

# Live Demo Chat Scenarios

Quick reference scripts for live demonstrations

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## Scenario 1: Simple Issue (AI Only - 2 min)

**Student:** Hi there!

**AI:** Hello! How can I help you today?

**Student:** I forgot my password, can you help?

**AI:** [AI responds]

**Student:** I'm on the reset page, chose text verification

**AI:** [AI responds]

**Student:** Got it working, thanks!

**Resolved by AI**

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## Scenario 2: AI → Human Escalation (5 min)

**Student:** Hello!

**AI:** Hi! How can I assist you today?

**Student:** I can't access my email. Getting "Cannot connect to server" error

**AI:** [AI responds]

**Student:** I tried all that. Still not working. This is urgent - assignment due tonight!

**AI:** [AI responds]

**Student:** Yes, I need to speak with someone now please

**AI:** [AI escalates]

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**Agent:** Hi! I'm James from IT Support. Thanks for reaching out. I can see the issue - mailbox sync problem. Let me fix it.

**Student:** Thank you!

**Agent:** Fixed! Try logging into outlook.office365.com now

**Student:** It works! Thank you!

**Agent:** Great! You're all set. Good luck with your assignment!

**Resolved by Human Agent**

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## **Scenario 3: Agent → Teams Meeting (8 min)**

**Student:** Hi, I need some help please.

**AI:** Hello! What can I help you with today?

**Student:** I'm getting "Access Denied" on SharePoint site for my project

**AI:** [AI escalates to agent]

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**Agent:** Hi there! I'm here to help. Let me check your permissions. What's the site URL?

**Student:** <https://techcorp.sharepoint.com/sites/Marketing-Project-Team>

**Agent:** I see the issue - conditional access policy blocking you. This is technical. Can we do a quick video call? I'll show you how to fix it.

**Student:** Yes please!

**Agent:** Great! Click "Join Meeting" button

**[STUDENT CLICKS JOIN MEETING]**

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**[IN MEETING - Agent shares screen, registers device, fixes access]**

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**Agent:** All done! Your device is registered and you can access the site now. Try it!

**Student:** Works perfectly! Thank you so much!

**Resolved via Teams Meeting**

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## **Scenario 4: Complex Issue with Meeting (12 min)**

**Student:** Hi, I need help with my Azure Function deployment.

**AI:** Hello! What issue are you facing?

**Student:** Azure Function deployment failing - "insufficient permissions"

**AI:** [AI responds]

**Student:** Already checked - I have Owner role. Been stuck 2 hours!

**AI:** [AI escalates]

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**Agent:** Hi! I'm David, Azure specialist. Thanks for reaching out. Let me check... Found it! Missing required tags on resources. Let's do a video call so I can show you.

**Student:** Yes please!

**Agent:** Click "Join Meeting" button

**[STUDENT JOINS MEETING]**

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**[IN MEETING - Agent shares screen, shows Azure Policy, adds tags, deploys successfully]**

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**Agent:** Deployed! Your function is live at studentfunction-ar.azurewebsites.net

**Student:** It works! Thank you so much! You saved my capstone project!

**Agent:** Happy to help! Good luck with your project!

**Resolved via Teams Meeting**

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## **Scenario 5: Urgent Hardware Issue (5 min)**

**Student:** Hi, I need urgent help!

**AI:** Hello! What's the issue?

**Student:** HELP! Presentation in 20 minutes - microphone not working in Teams!

**AI:** [AI escalates immediately]

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**Agent:** Hi! I can help fast. Let's jump on a video call RIGHT NOW so I can see your settings.

**Student:** YES PLEASE!

**Agent:** Click "Join Meeting"

## [STUDENT JOINS MEETING]

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### [IN MEETING - Agent sees issue: Teams using wrong device, fixes in 3 minutes]

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**Agent:** Fixed! Your microphone works now. You have 12 minutes left. Good luck!

**Student:** THANK YOU! You saved my grade!

**Resolved via Urgent Meeting**

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## ❖ Demo Tips

- **Print this page** for quick reference
- **Have 2 windows open:** Customer app + Agent Teams app
- **Type student messages** → See real AI responses
- **Follow agent scripts** as written
- **Show meeting join** with one click

**Time options:** - 2 min: Scenario 1 - 5 min: Scenario 2 or 5 - 8-12 min: Scenario 3 or 4