

Sample IT Support Conversations

This document contains sample IT support conversations, designed to help an LLM understand common user queries, expected responses, and escalation procedures.

Conversation ID: conv_001

- **Scenario:** Password Reset Request
- **User Message:** Hi, I forgot my password and can't log into my computer. Can you help me reset it?
- **Expected Category:** password_reset
- **Expected Response Elements:**
 - password reset portal
 - company email
 - policy requirements
 - step-by-step instructions
- **Escalation Required:** No

Conversation ID: conv_002

- **Scenario:** Software Installation Help
- **User Message:** I need to install Slack on my new laptop but it keeps giving me an error. I'm in the marketing team.
- **Expected Category:** software_installation_failed
- **Expected Response Elements:**
 - administrator privileges
 - installation guides
 - troubleshooting steps

- IT support contact
- **Escalation Required:** No

Conversation ID: conv_003

- **Scenario:** Complex Hardware Issue
- **User Message:** My laptop screen is flickering and sometimes goes completely black. It's affecting my work on the Peterson project that's due tomorrow.
- **Expected Category:** hardware_issue
- **Expected Response Elements:**
 - hardware support contact
 - urgency acknowledgment
 - temporary workaround suggestions
- **Escalation Required:** Yes
- **Escalation Reason:** Hardware failure requiring immediate attention

Conversation ID: conv_004

- **Scenario:** New Employee Setup
- **User Message:** Hi, I'm starting tomorrow as a software engineer. What do I need to know about setting up my work computer and accessing company systems?
- **Expected Category:** employee_onboarding
- **Expected Response Elements:**
 - VPN setup
 - software installation guides
 - company policies
 - first-day checklist
- **Escalation Required:** No

Conversation ID: conv_005

- **Scenario:** Security Concern
- **User Message:** I think I clicked on a suspicious email link by mistake. My computer seems fine but I'm worried about security. What should I do?
- **Expected Category:** security_incident
- **Expected Response Elements:**
 - security team contact
 - immediate actions
 - incident reporting
 - don't attempt to fix yourself
- **Escalation Required:** Yes
- **Escalation Reason:** Potential security incident requires immediate security team attention