

FIG. 1

NewTicket#302300

Tag

in x

Delivery inquiry x

Solved: t1 normally terminated x

Main keyword

Delivery inquiry-01

Sub-keyword

Delivery inquiry

AgentInternal

Before 1 minute or less

Delivery inquiry-Delivery ongoing-Response completed

Reply publiclyInternal memo

Delivery inquiry

TUFLQ

01

Remain ticket opened~

Submit as New

Knowledge Capture

Delivery inquiry

6 results

Seller Support ~ Korean

Delivery inquiry

Manage products > Correct products

Last correction date: September 18, 2020

Connect to documents

Counseling for purchasing mobile phone category Rocket > RM | Customer's inquiry

Last correction date: September 13, 2020

Connect to documents

Discount method for purchasing mobile phone category Rocket > RM | Customer's inquiry

Last correction date: September 6, 2020

Connect to documents

Activation method category Rocket > RM | Customer's inquiry

Last correction date: September 14, 2020

Connect to documents

102

107

105

101

106

104

103

FIG. 2

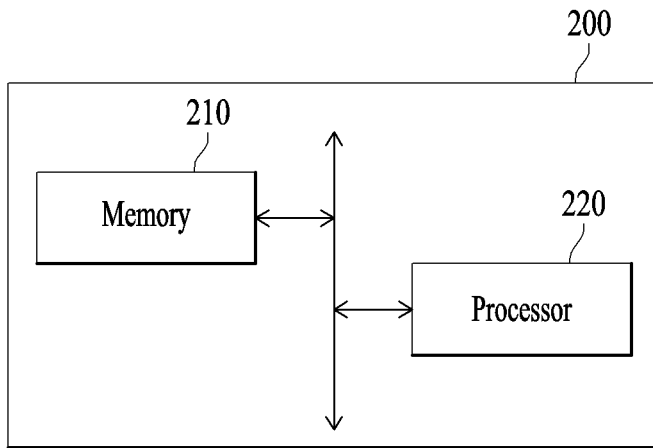


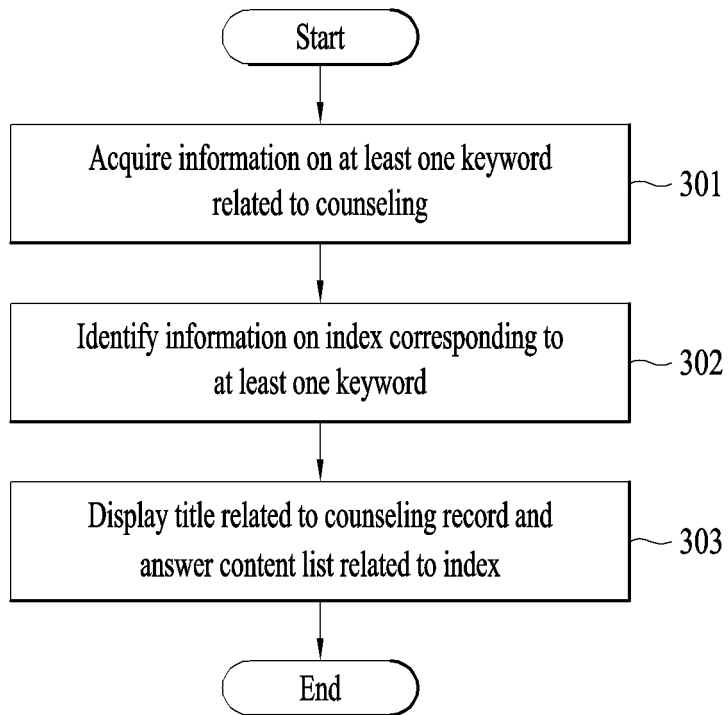
FIG. 3

FIG. 4

403

Tag

Main keyword

Delivery inquiry-01

Sub-keyword

-

Delivery completed-01
Delivery ongoing-02
Order processing ~ Delivery ordered-03
Out of stock-04

