

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

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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!