

RAKIBUL ISLAM



CUSTOMER SERVICE VR

Experience

Customer support & vr

Happy commerce LTD
2021–Present

Chargeback Manager

Happy commerce
2022–2023

Virtual Assitant

Pupsdream UK
2021–Present

I am an experienced customer service representative known for my exceptional communication and problem-solving skills. With years of experience, I can provide efficient and accurate assistance and turn difficult situations into positive outcomes. My commitment to superior service makes me a trusted resource for customers in need of assistance.

Skills

OS agent vr



Communication



English



Contact

+8801534372407, +8801737368042
Chack–kanchan, Biro1, Dinajpur. Bangladesh
whereisrakibul.islam@gmail.com

Tickets ▾

Home

Search

CHAT & MESSAGING

aljana.interior

nasia_a

Inbox 1

Unassigned 5k+

All 5k+

Snoozed 2

SHARED VIEWS

Trash 2

Spam 5

! My open Tickets 1

🕒 Forgotten Email Tickets 0

📌 My snoozed tickets 2

Assigned to Nicolas 0

management@cheermotio 0

✅ Closed 5k+

Robert

R

Home

👋 Hey Robert, welcome back!

★ Your Support Performance Score: 1/5

Quick tips to deliver better support:



Become a Gorgias Certified Agent NEW

Take part in Gorgias Academy for tips, certifications, resources, and more!



Reply faster with Macros

Personalize your responses with Variables (customer name, order number, etc.) and trigger Actions (cancel order or change address etc.).



Join our Community

Collaborate and strategize, ask questions, get answers, discuss integrations, and share ideas with other Gorgias users.



Keep track of your individual performance

Get an overview of your most important stats like first response time and resolution time, which are key to providing excellent customer support.



Need help? Meet with Milan

Book a consultation call to go over any questions.

[Book a Call](#) >

Email: milan@gorgias.com



Get more out of Gorgias

Take part in Gorgias Academy for tips, certifications, resources, and more.

[Start learning](#) >



Tickets

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management@cheermot... 3

Messenger - PupsDream 0

FB recommendations - P... 0

IG - PupsDream 3

IG mentions - PupsDream 0

IG direct message - Pup... 0

FB - PupsDream 0

Charge Flow

help@chargeflow.io 0

disputes@cheermoti... 0

Disputes reply 0

Disputes Snoozed 0

HIGHEST PRIO / C...

Hundeliebling

First Contact 62

First Contact olde... 0

Replied by Custo... 59

Robert

R

😊 First Contact ▾

Create Ticket

						USER
<input type="checkbox"/>	(2) Re: Hi Jennifer, wir vermissen dich! ☹️					Jennifer Kröger
	Hallo Jennifer :) vielen Dank, dass Sie uns bei Hu...	new				
<input type="checkbox"/>	(2) Re: Eine Sendung aus der Bestellung ...					Stefanie Chudziak-Heinen
	Hallo Stefanie :) vielen Dank, dass Sie uns bei Hu...	new				
<input type="checkbox"/>	(2) Zeckenhalsband					Katja Urban
	Hallo Katja :) vielen Dank, dass Sie uns bei Hunde...	new				
<input type="checkbox"/>	(2) Neue Kundennachricht am 24. Mai 20...		PayPal	new		Sven Köhler
	Hallo Sven :) vielen Dank, dass Sie uns bei Hunde...					
<input type="checkbox"/>	(2) AW: Bestellung #HL149065 bestätigt					Detlef Noormann
	Hallo Detlef :) vielen Dank, dass Sie uns bei Hund...	new				
<input type="checkbox"/>	(2) Re: Hurra 🥳 #HL151122, deine Bestell...		shipped	new	order-status	Elena Kern
	Hallo Elena :) vielen Dank, dass Sie uns bei Hund...					
<input type="checkbox"/>	(2) Bestellung HL149048		cancel/refund	new		Stefan Nolte
	Hallo Stefan :) vielen Dank, dass Sie uns bei Hun...					



