

My Day in Customer Service

1. Number
2. Location
3. Location
4. Location
5. Noun
6. Number
7. Adjective
8. Verb - Past Tense
9. Verb - Base Form
10. Noun
11. Noun - Plural
12. Noun - Plural
13. Noun - Plural
14. Number

My Day in Customer Service

Each morning I wake up at least _____ hours earlier than normal to battle the traffic into the

_____ to come to work for Qualys in Customer Service.

When I arrive, I _____ my computer up, open GMail and realize I have over _____ emails since I left the day before. Since we are a global company, the customers always need service. I read through and take care of each email one by one.

Then I start looking at _____ cases in the queue. It seems that there is always someone who needs a password _____ or a module turned on or for me to search the online help for them. Often I do things in a several hour turn around that the customer could do himself in seconds, but hey, work is work!

Next I _____ into my pending shipping cases. There's always a request for information that I've already sent to some foreign land I can't pronounce. I prepare multiple copies of Certificates of _____, Commercial Invoices, and promise conformity of our scanner to every code known to man across the globe. I speak with FedEx on the phone and every representative has a different story.

In the afternoons, the RMAs and sales orders start rolling in. These work items have the most personality. No two are ever the same! Often sales orders require a special technique developed here in Support called crystalballization.

Essential details such as account logins, number of IPs, _____ Noun - Plural _____ Noun - Plural _____ Noun -

Plural _____, and more are often left off. RMAs also require crystalballization techniques, as the platform and generation of the replacement scanner may be left completely up to Customer Service!

Finally it's time to go home. No wait, there's one more RUSH sales order that doesn't even expire for

Number _____ more days! I finish that one up, and then I buckle in and battle the traffic back to home.

Tomorrow is another day!