**Chat Scenario**

1st Scenario: **Billing Issue (Customer Support)**

**Customer: Hello**

**Agent:** Greet and Thank the customer for visiting our website, then ask what type of support we can offer.

**Customer: Again, with your bullshit system that can’t even calculate the invoices properly**

**Agent:** Theagent needs to apologies.

**Customer: Stop sending me those templates, I need a human to deal with, not a chatbot**

**Agent:** The agent must introduce himself and prove in his own manner that the client is dealing with humans.

**Customer: Well, listen this is not the first time I get bills higher than my usage; I don’t understand why I’m going to pay 50 USD for a 30 USD package. YOU GUYS TRYING TO STEAL OUR MONEY!!**

**Agent:** Apologies and show your engagement to solve the issue.

**Customer: Keep your kind words for yourself and find me a solution now**

**Agent:** Request customer info for confirmation. “Name, Email, Billing number...”

**Customer: Stop asking silly questions, I don't have a lot of time to waste with you. I need solutions.**

**Agent:** Explain the reason why we need to confirm our customer’s identity before any transaction

**Customer: Ok, I’m John,** [**john@gmail.com**](mailto:john@gmail.com) **and my billing number is 2050**.

**Agent:** Ask the customer to be patient for a couple of minutes to check their account and fix the problem.

**Customer: Can you hurry, I have things more important to do.**

**Agent:** Inform the customer that the issue has been resolved and the difference will be deducted from the next invoice.

**Customer: Alright.**

**Agent:** Thank the client for his patience and ask if he needs further help.

**Customer: No, that was all, Thanks.**

**Agent: Positive closure greeting / whish the customer a good day.**