Transcript 3:

Customer: Hi

Service Representative: Hi, do I talk to Donna Max?

Customer: Yes

Service Representative: How can I help you Today?

Customer: Hi, I'm having trouble with my internet connection. I can't seem to connect to the network at all.

Service Representative: I apologize for the inconvenience. Let's troubleshoot the issue together. Have you checked if there are any service outages in your area?

Customer: Yes, I've already checked, and there don't seem to be any reported outages.

Service Representative: Alright. Let's try a basic troubleshooting step. Can you please unplug your modem and router from the power source, wait for 30 seconds, and then plug them back in?

Customer: I've just done that, but unfortunately, I'm still unable to connect to the network.

Service Representative: I'm sorry to hear that. Let's try a different approach. Can you please provide me with your account number or phone number so that I can check your account details?

Customer: Sure, my account number is 123456789.

Service Representative: Thank you. I see that your account is active and there are no reported issues. Let's try resetting your network settings on your device. Are you using a computer or a mobile device?

Customer: I'm using a computer.

Service Representative: Great. Please go to your computer's network settings and look for an option to "Reset Network Settings" or "Reset TCP/IP." Once you've done that, restart your computer and try connecting to the network again.

Customer: Okay, I've reset the network settings and restarted my computer. Unfortunately, I'm still unable to connect.

Service Representative: I apologize for the inconvenience. It seems like we need to investigate this further. I'll create a ticket for our technical team, and they will reach out to you to schedule a remote session to diagnose the problem. Can you provide me with a contact number and a convenient time for them to reach you?

Customer: Yes, you can reach me at 555-9876. Anytime between 9 AM and 5 PM works for me.

Service Representative: Thank you for providing the details. I've created the ticket, and our technical team will contact you shortly to schedule the remote session. We appreciate your patience, and we'll work towards resolving this issue as soon as possible.