

CUSTOMER SUPPORT PORTFOLIO

By Odusanya Oluwasola R.



Organization (create) oilglobally@gmail.com **Solved** Problem #7

Requester
oilglobally@gmail.com

Assignee* [take it](#)
Support/Oluwasola Odusanya

Followers [follow](#)

Tags
battery × other × refund ×

Urgent Complaint – Poor Battery Performance on Purchased Medical Equipment

Via email

Dear Michael,

Thank you for reaching out. I completely understand how frustrating this must be, especially given that this is a medical device that should work reliably at all times.

This is definitely not the experience we want for our customers, and I sincerely apologize for the inconvenience this has caused you.

We take product quality seriously, and I assure you that we will sort this out ASAP. To get this resolved quickly, could you please provide the following details?

- 1 Order number (for easy tracking)
- 2 A brief description of the battery issue (e.g., how long it lasts after a full charge)
3. Any error messages or indicators showing on the device.

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Via email

Once we have this information, we'll immediately assess the situation and determine the best course of action, whether it's a replacement, repair, or refund.

You trusted us with your purchase, and we are committed to making this right.

Rest assured; we will not waste your time on this. I will personally follow up to ensure a swift resolution.

Please reply at your earliest convenience so we can proceed.

Looking forward to your response.

Best regards,
Oluwasola Odusanya
Customer Support Team
FloralMed

[Start reply](#)

The screenshot shows the Zendesk ticket interface. The top navigation bar includes the user profile 'Oluwasola Odusanya', the email 'oilglobally@gmail.com', and the ticket title 'Urgent Complaint - Poor Battery Performance on Purchased Medical Equipment' with a status of 'Solved' and 'Problem #7'. The left sidebar contains navigation icons for home, inbox, people, and settings. The main content area displays the ticket details. On the left, the 'Requester' is 'oilglobally@gmail.com', the 'Assignee' is 'Support/Oluwasola Odusanya', and the 'Tags' are 'battery', 'other', and 'refund'. The ticket body shows a message from the customer: 'Hello, Thanks for your prompt response. I appreciate your willingness to resolve this issue quickly. However, I must emphasize that this situation is very frustrating, as the device is practically useless in its current state. Here are the details you requested: 1 Order Number: #MED456789 2 Battery Issue: After a full charge, the battery drains within 30 minutes of use, even though the product description claimed it should last at least 6 hours. I have tried different power outlets and chargers, but the issue remains the same. Error Messages/Indicators: The battery indicator keeps flashing red even after a full charge, and sometimes, the device randomly shuts down.'

The screenshot shows the same Zendesk ticket interface, but with a response from the support team. The ticket title and status remain the same. The response message reads: 'Dear Michael, Thank you for providing the details. I completely understand your frustration, and once again, I sincerely apologize for the inconvenience this has caused you. A medical device should be reliable, and I agree that what you're experiencing is unacceptable. After reviewing your complaint, we have decided to issue you a replacement unit at no extra cost. Here's what will happen next: Kindly send back the faulty device using the prepaid return label attached to this email.'

This screenshot shows a Zendesk ticket interface. The top navigation bar includes the user profile 'Oluwasola Odusanya', the email 'oilglobally@gmail.com', and a search bar. The ticket title is 'Urgent Complaint – Poor Battery Performance on Purchased Medical Equipment' with a status of 'Solved' and a problem number '#7'. The left sidebar contains fields for 'Requester' (oilglobally@gmail.com), 'Assignee*' (Support/Oluwasola Odusanya), 'Followers', and 'Tags' (battery, other, refund). The main content area displays the ticket details, including a 'Via email' header and a message from the requester asking for a replacement device. The response from support is visible, stating that the device will be replaced and shipped via express delivery.

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Urgent Complaint – Poor Battery Performance on Purchased Medical Equipment
Via email

Kindly send back the faulty device using the prepaid return label attached to this email.

Once we receive the device and verify the issue, we will immediately dispatch a brand-new unit to you.

The replacement device will be shipped via express delivery to minimize downtime.

We truly value your trust in us, and I assure you that we are committed to delivering quality service and products. If you have any further concerns, please don't hesitate to reach out; we are always happy to assist.

