3. Adds one more product to the order to make the order total reach $100

4. While capturing payment, shopper gives the details of his coupon code to avail the discount of 2%

5. CSR successfully completes the order using the coupon