402

Tag

Main keyword

✓ -

Delivery inquiry-01
Delivery delay-02
Delivery non-received-03

401

Tag

Main keyword

-

Sub-keyword

-

FIG. 5

Main keyword

Delivery inquiry-01 >

Sub-keyword

Delivery completed-01 >

Reply publicly

Internal memo

Title

0 results

Seller Support > Korean >

+

Q

No result found

Create new knowledge warehouse documents

Delivery completed - 0101

Delivery inquiry

0101

>

Directions

[Delivery inquiry > Delivery completed]

Select to call knowledge when inquired

Shift Enter Preview Open

503

Remain ticket opened >

Submit as Registration

>

502

FIG. 6

Main keyword
Delivery inquiry-01 >
Sub-keyword
Delivery completed-01 >

0101

Remain ticket opened~

Submit as Registration

601
Title
Delivery inquiry

604
Reply publicly Internal memo
Delivery inquiry - Delivery completed

602
Knowledge Capture

603
Delivery inquiry

6 results Seller Support ~ Korean >

Delivery inquiry
Manage products > Correct products
Last correction date: September 18, 2020
Connect to documents

Delivery inquiry
Counseling for purchasing mobile phone category Rocket > RM | Customer's inquiry
Last correction date: September 13, 2020
Connect to documents

Discount method for purchasing mobile phone category Rocket > RM | Customer's inquiry
Last correction date: September 6, 2020
Connect to documents

Activation method category Rocket > RM | Customer's inquiry
Last correction date: September 14, 2020
Connect to documents

FIG. 7

Knowledge Capture

Delivery inquiry

Manage products > Correct products

< Guide 1. Delivery inquiry - Delivery completed> - 0101

< Guide 2. Delivery inquiry - Delivery ongoing > - 0102

< Guide 3. Delivery inquiry - Order processing ~ Delivery ordered> - 0103

< Guide 4. Delivery inquiry - Out of stock> - 0104

< Guide 1. Delivery inquiry - Delivery completed > - 0101

1. My > Order details > Check delivery completed time and place

"Access My to see Order details.
You can check delivery completed time and place directly"

Time	Current location	Delivery state
2020.09.15 10:44	Osan1HUB	Gathered
2020.09.15 10:50	Osan1HUB	Loaded at camp
2020.09.15 10:59	Osan1HUB	Arrived at center
2020.09.15 19:57	Ilsan3(Goyang, Gyeonggi)	Arrived at camp
2020.09.15 21:57	Ilsan3(Goyang, Gyeonggi)	Departed to deliver
2020.09.16 00:56	Ilsan3(Goyang, Gyeonggi)	Delivered

2. How to contact courier

"You can directly contact courier company for accurate check"

Connect to documents

FIG. 8

801

Tag

Keyword

- >

802

Tag

Keyword

<

Activation method >

Discount method for purchasing mobile phone >

Additional service >

Counseling for purchasing mobile phone>

803

Tag

Keyword

Activation method <

Activation method > Common-08

Activation method > New subscription-09

Activation method > Change of device (new USIM)-10

Activation method > Change of device (existing USIM)-11

Activation method > Telco transfer-12

Activation method > Unregistered phone (self-provided)-13

Activation method > Mobile virtual network operator (MVNO) phone-14

Activation method > Others-81

FIG. 9

[illegible]

FIG. 10

Keyword

New subscription-09 ×

1001

Title

Activation method

Reply publicly Internal memo

Activation method_ New subscription-09

T U P S Q

1004

1002

Knowledge Capture

Activation method ×

8 results Seller Support Korean

Activation method category Rocket > RM | Customer's inquiry Last correction date: September 14, 2020 Connect to documents

Discount method for purchasing mobile phone category Rocket > RM | Customer's inquiry Last correction date: September 6, 2020 Connect to documents

Counseling for purchasing mobile phone category Rocket > RM | Customer's inquiry Last correction date: September 13, 2020 Connect to documents

Additional service category Rocket > RM | Customer's inquiry Last correction date: September 9, 2020 Connect to documents

1003

09

Remain ticket opened~

Submit as New