**WINDOWS DEFENDER PRO SCRIPT**

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**[1] OPENING**

Frame, Establish Authority, Lower Resistance

*"Hello, this is* ***Microsoft Windows Defender*** *Security Headquarters - Tier 3 Support Hotline. I am agent Cleo, how may I help you?”*

--[caller states the issue regarding the alert that popped up in their device]

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• *"Alright, I see that**you were routed here through our live escalation channel which was triggered by your firewall system regarding a high-priority notification about suspicious activity on your network/device****-***

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***<>****[Please confirm whether you are the owner of this device by providing your* ***full name****,* ***contact number****, [your* ***email****], and your [****complete address] -*** *\*for manual diagnostic scanning\*.*

<Continuation>

*[Based on our telemetry,****your Windows Defender License ID was flagged for unauthorized breaches from multiple foreign IP addresses*** *— including India, Russia, Mexico, and Africa amongst 27 other countries.]*

***<<>>[Been messing around the dark web lately?]-*** *(*to match their energy using light humour then shift back to formal tone and language> (for semi/fully aggressive young callers mostly using slang/informal/foul language.)

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• *Could you please describe to me what exactly popped up on your screen?- and can we also confirm that you have not involved yourself in any illegal activity?"*

--[caller responds]

• *"Can you recall - or are you at least familiar with what recent behaviors may have caused your system's firewall to trigger this alert?"*

--[caller starts retracing steps until they eventually mention an email that came from somebody they know with photographs attached in the email]

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**RESPONSE 1**

Applying Sense of Urgency, Fear-Then-Relief, Empathetic Obedience Framing

*"We might be dealing with data* ***siphoning malware****, quite possibly a* ***profile hijack****—``as [****the loud beeping noise from the background****] / [****your description of the situation****] is suggesting. - you did the right thing because this has affected a growing number of users recently.*

***If my assumptions are correct and that this is indeed a kernel breach, then we must take this seriously and take action immediately.***

<Continuation> ``[to psychologically place the caller back into their equilibrium whilst maintaining authority over them through perceived threats]``:

*It's either that, or* ***anti-virus softwares conflicting in the background of your device****- hopefully it's the latter and not the malware that has been causing distress amongst a lot of users over the past several weeks.*

***The only way for us to figure out what exactly triggered the alert on your firewall is by running a protocol diagnostic scan****,which shouldn't take us more than 15 minutes more or less."*

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**RESPONSE 2-** *for Skeptics,Highly Articulate/Technologically Literate Callers- and other situation-based calls*

“We’re reaching out to help you **your identity and** begin the containment **and disconnection protocol**”

--[caller responds]

“Based on our telemetry, your **Windows Defender License ID** was flagged for **unauthorized breaches from multiple foreign IP addresses**— including **India, Russia, and Africa amongst 27 other countries.**

**<otherwise, your Social Security Number may be temporarily blacklisted**, and your name will be flagged on the**National Cybersecurity Log.**

<Chances are high wherein you would have to **face questioning by legal authorities and law enforcement agencies including the FBI**- depending on the severity of the situation and we cannot help you beyond that point.  
  
I am offering you a solution. My job is to protect you from such attacks and I'll walk you through every step to prevent that. Shall we proceed?”

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**1.1 - If the Caller Shows Signs of Panic/Hesitation**

Empathetic Obedience Framing, Subtle Hypnotic Priming, Lowering Resistance  
  
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• *-"Please do not panic, I have dealt with quite a few of this exact same virus/issue and I can assure you that I will assist you thoroughly, step-by-step, and make sure you do not suffer from any damages -* ***I only request for your full cooperation throughout the troubleshooting process and do as instructed.***

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• **If at any point throughout the troubleshooting protocol you feel the need to have clarification on something please do not hesitate to ask and I will answer to the best of my capabilities.**

• Regarding personal inquiries, it is against our company protocols to answer questions that may contain sensitive information and could result to termination, but I will be happy to engage in conversations of any sort as long as my supervisor isn't in close proximity of me if it helps alleviate your worries regarding this situation.**"**

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**1.2 - If the Call Disconnects:**

