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Technical Customer Service EECT 1330 0394

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Final Project Skit Script

Good Technical Customer Service Representative Script:

[Intro screen with the Nerd Herd Logo with pleasing music]

Caiya [*speaking in a somewhat frustrated tone*] Ugh! My computer won't get online, and it was just working last night. I need this working now or I won't be able to meet this deadline!

[**Caiya** *in a more hopeful tone*] Thank goodness I purchased the extra service package! I need to call the Nerd Herd!

[**Caiya** *picks up her cell phone, "dials" numbers, {Caiya adds sound effects of dialing phone and ringing} and puts the phone to her ear*]

Parker [*answers in an upbeat voice with a smile on his face*] Hello, thank you for calling the Nerd Herd my name is Parker. Who do I have the pleasure of speaking with today?

Caiya: Hi my name is Caiya

Parker [*staying upbeat and friendly*] Caiya I am so glad you reached out to us. I'm going to do everything I can to help you. Can you please provide me with your phone number so I can call you back immediately if we get disconnected?

Caiya: Absolutely, it's (555) 555-1234

Parker [*pleasant and confident - types into computer*] Got it. I've got all your account information in front of me. Thank you so much for being a member of our Nerd Herd Premier Program! What can I help you with today?

Caiya [*sounding worried*] Well, for some reason I can't get onto my Wi-Fi with the computer I purchased last week and I need it to start working as soon as possible.

Parker [*sounding empathetic but steady*] Caiya, I am very sorry to hear that you're having difficulties. I want to make sure that I have the right information to serve you, I understand that you cannot get the computer you are using to connect to the Wi-Fi in your home is that correct?

Caiya: Correct

Parker: Well, we can definitely help you get that resolved today.

Caiya [*sounding relieved*] That sounds amazing, thank you.

Parker [*cool calm and collected*] Of course! Caiya, do you have any other devices in your home that require a Wi-Fi connection to work properly?

Caiya [*checks her phone*] Well... my phone doesn't appear to have a Wi-Fi signal, it's using data right now. But my computer was connecting just fine earlier this morning and it just stopped!

Parker [*reassuring*] Not a problem, Caiya, I am confident we can get this resolved soon. Quickly to make sure we're covering all bases so we can narrow it down, is it possible to access another device that requires Wi-Fi to connect to the internet?

Caiya: Yes! I have a smart tv in the room let me look. [*pause for action - Caiya takes the remote from the desk, turns around, and points it off screen*]

Caiya [*sounding even more nervous*] Ok... yea... My TV is saying that it does not have a connection either. This can't be good!

Parker [*sounding positive and calming*] Thank you for doing that Caiya, I know that can be very stressful but now that we know your computer, your phone, and your TV are not getting

a Wi-Fi signal, it is actually a good thing because it tells us that the problem may not be your computer but is likely the network equipment.

Caiya [*sounding hopeful but not confident*] Really?

Parker: Yes ma'am! Are you currently in the same room as your internet equipment?

Caiya [*now calmer*] Yes, the internet equipment is in the office where I'm using the computer.

Parker: Excellent. How many boxes are you seeing?

Caiya: [*looks off-camera at "network equipment"*] Uhmmm. Two, there are two boxes. The first one has a coax cable plugged into the wall and the second one is plugged into that one.

Parker [*helpful and speaking very clearly*] Perfect, that's very helpful information, Caiya. What I would like for you to do is to look at the second box, the one that does not have the coax cable plugged into the wall. That one is your wireless router. Do you see any lights on, either steady or blinking?

Caiya: Well... There are no lights at all.

Parker [*being very polite*] Caiya, can you do me a favor and makes sure that it is plugged into an electrical outlet or power strip? Sometimes they can get knocked loose.

Caiya: Of course, give me one moment

Parker: No problem, take your time I'll be here.

[**Caiya** *bends down under his desk and pops back up again*]

Caiya [*sounding a little sheepish*] Oh my goodness, it wasn't plugged in all of the way! I must have displaced it when I moved my desk around earlier!

Parker [*sounding reassuring and understanding*] Oh good, I am thinking that may have resolved it. Believe it or not, the electrical plug coming loose is one of the most common problems we get calls about, you're in good company. Can you tell me if the lights on the router have come on?

Caiya [*sounding relieved and grateful for Parker's understanding - looks off screen*]
Yes!!! They are all on now!

Parker: Thank you, I appreciate you doing that. It's a great sign! Can you do one more thing for me Caiya, can you please check that your TV, computer, and phone are all able to connect to your Wi-Fi now?

Caiya [*picks up the remote and points it off-screen {Caiya adds sound effects for Netflix} picks up her phone, looks at it and smiles, and moves her touchpad/mouse around on the computer - sounding thrilled he says*] Oh my goodness! YESSSS! They are all connected and working! I'll make sure to check that my devices have power in the future before I call.

Parker: I am so glad to hear we were able to resolve that together, Caiya! Please never hesitate to call us if you have any problems that is what we are here for! Is there anything else I can do, or were we able to resolve your issues today?

Caiya: [*looking elated and grateful*] Not that I can think of, you really helped me out, I appreciate it so much!

Parker: Of course. Thank you for calling the Nerd Herd. I'm glad we could get your issue taken care of. And remember as a Premier Program member you have 24/7 support. May I send you an email after this call with a short survey on your experience?

Caiya: [*happily*] Yes, absolutely.

Parker: Wonderful, I have your email on file. I really appreciate your business. Thanks again you have a nice day.

Caiya: Thank you, bye!