Postscript

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Responses 1

Acquisition



Analytics

Apps

PupsDream

1,129 total subscribers

Campaign Flow Patent • Compliance
Help Center • Referrals
Terms • Updates

Customer Name	Topic	Response	Received	Action
Diana Fillhart customer id: 7913454600422		Could you please when my order will be filled...it's been 2 weeks...thanks	2 days ago	Resolved Reply Opt Out
GILLIAN TAYLOR customer id: 7840748142822	Misc.	Questioned "PupsDream: Happy Women's Day GILLIAN! Treat the amazing women and pets in your life with up to 70% OFF at PupsDream using code: WDAY Click here to shop now: https://pupsdream.pscrpt.io/8GVwNE/pyJIZD "	13 days ago	Resolved Reply Opt Out
Diana Conrad customer id: 7833249480934	Shipping	I would like to return the bed for full refund. Please send a label to return it. Diana Conrad 4187 Long Branch Drive, Marietta, GA 30066 Phone: 404-314-0865	15 days ago	Resolved Reply Opt Out
+1 (780) 721-2096		 Never ever have I experienced anything like this with any online company	19 days ago	Resolved Reply Opt Out
Des Clarken customer id: 7844199366886	Product	How do I make the brush softer they hard	23 days ago	Resolved Reply Opt Out
David Nachman	General		23 days ago	Resolved

[? Help](#)



Hun

Pup

WK

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Create order

All ▾ Unfulfilled Unpaid Open Closed March +



<input type="checkbox"/>	Order	Date ↕	Customer	Channel	Total	Payment status	Fulfillment status	Item
<input type="checkbox"/>	#HL151617	Today at 4:25 pm	Verena Schramm	Online Store	€44.85	Paid	Unfulfilled	3 it
<input type="checkbox"/>	#HL151616	Today at 3:39 pm	Stella Katsigogou	Online Store	€64.95	Paid	Unfulfilled	2 it
<input type="checkbox"/>	#HL151615	Today at 3:37 pm	Edeltraud Oberender	Online Store	€37.95	Paid	Unfulfilled	2 it
<input type="checkbox"/>	#HL151614 ▲	Today at 3:36 pm	Roswitha Schramm	Online Store	€362.23	Paid	Unfulfilled	9 it
<input type="checkbox"/>	#HL151613	Today at 3:35 pm	Sabine Wallner	Online Store	€55.95	Paid	Unfulfilled	2 it
<input type="checkbox"/>	#HL151612	Today at 3:30 pm	Julius Weiland	Online Store	€50.36	Paid	Unfulfilled	2 it
<input type="checkbox"/>	#HL151611	Today at 3:28 pm	Bärbel Bruns	Online Store	€46.95	Paid	Unfulfilled	2 it
<input type="checkbox"/>	#HL151610	Today at 3:24 pm	Christopher Bosdorff	Online Store	€56.85	Paid	Unfulfilled	3 it
<input type="checkbox"/>	#HL151609	Today at 3:21 pm	Janet Bretz	Online Store	€64.95	Paid	Unfulfilled	2 it
<input type="checkbox"/>	#HL151608	Today at 3:18 pm	Beate Götzelmann-Zehntner	Online Store	€49.95	Paid	Unfulfilled	2 it
<input type="checkbox"/>	#HL151607	Today at 3:16 pm	Tanja Schmitz	Online Store	€55.95	Paid	Unfulfilled	2 it
<input type="checkbox"/>	#HL151606	Today at 3:14 pm	Aurelia Heilwagen	Online Store	€23.95	Paid	Unfulfilled	1 it

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- Orders** 291
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Orders