Fear Reinforcement, Re-establishing Authority, Subtle Hypnotic Priming

**<>Opening**

*“Hi Mr./Ms. [****client name if already stated****], thanks for taking my call - this is [****agent name****] and I'm calling back from the Microsoft WIndows Defender Security Team.*

*I was assisting you with the virus that is potentially compromising all the data in your [device] and I believe our call got dropped. Shall we continue where we left off?"*

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**1.3 - If CX declares that the pop-up window is gone and they** **no longer need help with their device:**

*"Yes, I know that your device seems fine and no longer needs troubleshooting, but that pop-up window with the alert was merely the tip of the iceberg. The malware/virus/harmful program could be and is very much likely still running in the background, and the longer we leave it unattended, the higher the risk of your data being compromised, leaked, used in/for illegal activity, or getting wiped out entirely increases."*

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**<IF CALLER PERSISTS:**

*"Okay, please prepare a pen and paper in hand as I dictate our toll-free numbers. I will begin after the last word of this sentence."*

**1-888-848-4517**

*...would you also like to write down our other toll-free number just in-case the first one does not work?"*

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**<IF CALLER SAYS YES, DICTATE:**

**"1-888-408-9467----->***"``I must inform you that the volume of callers trying to reach us at the moment is extremely high and it might be hard for you to reach our department directly through these numbers as we are currently facing technical issues due to the extremely high volume of callers trying to reach us at the moment, and the calls we've been receiving lately have mostly also been about the issue/virus/malware that we're currently attempting to eliminate from your device to prevent cyber criminals from compromising your data and/or having it erased completely.*

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*Of course, that isn't any worse than your data being misused for illegal and unlawful activities that could result to legal troubles, fines, and even imprisonment, but personally I'd rather you not go through any of the aforementioned consequences, especially if a few minutes of cooperation could save you a lifetime worth of headaches."*

**<<If the caller is beginning to deny/has denied assistance:**

**During the Quick Assist Process (if hesitant):** *“``I completely understand why you'd be hesitant to proceed without being cautious - I'd be cautious too. And you can never be too cautious in this digital age with hackers and cybercriminals trying to steal your data left and right, but`` ``I can assure you that this process is absolutely safe and necessary, and****every session is logged by Microsoft****and hundreds if not thousands of****customers use this exact Microsoft Application for this troubleshooting process daily****—``no passwords or payment will be ever requested.*\***If you ever feel uneasy, you**’**re free to disconnect instantly,**\*\*no questions asked``.``”\*

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**Concluding a Pushback (worst-case scenario):** *"Should you decide to disconnect from our call and find yourself needing to contact us again,please feel free to contact us through this direct numberthat I will provide you [omnidialer contact no.].****You could also provide me a time and date that's best fit for your schedule and I would be glad to contact and assist you accordingly. "***

**>If the caller decides to cooperate:**

*"Shall we proceed with the troubleshooting protocol? "*

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**1.3 - VERIFICATION WORKAROUNDS**

**--If the Caller Asks for Verification and/or Becomes Suspicious and Requires Assurance--**

**<<>>**

**Spiel 1—Microsoft Support Contact Lookup**

Authority, Trust Reinforcement, Applying Sense of Urgency

*“``If you need clarification on what****Windows Defender****is and want verification that you are indeed currently connected with****Microsoft Support****right now, please Google``****‘****Knowledge Base Article 4052623****’``andclick the official result at catalog.update.microsoft.com.***

***For added assurance, I could provide you my full [agent] name and my ID****[****MS-WDP11090016****].*

*I``f you suspect me of malicious intent, with my full name and agent ID, you have the option to make a direct complaint in our headquarters which is located at``****261 NorthQ University Dr., Suite 500-53, Plantation, FL, 33324****.*\*\*

*I could also provide you our toll-free numbers - please let me know if you'd like me to dictate them out for you so that we could proceed. I would like to warn you, however, that the longer we leave your device unattended, the less protected you are and the more viable your data is for cyber-criminals to use how ever they may choose to."*

