Crunchbox: top 10 call reasons

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Reader group: Team Crunchbox

In a live knowledge base, only signed-in agents on the Crunchbox team would see this page. It's public in this demo so you can explore.

Known issues this week (updated Monday, November 23):

- Carrier delays in the Pacific Northwest after storms. Boxes may arrive up to 1 day late; credit $10 if food is still cold.
- The app shows an error when skipping a week on Android 15. Skip it for the customer in the CRM.
- The Thanksgiving week cutoff moved up to Wednesday, November 18.

Reason	Answer
Skip or pause	Before the cutoff: do it for them. After: explain the box is packed. Public article
Missing item	Credit per the matrix; report the packer code. Troubleshooting
Box arrived warm	Don't eat it. Credit affected meals in full.
Late or missing box	Check carrier tracking; credit if more than 1 day late
Change meals or plan	Edit in the CRM before cutoff
Allergen question	Read the meal's allergen list; never say a meal is safe for an allergy
Charged after canceling	Check cancel time vs. cutoff; refund if canceled before cutoff
Promo code didn't work	Apply manually if valid and unexpired
Cancel	Offer a pause once; if they still want to cancel, cancel it. No pressure.
Delivery address change	Verify first; changes after cutoff apply next week