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A Day in the Life of Customer Service

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

A Day in the Life of Customer Service

Each morning I wake up at least _____Number_____ hours earlier than normal to battle the traffic into the _____Location_____ to come to work for Qualys in Customer Service.

When I arrive, I boot 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 _____Noun_____. I read through and take care of each _____Noun_____ 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 _____Noun_____ 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 peek 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_____, _____Adjective_____ 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 _____Noun_____ has a different story.

In the afternoons, the RMAs and sales orders start rolling in. These work items have the most _____Noun_____. No two

are ever the same! Often sales orders require a special technique developed here in Support called crystalballization. Essential details such as _____Adjective_____ logins, number of IPs, _____Noun - Plural_____, and more are often left off. RMAs also require crystalballization techniques, as the platform and generation of the replacement _____Noun_____ 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 _____Location_____. Tomorrow is another day!

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