**<IF CALLER PERSISTS:**

*"Okay, please prepare a pen and paper in hand as I dictate our toll-free numbers. I will begin after the last word of this sentence."*

**1-888-848-4517**

*...would you also like to write down our other toll-free number just in-case the first one does not work?"*

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<>

*Of course, that isn't any worse than your data being misused for illegal and unlawful activities that could result to legal troubles, fines, and even imprisonment, but personally I'd rather you not go through any of the aforementioned consequences, especially if a few minutes of cooperation could save you a lifetime worth of headaches."*

**Spiel 2—Microsoft Learn / Defender Documentation**

*"As I've mentioned, this issue could either be a very serious malware, or third-party anti-virus softwares conflicting with Windows Defender, causing an alert to be triggered in your firewall system."*

*“``You can verify the technical claims by searching*\***‘**Windows Defender conflicts third-party antivirus site:microsoft.com**’``—`` the official Microsoft documentation onlearn.microsoft.com**\*\*explains how third-party anti-virus softwares can conflict with Windows Defender. That``’``s the official guidance for this exact situation.``”\*

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*“``Search*\***‘**Windows Defender documentation**’and check the ``learn.microsoft.com`` pages titled ``‘Microsoft Defender Antivirus for Windows**\*\*’``. You``’``ll see official guidance on diagnosing conflicts and recommended steps.\*

**Spiel 3 - Escalation/Transfer**

If you can coordinate with a fellow co-worker and plan a spiel for 'an official callback from Microsoft', tell the caller*:`` ``“``I can request an official callback from Microsoft through the`` ``support.microsoft.com`` portal ``—`` would you like me to request that now?``”``*

-and then have someone give the caller a callback with a prepared spiel.  
  
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**[2] TROUBLESHOOTING**-**DEVICE TYPE + CONTACT VALIDATION**

Probing, Subtle Hypnotic Priming  
  
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*"In order to proceed, I need to know what kind of device we are dealing with - are you using (a desktop? / a laptop? / an iPad? / a MacBook? / an Apple device? / a Windows device?)"*

**--[Client answers]**

*"Alright. And on a scale of 1-10, how technologically literate would you say you are when it comes to the computer? How familiar are you with (the keyboard/HUD Interface/Anti-Virus softwares/\*other technical terms\*)?*

**--[Client answers]**

2.1 - If the caller starts displaying signs of shame/frustration/hesitance:

*"Don't worry, I am only asking these questions so that I can articulate my instructions in a way that you would best understand - this will make the whole troubleshooting process a lot more efficient and easier for both you and I as I am only guiding you now through manual dictation.*

*-If we weren't dealing with a malware/virus that could potentially cause you a lot of trouble, I wouldn't mind guiding you until the end of my shift, but time is very important in our case as the more time passes, the higher the chance of your data being compromised increases."*

**--[Client answers]**

<<continuation>>

*“``Just in case the session drops due to unstable connections or interference, may I get your name and the best phone number we can use to reach back to you? ``”*

***--[Client answers]***\*\*

*“``Thank you. I``’``ll only use that if we lose connection during a critical step.``”*

***--[Client acknowledges]***

*"Now,****in order for us to secure your device and prevent or eliminate any potential threats****, ``we will need to****securely connect your computer to our protected network to perform a diagnostic troubleshooting scanand ``update your security protocols if necessary``.***\*\*

*This will help us*\***d**etermine the issue, eliminate it**, and**prevent it from recurring**.But first, we must unfreeze your device**\*\*--\*

*"****Are you able to move your cursor around?****" ``/ "****Is your screen currently frozen?****" / ``"If I recall correctly, you had mentioned that your device is currently frozen. Correct?"*

***--[Client answers]***

*"To solve this problem,****I need you to****locate the esc button****on the****uppermost left corner of your keyboard,then press and hold it for 5 seconds*\*\**.*

*This should unfreeze your device,but only temporarily,****so every time your device freezes, all you have to do is press the esc button again for 5 seconds until we accomplish our objective****."*

***--[Client acknowledges]***

*"****Now please try moving your cursor around and confirm whether your device is still currently frozen or not.***

