



## Windows Defender Remote Support – FullScript (Mac & Windows)

### Opening Script – Build Trust & Establish Purpose

“Hi, thank you for calling **Defender Pro**. My name is XXXX, How can I help?

CLIENT:

" I understand you're having an issue we do apologize for the inconvenience, We'll take it one step at a time, and I'll make sure you're comfortable throughout the process."

### Confirm System + Collect Basic Info

“Just before we begin, can I check if you're using a **Mac** or **Windows** device?”

✅ [Pause for answer]

“And just in case we get disconnected for any reason, could I have your **name** and the **best number** to reach you on?”

✅ [Log name and phone number, then confirm]

“Perfect, thank you. I'll only use that if we need to reconnect during the session.”

### Ask Probing Questions (With Empathy)

“To better understand what may have triggered the issue, I'd like to ask a couple of quick questions.”

- “Do you remember clicking on any unexpected pop-ups or email links recently?”
- “Any sites you visited lately that might have seemed off or slow to load?”

- “Or maybe a file you downloaded or something that didn’t seem right afterward?”

✅ [Acknowledge response]

“Got it. Thank you for sharing that information. Honestly, this kind of thing is more common than most people realize.”

“What we’ll do first is run a quick check and basic troubleshooting to see if there’s anything unusual running in the background. From there, we can figure out the next steps together.”



## Step 1: Remote Access Consent

“To get started, I’ll need temporary remote access to your device. You’ll see everything I’m doing, and you can stop the session at any time. I’ll guide you through the connection process now—are we okay to proceed?”

**For the Agent side:** “Please click your **Start Menu** and type **Quick Assist**, then open it.”

✅ [Guide them to accept code and share screen]

✅ [Only continue with clear verbal consent.]

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## Step 2: Diagnostic Scan via msdiagnostics.co

“Now that we’re connected, let’s me run a quick diagnostic to your computer. This will help me scan your system for any common issues or conflicts.”

“Provide Client Information for 1,2 and 3. 4 and 5 are for agents.

1. Full Name (already provided)
2. Email Address
3. Alternate Phone Number
4. CLIA3DPRO

## 5. CLIFF (DPRO)

“Once everything is filled out, go ahead and click **Fix Now.**”

“It should say something like ‘Scanning for system misconfigurations’”



### Step 3: Identify Installed Antivirus

“Will you be able to identify what antivirus software is currently installed in your computer?”

#### For Windows:

- Check the bottom-right system tray for antivirus icons.
- Search 'Windows Security' or 'Add/Remove Programs' to look for tools like **McAfee**, **Norton**, or **Windows Defender**

#### For Mac:

- Go to **Applications > Utilities > Activity Monitor** and check for processes like McAfee or antivirus-related services.
- You can also check under **System Settings > Profiles** if any security software is listed.

✅ [Once antivirus is confirmed, proceed.]

“Alright, looks like the system has [Antivirus Name] installed. That may be the cause of the issue.”

“I’ll now click **Proceed** so the system can begin removing or flagging that application.”



## Step 4: McAfee etc Detected – Uninstall Process

“The scan shows **McAfee** or xxxxx is installed and potentially conflicting your computer which can actually work against each other and cause slowdowns or crashes.”

“I'll Go ahead and cancel this one for you.”



[Assist with McAfee form if needed]



### Scenario 1:

If they are not aware of the antivirus they have, you need to select Windows

Defender and follow the suggested script.

"When you purchased your computer, you paid for both the unit and Windows Defender. Since your current version of Windows is incompatible with Windows Defender, we will need to uninstall it and provide you with a refund which is \$150."

### Scenario 2:

If the customer knows their antivirus, simply select the name of their antivirus and use the suggested script as a guide.

"Your computer comes with Windows Defender, which provides lifetime security. The store may have sold you extra antivirus software like McAfee for additional commission. Using both can cause a conflict, making both ineffective." "I noticed you're paying \$150 monthly for your antivirus. We'll process a refund of \$150 and remove the antivirus from your computer."

## Step 5: Guide to UltraViewer (Final Remote Access)

“Alright, so to complete the antivirus cancellation form and submit your \$150 refund, I’ll need one last quick thing from you.”

“Since refund processing goes through a different secure tool, I’ll be opening another tab here for a program called UltraViewer. This one’s just for the form submission—it’ll give us a temporary remote ID and password to authorize the cancellation.”

 [Connect via UltraViewer if necessary]

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### Remind the Client

#### **REMINDERS NOT TO TOUCH THEIR COMPUTER!**

Once I submit the cancellation form, you’ll receive a follow-up call from our processing team.

“While waiting, I kindly ask you to keep your computer on and not touch anything for now.

This ensures the system stays in its current state and nothing interrupts the cancellation record.”



## Call Summary and Wrap Up

“Alright, just to recap what we did today—you mentioned your computer was freezing, and after running a quick diagnostic, we found that two antivirus programs were running at the same time, which was causing a conflict and making your system unstable.

To fix this, we filled out a cancellation form for **[Antivirus Name]**, which is the one that’s causing the conflict. That step is needed to process your **\$150 refund**, since you’ve already got a built in anti virus and don’t need both.

At this point, everything is done on my side. If you need anything else please do let me know.

**END.**

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