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2/26/23

Incident Management Script

HELPDESK SUPPORT: Hello, how may I help you today?

CUSTOMER: Hello, I'm calling in regard to my printer, it's not working.

HELPDESK SUPPORT: Okay i see, has this incident started today, or has it been a reoccurring thing?

CUSTOMER: This is the first time this has happened to me.

HELPDESK SUPPORT: Alright, is your printer a wired or wireless computer?

CUSTOMER: My printer is wired.

HELPDESK SUPPORT: Is your Printer connected to your computer?

CUSTOMER: Let me check.....My Printer is connected to my computer.

HELPDESK SUPPORT: I see can you try printing something?

CUSTOMER: Yes.....I tried printing a document but it is still not working.

HELPDESK SUPPORT: *Checks Knowledgebase*

HELPDESK SUPPORT: Does your printer have any ink in the cartage?

CUSTOMER: Im not sure, ill take a quick look.....My printer ran out of ink. It seems I forgot to replenish it.

HELPDESK SUPPORT: Okay, try replacing the old ink cartage with a new one and see if the printer prints.

CUSTOMER: Okay.....My printer is printing my documents again. Thank you!

HELPDESK SUPPORT: No Problem! Is there anything else i can help you with?

CUSTOMER: No, thank you.

HELPDESK SUPPORT: Okay, Thank you for calling, and have a good rest of your day!

CUSTOMER: Thank you, you too!