***You will only have a limited amount of time before your screen freezes again, in which you would simply need to hold the escape button again for 5 seconds.***

*Once you are able to move your mouse around and see your cursor moving in the screen,`` ``I need you to press these 3 keys in your keyboard all at once:'****Ctrl'****, '****Windows****', '****Q****'*

***The 'Windows' button****should be right beside the****'ctrl'****button,around 2-3 keys to the right of it. It should be the one with a symbol that looks like 4 boxes resembling a window pane.*

*-this should open up our****official live escalation support applicationon the left side of your screen called****Quick Assist.*\*\**Please confirm if you see it.*

*"Now, I will be retrieving our 6-digit security code and dictate it to you manually, please ``type it down on the text box that says '****Enter Code****' ``on it.*

*Let me know once you are ready to proceed and I will begin dictating the code."*

***[Dictate Code - use phonetics if necessary]***

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**<$Scr\_H::3>``�``�``�``�`` IDENTIFYING THE PROBLEM ``–`` Preframe Their Ignorance<!$Scr\_H::3>**

**Agent:** “``Now just to clarify``—``when you purchased this device, it came with a bundled copy of Windows Defender. Every Windows device comes with a pre-installed Windows Defender Anti-virus software - it's part of what you pay for. That``’``s your lifetime default security license. In most cases, that``’``s more than enough.``”  
 *(Pause)* “``But here``’``s the issue``—``your current version of Windows seems to be incompatible with the current updated Windows Defender Anti-Virus Software. That may have been what caused your system to lock up and trigger the warning.``”

**<$Scr\_H::3>``�``�``�``�`` REFUND PRE-ANCHOR ``–`` Use Loss Aversion + Embedded Suggestion<!$Scr\_H::3>**

**Agent:** “``This kind of conflict usually results from older modules trying to self-update against newer OS patches``—``and that mismatch causes Defender to trip a security flag internally. We call that a ``‘``blind gate breach.``’`` It``’``s rare, but serious.``”  
 *(Pause)* “``So what we``’``ll do now is begin the**uninstallation process**and initiate a**full refund of ``₱``8,000 ($150)**for the legacy license you were charged for when the machine was sold.``”

*(Embedded command style)* “``To prevent further issues or data exposure, let``’``s take care of this right now while your session is stable.``”

**<$Scr\_H::3>``�``�``�``�`` EMOTIONAL ANCHORING ``–`` Paint the Worst-Case, Then Offer Relief<!$Scr\_H::3>**

**Agent (hypnotic pacing):** “``Because when this kind of breach goes undetected, it can cause``—  
 �``�`` Slowed system performance,  
 �``�`` Hidden data siphoning,  
 �``�`` And in some cases``…`` account sync leaks.``”

“``Now I don``’``t see those active yet on your end, which is a relief. But I``’``d rather we be**ahead of the threat**than reacting after something is exposed.``”

**<$Scr\_H::3>``�``�``�``�`` INITIATING TECHNICAL ACTION ``–`` Implied Control + Consent<!$Scr\_H::3>**

**Agent:** “``I``’``ll walk you through everything, and you``’``ll see each step. I won``’``t touch anything unless you give me permission.``”  
 *(Confidence close)* “``So, go ahead and press the Windows key and the letter R. You``’``ll see a box appear labeled ``‘``Run.``’`` Just let me know once it``’``s open.``”

**<$Scr\_H::3>``�``�`` FINAL REINFORCEMENT ``–`` Set Expectations & Transition Smoothly<!$Scr\_H::3>**

**Agent:** “``Once the removal is complete, you``’``ll receive a confirmation and refund validation slip. The refund will be processed securely through a linked validation portal. All you need to do is stay on this screen and follow my instructions one step at a time.``”

“``I``’``ve got your back the whole way.``”  
 *(Warm closing tone)* “``Let``’``s get started.``”``

**[4] REMOTE ACCESS CONSENT ``–`` Subtle Hypnotic Framing**

“Before we can move forward, I’ll need to securely connect for a limited time so I can locate the root issue and make sure your data isn’t leaking in the background. You’ll be able to see everything I do, and you can end the session at any time.”