Export More actions ⌵ Create order

All	Unfulfilled	Unpaid	Open	Closed	Loox-driven Sales	Chargebacks	+			
Order	Date	Customer	Channel	Total	Payment status	Fulfillment status	Items	Delivery status	Delivery method	
<input type="checkbox"/>	#PUP48198	Today at 1:44 am	Customer	Online Store	£51.44	● Paid	○ Unfulfilled	1 item	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48197	Today at 1:38 am	Customer	Online Store	£22.71	● Paid	○ Unfulfilled	2 items	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48196	Today at 1:32 am	Customer	Online Store	£32.63	● Paid	○ Unfulfilled	1 item	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48195	Today at 1:13 am	Customer	Online Store	£15.68	● Paid	○ Unfulfilled	1 item	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48194	Today at 12:54 am	Customer	Online Store	£43.93	● Paid	○ Unfulfilled	2 items	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48193	Today at 12:48 am	Customer	Online Store	£105.04	● Paid	○ Unfulfilled	3 items	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48192	Yesterday at 11:28 pm	Customer	Online Store	£22.46	● Paid	○ Unfulfilled	1 item	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48191	Yesterday at 11:16 pm	Customer	Online Store	£65.76	● Paid	○ Unfulfilled	2 items	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48190	Yesterday at 11:04 pm	Customer	Online Store	£38.95	● Paid	○ Unfulfilled	2 items	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48189	Yesterday at 10:55 pm	Customer	Online Store	£78.99	● Paid	○ Unfulfilled	1 item	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48188	Yesterday at 10:52 pm	Customer	Online Store	£59.96	● Paid	○ Unfulfilled	1 item	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48187	Yesterday at 10:42 pm	Customer	Online Store	£54.85	● Paid	○ Unfulfilled	3 items	Free Shipping (with Track	
<input type="checkbox"/>	#PUP48186	Yesterday at 10:34 pm	Customer	Online Store	£49.95	● Paid	○ Unfulfilled	1 item	Free Shipping (with Track	

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<input type="checkbox"/>	Order	Date ↕	Customer	Channel	Total	Payment status	Fulfillment status	Items	Delivery status	D
<input type="checkbox"/>	#WK125943	Today at 12:44 am	Elena Smukalla	Online Store	€49.56	● Paid	○ Unfulfilled	2 items		D
<input type="checkbox"/>	#WK125942	Yesterday at 11:17 pm	Bettina Rechberger	▾ Online Store	€109.62	● Paid	○ Unfulfilled	4 items ▾		K
<input type="checkbox"/>	#WK125941	Yesterday at 10:42 pm	Marko Doppelstein	Online Store	€49.56	● Paid	○ Unfulfilled	2 items		D
<input type="checkbox"/>	#WK125940	Yesterday at 10:06 pm	Carolin Fischer	Online Store	€31.56	● Paid	○ Unfulfilled	2 items		D
<input type="checkbox"/>	#WK125939	Yesterday at 9:56 pm	Mattes Julia	Online Store	€29.85	● Paid	○ Unfulfilled	2 items		D
<input type="checkbox"/>	#WK125938	Yesterday at 9:50 pm	Rene Preletzer	Online Store	€69.75	● Paid	○ Unfulfilled	4 items		K
<input type="checkbox"/>	#WK125937	Yesterday at 9:40 pm	Ute Schemm	Online Store	€45.06	● Paid	○ Unfulfilled	2 items		D
<input type="checkbox"/>	#WK125936	Yesterday at 9:29 pm	Uschi Weimer	Online Store	€35.76	● Paid	○ Unfulfilled	3 items		D
<input type="checkbox"/>	#WK125935	Yesterday at 9:21 pm	Monika Wintner	Online Store	€113.36	● Paid	○ Unfulfilled	6 items		K
<input type="checkbox"/>	#WK125934	Yesterday at 9:21 pm	Hedda von Aswege	Online Store	€74.57	● Paid	○ Unfulfilled	3 items		K
<input type="checkbox"/>	#WK125933	Yesterday at 9:00 pm	Brigitte Hammerschmid	Online Store	€44.27	● Paid	○ Unfulfilled	2 items		D
<input type="checkbox"/>	#WK125932	Yesterday at 8:53 pm	Heike Schülzke	Online Store	€36.27	● Paid	○ Unfulfilled	2 items		D
<input type="checkbox"/>	#WK125931	Yesterday at 8:50 pm	Frau Vivien Kain	Online Store	€96.80	● Paid	○ Unfulfilled	4 items		K
<input type="checkbox"/>	#WK125930	Yesterday at 8:50 pm	Yvonne Schmitt	Online Store	€122.09	● Paid	○ Unfulfilled	7 items		K