Best regards,
Odusanya Oluwasola
FloralMed Support

This screenshot shows a Zendesk ticket interface, similar to the one above. The top navigation bar includes the user profile 'Oluwasola Odusanya', the email 'oilglobally@gmail.com', and a search bar. The ticket title is 'Urgent Complaint – Poor Battery Performance on Purchased Medical Equipment' with a status of 'Solved' and a problem number '#7'. The left sidebar contains fields for 'Requester' (oilglobally@gmail.com), 'Assignee*' (Support/Oluwasola Odusanya), 'Followers', and 'Tags' (battery, other, refund). The main content area displays the ticket details, including a 'Via email' header and a message from the requester asking for a replacement device. The response from support is visible, stating that the device will be replaced and shipped via express delivery.

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Urgent Complaint – Poor Battery Performance on Purchased Medical Equipment
Via email

Dear Support,

I appreciate your prompt response and the effort to make things right. It's good to see that your company values its customers and takes complaints seriously.

I will proceed with returning the faulty device using the prepaid label provided. Once that is done, I will notify you so we can move forward with the replacement delivery. I sincerely hope the new unit will perform as expected without any issues.

Thanks again for your assistance. I look forward to receiving the replacement soon. I'll update you once the return is completed.

Best regards,
Michael Olujobi

The screenshot shows a Zendesk ticket interface. The top navigation bar includes the user profile 'Oluwasola Odusanya', the email 'oilglobally@gmail.com', and the ticket title 'Urgent Complaint - Poor Battery Performance on Purchased Medical Equipment' with a status of 'Solved' and 'Problem #7'. The left sidebar contains navigation icons for home, inbox, people, and settings. The main content area displays the ticket details. On the left, the 'Requester' is 'oilglobally@gmail.com', the 'Assignee' is 'Support/Oluwasola Odusanya', and the 'Tags' are 'battery', 'other', and 'refund'. The ticket title is 'Urgent Complaint - Poor Battery Performance on Purchased Medical Equipment'. The email conversation shows a message from 'oilglobally@gmail.com' to 'Support/Oluwasola Odusanya' with the subject 'Urgent Complaint - Poor Battery Performance on Purchased Medical Equipment'. The message content is: 'Hi Micheal, Thank you for your cooperation and for giving us the opportunity to resolve this issue. We appreciate your patience and understanding throughout the process. Please go ahead with the return, and once we receive the faulty device, we will immediately dispatch your replacement unit. If you need any assistance during the return process, feel free to reach out—we're happy to help. It's always our goal to provide quality products and excellent customer service, and we truly appreciate your trust in us. If you have any further concerns in the future, don't hesitate to contact us—we're always here for you.'

The screenshot shows the same Zendesk ticket interface, but with a new email response. The ticket title is 'Urgent Complaint - Poor Battery Performance on Purchased Medical Equipment'. The email conversation shows a message from 'Support/Oluwasola Odusanya' to 'oilglobally@gmail.com' with the subject 'Urgent Complaint - Poor Battery Performance on Purchased Medical Equipment'. The message content is: 'have any further concerns in the future, don't hesitate to contact us—we're always here for you. Since we have now agreed on the resolution, I will proceed to close this ticket. However, should you need any further support, please don't hesitate to reopen the case or reach out to us directly. Thank you for choosing Floralmed. We look forward to serving you better in the future! Best regards, Odusanya Oluwasola Customer Support Team'. The ticket is marked as 'Solved' and 'Problem #7'. The bottom of the interface shows a 'Start reply' button and a 'Submit as Solved' button.

INTERCOM

The screenshot displays the Intercom user management interface. On the left is a sidebar with navigation options: 'Contacts' (with a search icon), 'People' (with a plus and minus icon), 'All users' (4), 'All leads' (1), 'Active' (0), 'New' (0), 'Companies' (with a plus and right arrow icon), and 'Conversations (5)'. At the bottom of the sidebar is a 'Get set up' button with a gear icon and an upward arrow. The main area is titled 'All users' and includes a 'Learn' button and a 'New users or leads' button. Below the title is a 'Users' button and an '+ Add filter' link. The main content shows '4 users' with buttons for 'New message', 'Add tag', and 'More'. A notification banner states: 'Enforce identity verification to protect customer conversations and prevent impersonation. [Set up identity verification.](#)'. Below this is a table of users with columns: Name, Last seen, Type, First seen, Signed up, Web sessions, and City.

Name	Last seen	Type	First seen	Signed up	Web sessions	City
WhatsApp & Social at [Demo]	a month ago	User	a month ago	a month ago	0	Unknown
Email at [Demo]	a month ago	User	a month ago	a month ago	0	Unknown
Messenger at [Demo]	a month ago	User	a month ago	a month ago	0	Unknown
Phone & SMS at [Demo]	a month ago	User	a month ago	a month ago	0	Unknown

THANK YOU

