

I know it looks retro. Just follow the best you can,
you're only here until we get the NLP systems online.

- Marcus

A.R.S. Industries

Communications Handbook

Welcome to your position as an **A.R.S. Industries** Remote Consultant. Remember: You are the public face of **A.R.S. Industries** to thousands of incoming callers. Make sure to follow the script at all times.

“thousands”. can you get any more naïve?

We are proud to be at the forefront of customer communications technology, including our real-time communications auditing systems. Please be aware that your outgoing communications will be monitored for script similarity throughout your session, allowing real-time feedback and advice.

That just means the system's making sure you're sticking to the script.

The script is provided here for continuous reference during communication. Please be aware that significant deviation may be met with disciplinary action.

There's a whole section here that's basically just how to use a keyboard.

I did us both a favor and cut it out. Go to the next page.

A.R.S. Industries support communications may cover a vast array of topics. This script is structured to provide guidance for the majority of communications you will receive as a Remote Consultant. The script is structured using a system of Conditionals, which will ask you to judge the theme of the customer's request and respond accordingly. If you find yourself confused by the script layout, please consult your supervisor.

Yeah don't consult me. This should be easy.

When communications begin, the Remote Consultant sends the first message. As such, there is a set opening you are required to follow. After that, you will move to the relevant script based on the theme of the inquiry, and follow according to the presented conditionals.

Okay, here's the deal. You have to follow the script, but it's not advanced enough to write the responses for you. This isn't NLP. It basically just checks that the right words are in whatever you send. Don't worry too much about it, just try to follow the script.

That said, the opening line is nonnegotiable. They want you to match that word for word, because they want it to be the same every time. Just so you don't get stuck.

-- Start of Communications

"RC" is you, "C" is the customer.

RC: You have been connected to a Remote Consultant representing A.R.S. Industries. What is the reason for your communication today?

C will respond. You should judge the theme of the inquiry based on their response, and move to the according template.

Right, theoretically you do that. First, you should tell them you're following a script. Whatever they say, follow it up with "Our Natural Language Processing Systems are currently offline. You are speaking to a live human consultant."

-- Theme of Inquiry: Missing Person

RC: I understand you're reporting a missing person incident. Is that correct?