Step	# Step	Usage	Service	Title	Generic Contact (preferred)	Contact
Dealing	1	Normal	Business Unit	Business Developer	sales@allopass.com	y.elalaoui@allopass.com
Dealing	1	Normal	Business Unit	Business Developer	sales@allopass.com	z.rguigue@allopass.com
Dealing	1	Normal	Business Unit	Business Developer	sales@allopass.com	g.ndiaye@allopass.com
Dealing	1	Problem level 1	Business Unit	Business Developer Manager	sales@allopass.com	m.daude@allopass.com
KYC / Creation of Landing Pages / Deontology	2	Normal	Customer Success (Account Manager)	Account Manager Officer	account.manager@allopass.com	m.meyer@allopass.com
KYC / Creation of Landing Pages / Deontology	2	Normal	Customer Success (Account Manager)	Account Manager Assistant	account.manager@allopass.com	r.osmani@allopass.com
KYC / Creation of Landing Pages / Deontology	2	Problem level 1	Customer Success	Customer Success Officer	account.manager@allopass.com	g.ndiaye@allopass.com
Technical Connection	3	Normal	Customer Success (Merchant Support)	Merchant Officer	merchant-support@allopass.com	g.ndiaye@allopass.com
Technical Connection	3	Problem level 1	Technical Team	Director of Technical Operations (DOT)		d.nguyen@allopass.com
Taking into Service	4	Normal	Customer Success (Account Manager)	Account Manager Officer	account.manager@allopass.com	m.meyer@allopass.com
Taking into Service	4	Normal	Customer Success (Account Manager)	Account Manager Assistant	account.manager@allopass.com	r.osmani@allopass.com
Taking into Service	4	Problem level 1	Customer Success	Customer Success Officer	account.manager@allopass.com	g.ndiaye@allopass.com
Starting Traffic	5	Normal	Customer Success (Account Manager)	Account Manager Officer	account.manager@allopass.com	m.meyer@allopass.com
Starting Traffic	5	Normal	Customer Success (Account Manager)	Account Manager Assistant	account.manager@allopass.com	r.osmani@allopass.com
Starting Traffic	5	Problem level 1	Customer Success	Customer Success Officer	account.manager@allopass.com	g.ndiaye@allopass.com
Payments	6	Normal	Billing	Billing Manager	billing@allopass.com	l.amiel@allopass.com
Payments	6	Problem level 1	Billing	COO	billing@allopass.com	p.besse@allopass.com