FICTIONAL EXAMPLE

Customer service agent at an online retailer

Company: Gartenwerk Versand GmbH, 60 employees, Thuringia, Germany.

Situation

Customer service answers questions about delivery status, returns and credit notes. An agent is to handle returns and small goodwill credits on its own. Management wants to prevent the agent from being talked into unjustified refunds by cleverly worded customer requests.

How MolTrust is used

The mandate allows returns within 30 days and credits of up to €50 per customer per month. MolTrust treats requests outside these limits as not allowed, however the customer words them. The agent then hands the case to an employee.

Benefits

- A large share of requests is settled at once, also in the evening and at weekends.
- Abuse through manipulated requests gets nowhere, because the limit is checked outside the agent.
- The service team concentrates on the difficult cases.

> The companies in these examples are made up. The workflows show how MolTrust can be used in a mid-sized business.

Integration by IT

1. Create the agent identity, then store the mandate.
2. Add the check call before every credit or return approval in the shop system (for example Shopware).
3. Hand refused cases to the existing ticket system.
4. Let the head of customer service adjust the rules when needed, with no code change.

How integration works in general

- **Effort:** Adding MolTrust takes a few minutes: get an API key, register the agent, put the check in front of the action. Step by step in the quickstart at moltrust.ch/developers.
- **Existing systems:** ERP, shop and accounting stay as they are; MolTrust is a check that runs before the agent acts.
- **Responsibility:** The business department sets the rules, IT adds the check call.
- **Data protection:** The check covers authority and action; business data stays in the company.
- **Principle:** Anything not explicitly allowed is refused.

Terms: DID (decentralized identifier, a tamper-proof digital identity for an agent). VC (verifiable credential, a digitally signed proof, for example of an authority). AAE (Agent Authorization Envelope, the MolTrust format for a mandate that sets what an agent may do). SIEM (security information and event management, central analysis of security logs).

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