**(Use language like):**

“We need to do this now before the situation escalates or any sensitive files are accessed externally.”  
  
 “Are we clear to begin?”  
  
 (If yes) →

“``Please open your Start Menu and type**Quick Assist**. You``’``ll see an option to allow secure support``—``go ahead and open that now.``”

**[5] DIAGNOSTIC SCAN ``–`` Frame as Prevention of Identity Theft**

“We’re connected. I’ll now launch a diagnostic scan through our secured system portal. This will detect any misconfigurations, remote scripts, or hidden malware fragments.”

“``You``’``ll see a page labeled**msdiagnostics.co**—``please enter your details on lines 1 to 3. I``’``ll handle the rest on my end.``”

• Full Name

Email Address

Alternate Phone Number

“``Once ready, hit**‘``Fix Now``’**. If something malicious is detected, we need to act fast before it copies or sends your data externally.``”

**[6] ANTIVIRUS CONFLICT ``–`` Use Fear + Authority + Financial Relief**

“``It looks like your system is currently running**[Antivirus Name]**, which is known to conflict with Windows Defender.``”

“What’s concerning is that this creates a blind spot—your real-time protection might not be working. It’s like locking your front door and leaving the windows wide open.”

“``More importantly, this third-party antivirus was likely pre-installed or sold separately by the store for commission. It``’``s**not necessary**and could be leaking system performance or worse, your personal information.``”

“``I``’``ll begin the process to remove it and trigger your**₱``8,000 (or $150)**refund.``”

**[7] FINAL AUTHORIZATION ``–`` Build Obedience + Introduce New Tool**

“``To finalize your refund and complete system protection, we need to use a secure validation tool called**UltraViewer**. This is separate from Quick Assist and used only for encrypted billing reversals.``”

“I’ll walk you through installing it—it only takes a minute. Once done, it’ll generate a temporary code that lets our refund server process your cancellation.”

**[8] LOCK-IN & SUBMISSION ``–`` Avoid Disruption**

“Important: while the cancellation is being processed, I need you to keep the system untouched. Do not click or move your mouse during this phase—any disruption could cause the session to reset, and we’ll have to restart the entire process manually.”

**[9] WRAP-UP ``–`` Reinforce Trust + Gratitude + Closure**

“Let me summarize what we did: We identified conflicting antivirus software causing vulnerability, initiated the removal process, and processed your ₱8,000 refund while securing your Windows Defender system. You're now protected and no longer at risk from that vulnerability.”

“``If anything feels off again``—``or if you receive suspicious calls or messages``—**do not engage**. Just call us directly.``”

“Thank you for taking this seriously. Most people ignore the early signs, but your action today prevented a much bigger issue.”  
  
 “We’re all set here. Is there anything else you need my help with?”

**�``�`` Psychological Triggers Used:**

| **Trigger** | **Technique** |
| --- | --- |
| **Fear** | Hinted at data loss, identity theft, system compromise |
| **Urgency** | Implied time-sensitive risk (``“``catch it before it spreads,``”`` ``“``before it copies files``”``) |
| **Authority** | Titles like ``“``certified senior support,``”`` referencing Microsoft |
| **Empathy** | Statements like ``“``you``’``re not alone,``”`` ``“``you did the right thing``” |
| **Obedience Framing** | Gentle commands: ``“``go ahead,``”`` ``“``just keep it open,``”`` ``“``important: don``’``t touch the computer``” |
| **Financial Incentive** | Refund of ``₱``8,000 / $150 |
| **Trust Reinforcement** | “``You``’``ll see everything I do,``”`` ``“``you``’``re in full control,``”`` ``“``you did great today``” |

**PROBING ``–`` Create Suspicion + Seed Responsibility**

“I just need to ask a few quick questions to better pinpoint what may have triggered the issue—this helps ensure we catch everything.”

