

Onboarding Call Transcript (Simulated)

This script document details a conversation simulated between an IT support agent and a new hire onboarding the company remotely.

Date of Call Session: December 5th, 2025.

Session Platform: Zoom Meet

IT Support Officer (Admin): Titus Gicheha

Client User (Employee): Grace Akoth

IT Support Agent:

Hello Grace Akoth, welcome to the company! I'm Titus Gicheha from the IT Support team, and I'm here to assist you with your laptop setup today. Could you please confirm that you received the laptop package and its accessories?

User (Employee):

Yes, I received everything. Thank you.

IT Support Agent:

Fantastic! I hope you're connected to your Wi-Fi and have logged in using your company email along with the temporary password that was sent to you.

User (Employee):

All done.

IT Support Agent:

Awesome! Device enrollment happens automatically. I can see your device is online in FleetDM.

User (Employee):

Great! It's as easy as pie.

IT Support Agent:

Next, I need you to install Microsoft Teams and verify security compliance. Do you have any questions up to this point?

User (Employee):

Actually, yes. What should I do if I lose my password?

IT Support Agent:

No worries! You can request a reset through the company portal, and a new temporary password will be sent to your email. Just let me know when you receive it.

User (Employee):

Understood, thanks! Also, is there anything else I need to install apart from Teams?

IT Support Agent:

Yes, there are a few essentials:

Microsoft Office Suite (Word, Excel, PowerPoint)

Company VPN client

Security agent (which should already be installed via FleetDM)

I can walk you through each installation step.

User (Employee):

Got it. What about syncing my files?

IT Support Agent:

We utilize OneDrive for company files. Once you log in with your company account, it will automatically sync your Documents and Desktop folders.

User (Employee):

What if Teams or Office prompts me to sign in multiple times?

IT Support Agent:

That’s completely normal during the first login. Just use your company credentials each time. After the initial sync, it won’t ask again.

User (Employee):

Okay, that makes sense. How can I tell if my device meets security compliance?

IT Support Agent:

FleetDM automatically monitors your device status. If you see a green “Compliant” badge on your device dashboard, you’re all set. Any issues will be displayed there along with instructions on how to resolve them.

User (Employee):

Perfect.

IT Support Agent:

Great. One last thing — if you encounter any technical issues, you can submit a ticket through our support portal, or reply directly to my email. I’ll also send a follow-up email with all next steps and FAQs for reference.

User (Employee):

Thanks a lot, Titus. That really helps.

IT Support Agent:

Welcome to the team, Grace! I’m here anytime you need IT support. Enjoy your first day!

Captured User Questions

| Category | User Question |
|-----------------------|--|
| Laptop/Account Setup | Could you please confirm that you received the laptop package and its accessories? |
| Password / Access | What should I do if I lose my password? |
| Software Installation | Is there anything else I need to install apart from Teams? |

| Category | User Question |
|---------------------|---|
| File Sync / Storage | What about syncing my files? |
| Login / Credentials | What if Teams or Office prompts me to sign in multiple times? |
| Security Compliance | How can I tell if my device meets security compliance? |