

Customer: Good morning. Yes, I called because the WiFi doesn't work.

Customer: Okay, what should I do?

Customer: Yes, my router is a Cisco L32

Customer: What should I do?

Customer: Yes, the router has two red lights.

Customer: The power light is red.

Customer: Well, the light has changed to green.

Customer: Oh, it works.

Customer: It's me again. You remember me. My WiFi still doesn't work

Customer: My phone has been disconnected and I can't access the WiFi because I can't remember the password.

Customer: ABCDE45

Customer: Perfect, I'm going to try to get in.

Customer: Yes, thank you.