

# Comics - Story I



Hi, Ethan! I'm Raj. I  
just joined in  
today as a  
support agent  
for IITM BS.

Hi, Raj! You look  
a bit worried...  
What's up? Is  
everything  
fine?



Yeah actually in my previous job as a support agent, I used to get extremely tired with tons of queries on email.

Is that all? Don't worry, we have got an amazing system in place here!

This cool software by Sociogrammers easily organises the current unresolved queries, and it also has the option to filter them by various criteria!

Wow! This is great! I think I am going to enjoy working here as a support agent!



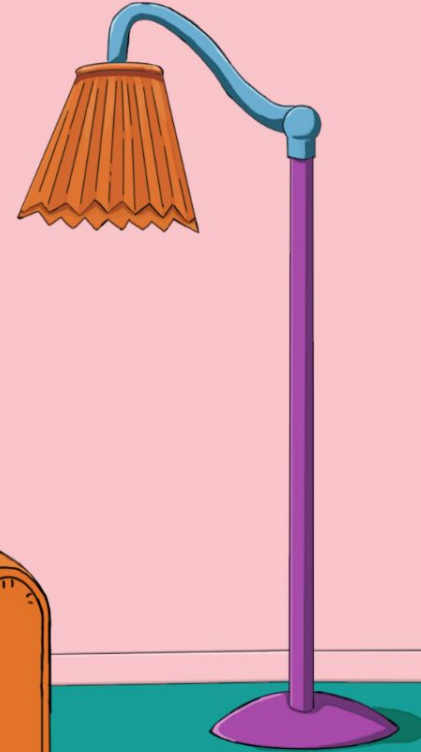
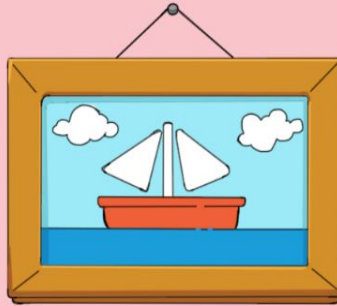


Thanks Ethan  
for assuaging  
my fears. I'll get  
to work!

You're  
welcome, Raj!  
I am glad I  
could be of  
help.

# Comics - Story III

I have emailed the support team 4 times for the last 2 weeks but no replies from them.








But I still cannot  
access my courses  
properly. Is it just  
me or others are  
facing this too?.





I am a bit worried about this. Let me message Saroj about this to ask her on what can be done..



Hey Saroj! I have emailed the support team multiple times but not heard back! I can still not access my courses. What should I do?



Hey Ramya! We have this support and query platform designed by Sociogrammers. You can post your query there and also check the FAQ section/ past queries to know if it has already been answered and if others are facing the same issue as you.

Woah! How did I not know about this? Anyways, let me try this out!

A few moments later

From now on, I will use this platform to resolve queries. It also gives me the option to rate the resolution. Amazing!

Wow! This is great! I find that my query has already been resolved and is now in the FAQ section! This gives me more confidence and now I have no worries.

At Ramya's Home

Upesha