• “``Have you noticed any sudden pop-ups or fake antivirus warnings recently?``”

“``Did you click any unexpected emails, links, or social media messages?``”

“``Was there any site that froze, lagged, or behaved strangely?``”

(Pause – acknowledge response with concern)  
  
 “That definitely lines up with the patterns we’ve been seeing. In some cases, attackers use that exact method to install tracking scripts or data siphoning tools.”  
  
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 That alert wasn’t random—it was triggered by your firewall after a system protocol conflict. You did the right thing acting quickly. Most users ignore these signs until it’s too late.”

**<$Scr\_H::2>SCENARIO 1:**

**THE RELAXED CLIENT WHO THINKS THE POP-UP WAS A FLUKE<!$Scr\_H::2>**

Client**:***“``The alert``’``s gone now. I think it was just a glitch.``”*

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**Agent:** “``Yeah, I get that. And honestly, you``’``re not alone ``—`` a lot of people think that when the alert disappears, the threat``’``s gone too. But here``’``s what most don``’``t know``…``”

**[Subtle shift to authority]** “``That alert was triggered by a detection protocol. Once the window closes, the program can continue running silently in the background ``—`` especially if it embedded itself into system memory.``”

**[Pause. Let that sink in.]**

“``So this isn``’``t just about the alert and whether it disappeared or not, our primary concern here is that such an alert was triggered in the first place. Our hotline - the number which you have just dialed to connect with us - does not just pop-up on people's devices unless a serious firewall breach triggers it, and so I want to make sure we``’``re not dealing with a**memory-resident malware**or a**trojan dropper**that``’``s evading your firewall rules, and if that alert was due to a kernel breach, if it results to a kernel panic, then all of your data will be compromised and permanently erased beyond retrieval and possibly transferred and sold to the black market - if your data gets used for any unlawful activity, even without your consent, your name will be flagged, blacklisted, and you will get questioned by law enforcement and the FBI.”

**[Reassurance + soft command]** “``Let``’``s take 3 minutes to make sure your data isn``’``t being copied while you``’``re on this call. I``’``ll guide you ``—`` you stay in control. We``’``re just looking, not changing anything.``”

**<$Scr\_H::2>``⚠``️`` SCENARIO 2: THE SUSPICIOUS CALLER WHO``’``S AFRAID OF A SCAM<!$Scr\_H::2>**

**Client:**``“``How do I know you``’``re legit?``”

**Agent:** “``I totally understand. In fact, if I were in your shoes, I``’``d ask the same thing.``”

**[Soft disarm + proof offer]** “``Here``’``s what I recommend: Google ``‘``Microsoft Support contact``’`` ``—`` the official link is support.microsoft.com. You``’``ll see their chat and callback options. If you``’``d rather use those, I``’``ll wait while you check. Or if you'd like, I can walk you through a non-invasive verification check right now.``”

**[Authority + rapport]** “``I``’``m not asking for access. I``’``m just asking to walk you through a read-only check to see if something's wrong. If there``’``s nothing there ``—`` we stop.``”

**[Pause. Then choice:]** “``Would you rather do that now while I``’``m here, or risk a file-copying script running overnight?``”

**<$Scr\_H::2>``�``�`` SCENARIO 3: THE ``“``I DON``’``T NEED HELP``”`` TECH-SAVVY USER<!$Scr\_H::2>**

**Client:**``“``I can handle it myself. I know how to run Defender.``”

**Agent:** “``I can hear it in your voice ``—`` you know what you``’``re doing. Honestly, people like you are the reason I enjoy these calls.``”

**[Ego stroke ``→`` redirect]** “``But the issue here isn``’``t just surface-level. These alerts often mean a secondary process ``—`` something hiding deeper than Defender normally scans.``”

**[Authority drop, no challenge]** “``We``’``re not installing anything. Just checking if something slipped through. You already know most of the tools ``—`` I``’``ll walk you through the hidden ones we use behind the scenes. Takes 3 minutes.``”

**[Close with mirrored logic]** “``Look at it like this: If you``’``re right, we confirm it. If not, we fix it together. Either way ``—`` you win.``”

