<Group assignment 1>

<Ronak,anmol>

<8974182,8976137>

<MGMT 2205>

<VICTORIA RAJKUMAR>

<06-06-2024>

A quick summary of each procedure is provided here in an effort to alleviate and maybe clarify the ID Treatment burdens associated with password reset and account recovery procedures.

Setting

This service scenario describes the series of actions that a service provider takes to help a client who has been locked out of their account because they forgot their password. It also makes sure that the client is treated with consideration, politeness, and consideration. Synopsis

1. Customer's Request:

Customer: A: Hi there, currently I am unable to sign into my account, and do not recall my password the reset link is not working.

2. Service Provider's Initial Response:

Service provider: “That is unfortunate. Let us help solve this. Kindly provide your username/your email address associated with the account. ”

3. The customer provides information:

Customer: “Of course, the e-mail address I used was amol6137@conestogac.on.ca. ”

4. Service Providers' Actions:

Service Provider says. Thank you. I carrying out this process shortly you will receive a password reset link on your email. You can find it in your inbox, I strongly recommend that you click that link.

5. Customer Encounter Security Questions:

Client: “I went through the following steps I received an email with a link that took me this page where I'm asked about security questions I have never answered”.

Detailed Script

  Step-by-step interaction.

  Initial Contact and Verification

 Customer: Hey, I am using this website and I am unable to log into my account. Just recently forgot my password or wanted to use a reset link, but realized it does not work.

 Service provider: I am also happy that I could be of help and sorry that it was all good when you told me that. We will have it sorted for you within no time. Would it be possible to organize the required information by providing the username or e-mail connected with the account?

Customer: Yes, dear reader, the username you were given with the intention of contacting me and even checking this blog’s viability is rrajput4182@conestogac.on.ca

 Service provider: Thank you. I would like to reass those of you who might have forgotten that I am sending you an email with a link to reset you password. Sir/Madam, Kindly check your emails and follow the link received.

 Addressing Security Question Issues

 Customer: I did get an e-mail and entered the link provided, and get questions on security that I never knew.

 Service provider: I think I know how much that should ruin your day. Please, let me to be helpful for you. Aside from a number or another e-mail, do you have other ways of recovery defined?

Customer: Sure, I have associated a phone number belonging to me with the account.

Service provider: Great! Also, I can send an SMS containing a verification code to your phone number. Alternatively, please provide the last four digits of the phone number used in your account in case you lost your phone.

Customer: In total, four more digits are added after the 505, which are 1234.

 Service provider: Thank you. I am sending this to you via email now as the verification code. Please take a look at your messages here and tell me which code you saw?

 Customer: I have got the code You are advised to click on a demon icon on the top-left corner of the hero panel as a way to logout. It's 567890.

 Service provider: Perfect. You have been fully identified as the rightful owner of the telephone number in question to my satisfaction. Let me help you change your forgotten password. Please note that our system has generated a new password reset link, you should check your email for it.

Customer: As I mentioned, I have been trying to download the dataset from this link but it was no longer available. About the sometimes caused issues, I just clicked on it right now.

Service provider: As with any other change of account information, there will be directions on the page on how to set a new password. It has to be memorable which will make the public to easily remember it but at the same time it has to be secure.

 Customer: Done! I am now able to log into the website after successfully resetting the password.

Service provider: Fantastic! Is there any other information you’d like for today or any other service I can offer you?

 Customer: No, that meets my assessment all. I suppose, it will be easier for me to complete the other sections with your help, thank you!

 Service provider: Hello! Welcome to our team! Have a wonderful day!

  Reflecting on the Process

 Best Practices for Customer Support

1. Empathy and Assurance: Sincere communication starts with acknowledging the customer's issue, such as saying, "I'm sorry to hear that." Alright, let's work through this issue together. The client is reassured in this way that their problem has been noticed and will be taken care of shortly.

2. Information Gathering: If you need the customer's login information or email address, it could take some time to find their account.

3. Quick Action: It is good for the service provider to offer a password reset link right away to demonstrate that it is prepared to get to work on fixing the issue.

4. Handling Extra Concerns: When a customer comes across a security query, the service provider suggests an alternative response, such phone number verification.

5. defense Verification: Four further digits after the customer's phone number attest to the legibility of the final digit.

6. Clearly Definable Instructions: In this manner, patients receive comprehensive written and/or visual instructions that walk them through the password reset procedure.

7. Final Verification and Happiness: In the second scenario, confirming a successful login and requesting more help from the customer satisfy the client.

The thorough healing procedure gaining, using, and maintaining knowledge and abilities as well as accurately assessing oneself and taking responsibility for the issue.

Video url link is below.

<https://conestogac.zoom.us/rec/play/Eku3DY-ds20SUEbi1JVruGEa8lmZd5ZPeRy86lb2OU57iwRoYf92PKjv-c-vofC5_qUw8XxGp5TiuWZ8.UrTd4n-ubpOx7Ejv>