

Live Demo Chat Scenarios

Quick reference scripts for live demonstrations

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

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]

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

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]

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]

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

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

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]

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]

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

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

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]

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]

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

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

Student: THANK YOU! You saved my grade!

Resolved via Urgent Meeting

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