Windows Defender Remote Support – Full Script (Mac & Windows)

Opening Script – Build Trust & Establish Purpose

"Hi, thank you for calling **Defender Pro**. This is agent Clifford Saints, how can I help you?

Client speaks

" 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.]

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]

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.

✅ WINDOWS SYSTEM HANDLING – AGENT SCRIPT & SPIELS

🟢 1. UNFREEZE CUSTOMER'S COMPUTER

Spiel:

"Let's first make sure your system is responsive. Please press and hold the **Escape (ESC)** key for about 5 seconds. This helps unfreeze your screen so we can proceed smoothly."

🟢 2. OPEN QUICK ASSIST (PREFERRED TOOL FOR WINDOWS)

Script:

"We'll begin with a secure remote session using Quick Assist. Please do the following:"

"Hold down **Windows + Ctrl + Q** or click the Start button and type 'Quick Assist'."
"Once it opens, click on **'Help someone'**. I'll give you a code next."

🟡 If Quick Assist doesn't work:

Backup Script:

"Let's use another secure tool. Please press **Windows + R**, then type in:
www.ultraviewer.net and hit Enter."

🟢 3. GUIDE THROUGH ULTRAVIEWER INSTALLATION

Instructions for Customer:

1. "Click on 'Download'. It should appear at the bottom of your browser or in your Downloads folder."

2. "Double-click the file to install. If prompted, click 'Yes' or 'Allow'."

3. "Once open, please read me the **ID and Password** shown on your screen."

✅ **Agent Reminder:** Note their **Full Name**, **Remote ID**, and **Password** in your CRM or notepad.

Spiel:

"Please keep the UltraViewer app open and do not close it while I work on your system."

🟢 4. NAVIGATE TO MSDIAGNOSE.COM

Script:

"Now, I'll guide you to our diagnostics tool. Please open a browser and type:
https://msdiagnose.com"

"Click the **'Request Control'** button and then click **'Allow'**."

🟢 5. COMPLETE SYSTEM INFO & START SCAN

Script:

"On your screen, you'll see a form asking for basic system information. I'll help you fill that out."

"Once complete, click **'Fix Now'** to begin the system scan."

🟢 6. HANDLE ANTIVIRUS CONFLICTS – SCENARIO-BASED SPIELS

🔷 Scenario 1: Customer doesn't know their antivirus

Spiel:

"When you bought your computer, it came with a built-in antivirus called Windows Defender."

"But your current system version isn't compatible with this Defender version anymore. That's likely what's causing the issue."

"So we'll go ahead and uninstall it and issue a **$150 refund** for the unused license."

🔷 Scenario 2: Customer has McAfee, Norton, AVG, etc.

Spiel:

"Your device already comes with Windows Defender, which is lifetime protection included with Windows."

"It looks like the store may have installed McAfee separately to earn a commission. Unfortunately, having two antivirus programs running at once causes system conflicts."

"We'll go ahead and remove McAfee and refund the $150 you've been paying for it."

🟢 7. WRAP-UP & CALLBACK PROCEDURE

Script:

"We've submitted everything and the scan is underway. For final resolution and confirmation, our team will give you a callback shortly."

"Please **don't touch anything for now**. You'll receive a call from our team in about **3 to 5 minutes**."

✅ **Agent Note:** After submitting info, click **'Request Callback'** in the form.

💡 AGENT REMINDERS

- ✅ Always take note of: **Customer Full Name, Remote ID, Password**

- ✅ Keep tools open: Quick Assist / UltraViewer / msdiagnose.com

- ✅ Maintain calm, instructional tone

- ✅ Use the customer's name to personalize instructions

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Defender Pro Call Center Scripts & Cheat Sheet

🟦 Windows Users Only

Answer the Call

Good [Morning/Afternoon], thank you for calling Defender Pro. This is [Your Name] from the [Department Name], how may I help you today?

Ask for Name

May I ask who I'm speaking with today?

Acknowledge Concern

I understand you're experiencing an issue. I'll walk you through this step-by-step. You'll have full control and visibility throughout the session.

Confirm Callback Number

Just in case we get disconnected, may I have the best number to reach you on?

Confirm Windows

Are you currently using a Windows device?

Request Remote Access

To help you better, I'll need to initiate a temporary remote session. You'll see everything I do, and you can end it at any time. Is it okay if we proceed?

Launch Quick Assist

Please press the Windows key, type Quick Assist, and click on it. Once it opens, I'll give you a code to enter. Let me know when you're ready.

Run Diagnostic

Now that we're connected, I'll run a quick system scan. Please go to msdiagnostics.co and follow my instructions.

Explain Antivirus Conflict

It looks like your system has [McAfee/Norton/etc.] installed alongside Windows Defender. Running both causes slowdowns. We'll cancel the conflicting one and process your $150 refund.

Use UltraViewer

Please go to ultraviewer.net, download it, and provide the ID and password shown on your screen.

Submit & Wrap Up

All done on my end. Our Refund Team will call you in 3–5 minutes. Please don't touch anything on your screen until then.

End Call

Thanks again for your time. If you need more help, feel free to reach out. Have a great day!

🛡 Mac Users Only

Answer the Call

Good [Morning/Afternoon], thank you for calling Defender Pro. This is [Your Name] from the [Department Name], how may I help you today?

Ask for Name

May I ask who I'm speaking with today?

Acknowledge Concern

I understand you're experiencing an issue. I'll walk you through this step-by-step. You'll have full control and visibility throughout the session.

Confirm Callback Number

Just in case we get disconnected, may I have the best number to reach you on?

Confirm Mac

Are you currently using a Mac device?

Request Remote Access

To help you better, I'll need to initiate a temporary remote session. You'll see everything I do, and you can end it at any time. Is it okay if we proceed?

Install Alpemix

Please open Safari or Chrome and go to alpemix.com. Download the version that matches your Mac processor (Intel or ARM). I'll help you with the setup.

Grant Permissions

Follow the instructions to allow Accessibility and Screen Recording permissions in System Preferences.

Run Diagnostic

Now that we're connected, I'll run a quick system scan. Please go to msdiagnostics.co and follow my instructions.

Explain Antivirus Conflict

It looks like your system has [McAfee/Norton/etc.] installed alongside built-in security. This can cause issues. We'll cancel the conflicting one and process your $150 refund.

Use UltraViewer

Please go to ultraviewer.net, download it, and provide the ID and password shown on your screen.

Submit & Wrap Up

All done on my end. Our Refund Team will call you in 3–5 minutes. Please don't touch anything on your screen until then.

End Call

Thanks again for your time. If you need more help, feel free to reach out. Have a great day!

🛡 Objection Handling

Is this legit?

Yes, you're connected to official Windows Support. We're using built-in tools like Quick Assist or UltraViewer. You'll have full control over the session.

Why the warning pop-ups?

Those are safety features from Windows detecting possible conflicts or viruses. We're here to resolve that securely.

Why do you need my billing info?

This is only used to complete the cancellation and refund request. It's encrypted and not shared.

I never bought McAfee

That's common—McAfee often comes pre-installed. We'll handle the cancellation and help you get a refund.