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CSTN4015 – Help Desk

Role Play video 1: Video TRAINING DESKTOP SUPPORT

**Script for Good Agent**

[Agent]: Thank you for contacting the help desk for NSCC. My name is Khaleed. How may I help you today?

[End User]: Hi, I’m just calling because I’m trying to attend an important meeting in 10 minutes, but teams is telling me “We couldn’t connect to the internet, try checking your connection”. But that’s impossible because I can open it on my phone, I mean that’s where I’m calling you from and everything works fine.

[Agent]: I’m sorry that you can’t connect to teams, let’s resolve this quickly so that you can make your meeting in 10 minutes. May I have your name so I can address you correctly? And your number in case we get disconnected.

[End User]: My name is Riley, and my number is 902-123-4567

[Agent]: Thanks Riley. Usually when Microsoft teams throws an error like that, it usually means your PC is not connected to the internet and-

[End User]: I have internet though, I just said I’m calling you from teams on my phone.

[Agent]: I understand, and that solves a big issue. We know that the internet is working because it works on your phone and everything else, but your PC may not be connected to it. Can you try to open Google Chrome on the PC and try to go to Google.com.

[End User]: Okay. It says There is no Internet connection.

[Agent]: I see. Can you please turn your camera on and show me what’s currently at the bottom right of your screen.

[End User]: Sure, I can do that… are you seeing the video?

[Agent]: Yes, I can see it very clearly, it appears that the ethernet cord isn’t connect to your computer.

[End User]: What? I was just using it last night and it is working fine though.

[Agent]: I understand, this is a common issue, ethernet cables tend to fall out sometimes due to it missing the clip.

[End User]: Oh, do I have to buy a new one?

[Agent]: That may not be necessary, can you show me the cords that are behind your PC? It is probably just hanging from the back of the PC

[End User]: (Shows Agent the cords)

[Agent]: I think I see the cord, notice the blue cord that’s hanging there. I will share my screen and show you what port on the back of the computer to plug it into.

[End User]: I have it in now let me try to load teams. Teams has started and is working now.

[Agent]: That’s great! May I help you with anything else?

[End User] No everything is working now, thanks.

[Agent]: Since everything is all taken care of, thank you for calling the help desk and have a great day.

**Script for bad agent**

[Agent]: Hi

[End User]: Hi, I’m just calling because I’m trying to attend an important meeting in 10 minutes, but teams is telling me “We couldn’t connect to the internet, try checking your connection”. But that’s impossible because I can open it on my phone, I mean that’s where I’m calling you from and everything works fine.

[Agent]: you should open the settings and try connecting it to the internet then.

[End User]: I can't find any wi-fi settings.

[Agent]: (sighs) Is there any unplugged cables behind the PC?

[End User]: I see a cable unplugged where do I plug it in at?

[Agent] There is only one port it can plug into I’m sure you can figure it out its pretty simple.

[End User]: Ok I think its plugged into the right port now and everything seems to be working.

[Agent]: (Hangs up call)