```
name,description,category,active,lastEdit,actionsCount
Track my order,Customer wants to track the progress of their order,,true,2025-09-05T16:11:56.868Z,55
Change delivery address,Customer wants to change the delivery address,,true,2025-09-02T19:04:22.721Z,0
Exchanges or returns,Customer wants to exchange or return,,true,2025-09-05T16:09:01.865Z,6
```