

How to Use This Wiki — Navigation Guide

Welcome to the Crowned Credit Knowledge Base! This is your go-to resource for everything you need to do your job. Whether you're brand new or a veteran, this guide will help you find what you need fast.

How the Wiki is Organized

Think of the wiki like a library:

- **Shelves** = Departments or big categories (what you see on the home page)
- **Books** = Topics within a department
- **Pages** = The actual content — scripts, SOPs, guides, etc.

📖 Quick Start: Go to the home page, find your department's shelf, and click into the book that matches what you need. It's that simple.

Find Your Department

Your Role	Start Here	What You'll Find
CSR (Customer Service)	Customer Service Department shelf	Response scripts, escalation procedures, call handling, SMS templates
Sales Closer	Sales Department shelf	Consultation scripts, objection handling, follow-up cadences, pricing presentation
Appointment Setter	Sales Department shelf	Speed-to-call protocol, follow-up sequences, booking process
Billing Team	Billing & Payments shelf	Payment processing, dunning sequences, refunds, reactivation SOPs

Your Role	Start Here	What You'll Find
Onboarding Specialist	Client Journey shelf	Day 0-30 process, portal creation, orientation calls, onboarding calls
Credit Case Specialist	Customer Service Department shelf	Inbox management, dispute pipeline, client communication, cross-department support
Dispute Analyst	Credit Repair Operations shelf	Dispute strategies, account-specific tactics, DisputeFox guide
Team Lead / Manager	HR & Team shelf	Hiring SOPs, training programs, performance KPIs, team structure, policies
Everyone (New Hire)	About Us shelf	Company history, mission, core values, compliance rules

How to Search

The fastest way to find anything:

1. Click the **search icon** (magnifying glass) at the top of any page
2. Type what you're looking for — e.g., "cancellation script" or "failed payment"
3. Results show matching pages across the entire wiki
4. Click any result to go directly to that page

✎ **Pro Tip:** Search works with partial words too. Typing "cancel" will find pages about cancellations, cancellation scripts, and cancellation processes.

How to Navigate

Breadcrumbs

At the top of every page, you'll see a trail like: **Home → Customer Service → CSR Response Scripts → Account Cancellation Scripts**. Click any part of that trail to jump back up to that level.

Sidebar

When you're inside a book, the left sidebar shows all the pages in that book. Use it to jump between pages without going back to the shelf.

Home Button

Click the **Crowned Credit logo** or the "**BookStack**" text at the top-left to go back to the home page (all shelves).


Page Features You Should Know


- **Table of Contents** — Long pages have a sidebar outline on the right. Click any heading to jump to that section.
- **Bookmarks** — Click the bookmark icon (flag) at the top of any page to save it to your favorites for quick access later.
- **Print / Export** — Need a physical copy? Click the three dots (:) menu at the top-right of a page and choose Print or Export as PDF.
- **Dark Mode** — Click your profile icon → "Edit Profile" → change the theme if you prefer dark mode.


Understanding Page Icons

Throughout the wiki, you'll notice different colored boxes. Here's what they mean:

 **Blue Box** — Tips, best practices, and helpful information

 **Gold Box** — Important warnings or things to be careful about

 **Red Box** — Critical alerts — must read, compliance rules, things that can get you in trouble

 "Quoted text in gold-bordered boxes like this" — These are scripts and templates. Use them word-for-word or as a starting point.

Need Help?

If you can't find what you need:

1. **Search first** — 90% of the time, it's already in the wiki
2. **Ask in #ask-questions** on Discord — your question might help us add new content
3. **Talk to your team lead** — they can point you to the right page

This wiki is always growing! When the team asks questions in Discord, we review them and add the answers here. If you notice something missing or incorrect, let your team lead know or post in #improvement-requests.

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