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All Unfulfilled Unpaid Open Archived Loox-driven Sales +



<input type="checkbox"/>	Order	Date ▾	Customer	Channel	Total	Payment status	Fulfillment status	Items	Delivery status
<input type="checkbox"/>	#PUPSK4947	Today at 12:01 pm	Lena Falk	Online Store	kr 999.00	Payment pending	Unfulfilled	1 item	
<input type="checkbox"/>	#PUPSK4946	Today at 11:38 am	Therese Wåglund-Rytter	Online Store	kr 699.00	Paid	Unfulfilled	1 item	
<input type="checkbox"/>	#PUPSK4945	Today at 11:29 am	Sofie Crivelius	Online Store	kr 404.10	Paid	Unfulfilled	1 item	
<input type="checkbox"/>	#PUPSK4944	Today at 11:29 am	Morgan Möllerström ▾	Online Store	kr 449.00	Paid	Unfulfilled	1 item	▾
<input type="checkbox"/>	#PUPSK4943	Today at 6:55 am	Susanne Olofsson	Online Store	kr 599.00	Paid	Unfulfilled	1 item	
<input type="checkbox"/>	#PUPSK4942	Today at 5:57 am	Marta Stachowicz	Online Store	kr 799.00	Paid	Unfulfilled	1 item	
<input type="checkbox"/>	#PUPSK4941	Today at 5:14 am	Jenny Åkesson	Online Store	kr 899.00	Paid	Unfulfilled	1 item	
<input type="checkbox"/>	#PUPSK4940	Yesterday at 10:21 pm	katarina bergman	Online Store	kr 538.20	Paid	Fulfilled	2 items	Tracking adde
<input type="checkbox"/>	#PUPSK4939	Yesterday at 9:53 pm	Susanne Jacobson	Online Store	kr 549.00	Paid	Fulfilled	1 item	Tracking adde
<input type="checkbox"/>	#PUPSK4938	Yesterday at 9:48 pm	Helena Ullstrand	Online Store	kr 449.00	Paid	Fulfilled	1 item	Tracking adde
<input type="checkbox"/>	#PUPSK4937	Yesterday at 9:35 pm	Sarah Fräjdin	Online Store	kr 599.00	Paid	Fulfilled	1 item	Tracking adde
<input type="checkbox"/>	#PUPSK4936	Yesterday at 7:45 pm	Johnny Fohlin	Online Store	kr 999.00	Paid	Fulfilled	1 item	Tracking adde
<input type="checkbox"/>	#PUPSK4935	Yesterday at 7:34 pm	Sylvester Böldicke	Online Store	kr 999.00	Paid	Fulfilled	1 item	Tracking adde
<input type="checkbox"/>	#PUPSK4934	Yesterday at 6:48 pm	Ludvig Ekengren	Online Store	kr 299.00	Paid	Fulfilled	1 item	Tracking adde

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📅 Last 30 days
📁 All channels
🟢 16 live visitors



Things to do next

50+ orders to fulfill

Optimize and scale your shipping strategy ⋮

Learn about what customers expect from shipping, the benefits of different shipping strategies, and how to implement them successfully—from Shopify Academy.

[View course](#)

Convert chats to sales with Shopify Inbox ⋮



Hundeliebling

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Disputes 329

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Disputes

View and gain insights into your latest disputes and chargebacks

Filter by: All disputes

<p>Open Disputes</p> <p>329</p>	<p>Processing</p> <p>35</p>	<p>Under Review</p> <p>213</p>	<p>Action Required</p> <p>15</p>
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- All Disputes
- Processing
- Open
- Awaiting Response
- Under Review
- Won
- Lost
- Appealable
- Action Required**
- Insured

Filter | All Dates | Search here... | Export

Order	Dispute ID	Date	Name	Amount	Processor	Reason	Response Due	Decision Date	ChargeScore*	Status
N/A	PP-R-ZLV-483...	May 23	Paola Giannone	€53.90		NOT RECEIVED	8 Days		15%	PROCESSING