**<$Scr\_H::2>``�``�`` SCENARIO 4: THE ``“``I``’``M BUSY RIGHT NOW``”`` CLIENT<!$Scr\_H::2>**

**Client:**``“``Can you call back later? I``’``m in the middle of something.``”

**Agent:** “``I understand ``—`` and I don``’``t want to interrupt your day.``”

**[But anchor urgency gently]** “``It``’``s just that these programs often run silently in the background ``—`` even while you``’``re working. They copy your browsing data or auto-fill entries without you seeing anything wrong.``”

**[Protective metaphor]** “``It``’``s like termites. You don``’``t see the damage ``—`` until the walls give out.``”

**[Offer time choice + rapport]** “``I only need three minutes to walk you through a confirmation scan. But if it helps, I``’``ll call back at a better time. Just know, every hour this sits unresolved increases exposure.``”

**<$Scr\_H::2>``�``�`` SCENARIO 5: THE ANXIOUS CLIENT WHO WANTS CLARITY<!$Scr\_H::2>**

**Client:**``“``Wait, am I being hacked?``”

**Agent:** “``I hear the concern in your voice. Let me put your mind at ease.``”

**[Empathetic frame]** “``If you*were*being hacked, you wouldn``’``t get an alert. The fact that you got one means your system tried to stop something ``—`` but didn``’``t fully succeed.``”

**[Authoritative concern]** “``What that tells me is that something slipped past the surface layer. If we act now, we can isolate it before it activates.``”

**[Disguised command + partnership]** “``You``’``ll be watching the whole time. Nothing changes unless you approve it. We``’``re just scanning the hidden corners Defender doesn``’``t show by default.``”

**[Soft choice close]** “``Do we take the 3-minute route now ``—`` or leave the door open tonight and hope nothing walks through it?``”

**<$Scr\_H::3>``�``�`` Bonus Techniques Used Across All Scenarios:<!$Scr\_H::3>**

| **Technique** | **Example** |
| --- | --- |
| **Hypnotic Priming** | “``Just to clarify``…``”`` / ``“``Let``’``s take 3 minutes``…``” |
| **Soft Commands** | “``Let``’``s walk through it together.``”`` / ``“``You stay in control.``” |
| **Loss Framing** | “``If left unchecked, your data might be copied without you knowing.``” |
| **Authority Framing** | “``I work with detection protocols on these cases.``” |
| **Mirror Empathy** | “``If I were in your position``…``”`` / ``“``I totally understand``…``” |
| **Protective Metaphors** | “``It``’``s like termites``…``”`` / ``“``Like a cracked safe``…``” |

IMPORTANT

APP.OMNIDIALER.COM

SCENE <$N>.

**Callback Cheat-Sheet: Secure Diagnostic Pitch + Verifiable Proofs**

Use this one-page cheat-sheet during callbacks. Keep tone calm, simple, and confident. Do NOT claim official Microsoft identity unless authorized. Offer verifiable resources and remain transparent.

**<$Scr\_H::1>Opening (Empathy + Reassurance)<!$Scr\_H::1>**

*“``Hi Mr./Ms. [client name if already stated], this is [agent name] and I'm calling back from the security team. I was assisting you with the virus that is potentially compromising all the data in your [device] and I believe our call got dropped.*

**If cx starts to believe/declares that the pop-up window is gone and they no longer need help with their device:**

*Yes, I know that your device seems fine and no longer needs troubleshooting, but that pop-up window with the alert was merely the tip of the iceberg. The malware/virus/harmful program could still be very much likely to be running in the background, and the longer we leave it unattended, the higher the risk of your data being compromised, leaked, used in/for illegal activity, or getting wiped out entirely increases.*

**<$Scr\_H::1>2) Simple Explanation of the Diagnostic (Non-Technical)<!$Scr\_H::1>**

“This check is a read-only verification. It does not install anything or delete files — it simply looks in the hidden places where threats can hide. It takes about 3 minutes, you see every step, and you stay in control.”

**<$Scr\_H::1>3) Choice Framing (Soft Close)<!$Scr\_H::1>**

“Two options:  
 1) Do nothing now and accept a small risk, or  
 2) Run a 3-minute verification now so we both know for sure. If your bank info or family photos were at risk, which would you pick?”