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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 _____Number_____ hours earlier than normal to battle the traffic into the _____Location_____ _____Location_____ _____Location_____ to come to work for Qualys in Customer Service.

When I arrive, I _____Noun_____ my computer up, open GMail and realize I have over _____Number_____ 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 _____Adjective_____ cases in the queue. It seems that there is always someone who needs a password _____Verb - Past Tense_____ 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 _____Verb - Base Form_____ 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 _____Noun_____, 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!

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