[**Caiya hangs up and starts happily clicking away on her computer**]

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Bad Technical Customer Service Representative Script:

[Intro screen with the Kids Academy Logo with aggressive music]

Sunita [*looking concerned and annoyed*] Why won't this mathematics app download onto my computer? I really need this for my class tomorrow. Hmm... I bet the Kid's Academy support desk will be able to help. [**Sunita picks up her cell phone and "types" in a number** {**Caiya adds sound effects**}]

Auto-Attendant: [**Caiya adds auto-attendant sound effects**] You have reached the Kids Academy. Please listen to the following options. For sales press 1. For accounts payable press 2. For accounts receivable press 3. For human resources press 4. For marketing press 5. For questions about an order press 6. For all other calls please press 0.

[**Sunita "presses" 6** {**Caiya adds sound effects**}]

Auto-Attendant: [**Caiya adds auto-attendant sound effects**] For the reading app press 1. For the history app press 2. For the health app press 3. For the writing app press 4. For the science app press 5. For the mathematics app press 6. Push pound to repeat this menu.

[**Sunita "presses" 6** {**Caiya adds sound effects of a phone ringing**}]

Jessica [{**Caiya adds pop music**} *has out her phone texting and doesn't even have her headset on. She's noticeably chewing gum. Jessica glances over at her computer and realizes she*

has a call coming in and rolls her eyes.] Seriously? I really hate putting this stupid headset on, it messes up my hair. People should really learn how to be independent.

Jessica [*puts on the headset rolling her eyes again. Clicks a button and sighs*] Yea, whaddya need?

Sunita [*sounding confused*] Uhhmm... Is this the helpline for Kid Academy's math app? I believe I pushed all of the right numbers, but that was a very confusing and long auto attendant.

Jessica [*sounds snide and amused- very valley girl*] Like seriously, you're not even sure if you could push a couple of buttons right? Yes, dude, this is the mathematics app help desk. As I said, whaddya want?

Sunita [*sounding offended but trying to get help she carries on*] Well, I am not really thrilled about the way you're treating me, but I really need help because I bought a subscription for the mathematics app online a couple of days ago, I downloaded it from the website, but it won't install on my computer.

Jessica [*rudely laughs*] OMG seriously? You can't figure out how to download an app from a website? Ok, whatever dude. So, what you do is just Google the Kids Academy math program and try to find the link to the download, it's pretty simple.

Sunita [*getting angry, voice getting louder*] What is your name?

Jessica [*sounding annoyed*] Well if you must know it's Jessica.

Sunita [*increasingly angry – says name sharply*] Ok, Jessica, what I saaaaaiiiiiiddddd is that I can't install it [**Sunita emphasizes INSTALL**] I didn't say that I couldn't download it.

[**Sunita emphasizes DOWNLOAD**]

Jessica [*sighs loudly again*] When did you say you purchased it again? I mean a couple of days ago doesn't give me much to work with here. Don't you have the receipt with the date?

Sunita [*annoyed and confused*] Uhhmmm ok... hold on for a moment while I look up the receipt that was emailed to me.

Jessica [*annoyed and rushing caller*] Seriously dude, how long does it take to find this receipt? You're wasting my time here, I have better things to do. Speed it up!

Sunita [*practically growls*] Look, Jessica, I need you to be patient.

Jessica: [*says to herself*] Since she's going to take forever.... [*Jessica pulls up her cell phone and starts texting again*]

Sunita [*sounds rushed and annoyed*] OK I got it, let's see.... I purchased it April 17th.

Jessica: uhhhhh Dude.. are you serious? That's three days. Don't you know a couple of days is two days? I mean everyone knows that.

Sunita [*Not happy that she has to repeat herself*] Ok whatever, why do you even need to know when the purchase happened? I'm not calling about the purchase, I'm calling because the app that I already downloaded is not installing!!!

Jessica [*sounding offended*] Yo lady, I am just trying to help you. I mean maybe your credit card got rejected, you could have terrible credit, just sayin'.

Sunita [*voice raises even more*] You are not listening to me. I got an email with a confirmation number. I downloaded the installation program. IT. JUST. WON'T. INSTALL. It gives me an error saying, "program will not install!"

Jessica [*being defensive*] Look here, I need you to stop freaking out! I'm just trying to help you!

Sunita: [*angry and frustrated*] But you're NOT helping me. You're being rude, not listening to me, and asking irrelevant questions!

Jessica [*not backing down*] Hey! I am just doing my job lady. Do you have working internet? Who is your ISP and how much do you pay them? Maybe they just suck and that's why you can't get the app.

Sunita [*Sounding tired and defeated*] Jessica, you are completely off track and I'm sick of repeating myself. Of course, I have internet because I already downloaded the app. Who I use and how much I pay is totally irrelevant.

Jessica [*argumentative*] Look, whatever. If you can't just help me by answering a few simple questions, how do you expect me to help you, dude? Do you even know how to use the app?

Sunita [*Is speaking with her teeth clenched*] How... can... I... use... the... app... when... it... won't... even... install?!?!?!?

Jessica: [*sounding supremely smug and patronizing*] Did you think to maybe read the how-to instructions? Or maybe search Google before you even tried to waste my time? I mean I could Google it for you, but that's kinda dumb, isn't it? You do know how to search online, don't you?

Sunita [*Furious and done with this conversation*] That's it, I can't take this abuse any longer. I'm returning the product and purchasing your competitor's app. It's worth the extra \$5.00! [**Sunita angrily ends the call**]

Jessica: Uhhh.... Rude! Good riddance.

[*Jessica starts texting her friend again*]

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Roll Credits