

# thankful in Action

Here are the 50+ of the most common actions Thankful's technology can perform without human intervention allowing your agents to focus on higher priority tickets.

## **Brand Policies**

- 1 Ask Forms of Payment
- 2 Ask Inventory
- 3 Ask Signed Delivery
- 4 Ask Store Locations
- 5 Ask Where Products are Made
- 6 Automated Message
- 7 Use Coupon Code or Credit
- 8 Use Gift Card
- 9 International Shipping
- 10 Invalid Discount Code
- 11 Job Application
- 12 Order Confirmation Request
- 13 Press or Collaboration
- 14 Pre-order Ship Estimation
- 15 Product Information Request
- 16 Sample Request
- 17 Sizing Question
- 18 Track Order

## **Troubleshoot**

- 19 Damaged Shipment
- 20 Digital Download Issue
- 21 Incorrect Item Received
- 22 Package Item Missing
- 23 Late Delivery
- 24 Missing Package
- 25 Repair Item
- 26 Reship Order

## **Alter Preferences**

- 27 Cancel Subscription
- 28 Change Billing Address
- 29 Change Credit to Refund
- 30 Change Discount Code
- 31 Change Order
- 32 Change Payment Method
- 33 Change Shipping Address
- 34 Change Shipping Option
- 35 Change Subscription Preferences
- 36 Change Subscription Tier
- 37 Change Subscription Timing
- 38 Delete Account
- 39 Forgot Password
- 40 Pause Subscription
- 41 Unsubscribe

## **Pre/Post Order Support**

- 42 Cancel Order
- 43 Customer Feedback
- 44 Exchange Item
- 45 Exchange Status
- 46 Get Customer Record
- 47 Hold Shipment
- 48 Refund Status
- 49 Request Discount Code
- 50 Return Gift
- 51 Return Order
- 52 Return Policy
- 53 Return Status