

Actual Help Desk Call

This has to be one of the funniest things in a long time. I think this person should have been promoted, not fired. This is a true story from a Helpline, which was transcribed from a recording monitoring the customer care department.....

Needless to say the Help Desk employee was fired; however, he/she is currently suing the organisation for Termination without Cause.

Now I know why they record these conversations!

Operator: Computer support Help Desk, how may I help you?

Caller: Yes, well, I'm having trouble with Word Perfect .

Operator: What sort of trouble are you having ma'am??

Caller: Well, I was just typing along, and all of a sudden the words went away.

Operator: Went away?

Caller: They just disappeared

Operator: Hmm. So what does your screen look like now?

Caller: Nothing.

Operator: Nothing??

Caller: Its blank; it won't accept anything when I type.

Operator: Are you still in WordPerfect, or did you get out?

Caller: How do I tell?

Operator: Can you see the C: prompt on the screen?

Caller: What's a sea-prompt?

Operator: Never mind, can you move your cursor around the screen?

Caller: There isn't any cursor; I told you, it won't accept anything I type..

Operator: Does your monitor have a power indicator?

Caller: What's a monitor?

Operator: It's the thing that looks like a TV. Does it have a little light that tells you when it's on?

Caller: I don't know.

Operator: Well, then look on the back of the monitor and find where the power cord goes into it. Can you see that??

Caller: Yes, I think so.

Operator: Great. Follow the cord to the plug, and tell me if its plugged into the wall..

Caller: Yes, it is.

Operator: When you were behind the monitor, did you notice that there were two cables plugged into the back of it, not just one?

Caller: No.

Operator: Well, there are. I need you to look back there again and find the other cable please.

Caller: Okay, here it is.

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Operator: Follow it for me, and tell me if its plugged securely into the back of your computer..

Caller: I can't reach.

Operator: OK. Well, can you see if it is?

Caller: No..

Operator: Even if you maybe put your knee on something and lean way over?

Caller: Well, it's not because I don't have the right angle – it's because its dark.

Operator: Dark?

Caller: Yes - the office light is off, and the only light I have is coming in from the window.

Operator: Well, please turn on the office light then.

Caller: I can't.

Operator: No? Why not?

Caller: Because there's a power failure.

Operator: A power... A power failure? Aha. Okay, we've got it licked now. Do you still have the boxes and manuals and packing stuff that your computer came in?

Caller: Well, yes, I keep them in the closet..

Operator: Good. Go get them, and unplug your system and pack it up just like it was when you got it. Then take it back to the store you bought it from.

Caller: Really? Is it that bad?

Operator: Yes, I'm afraid it is.

Caller: Well, all right then, I suppose. What do I tell them?

Operator: Tell them you're too damned stupid to own a computer!

What Help Desk person has not had similarly frustrating support calls to handle?

How many wish they had the courage to handle the situation so calmly and eloquently?