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.