Remote Pitch

Fresh Sales

Intent: Give confident Opening

Hi! this is Jacob; calling for your HP printer;

We received a Ticket for an issue with the printer. Do you require any form of assistance?

Customers Answer

Your Response

Customers Answer	Your Response
Hi, thank you for calling me. I was trying to connect my printer to computer and then I reached your site.	• Yes I will be happy to assist you.
Hi Yes, I needed a print from my printer but it does work.	• No problem sir/ma'am I will be happy to assist
Hello, Yes I was waiting for your call. My printer is showing offline. It was working fine earlier.	• I understand. I will be assisting you with your issue
I didn't ask for any call.	• I am sorry if I caught you off guard. We received a ticket
Hello, Why are you calling me? I did not ask for any call.	• Sorry to bother you ma'am/sir. We received a Ticket with this number.
Why are you calling me? Please don't call me again.	• I am really sorry, I did not mean to bother. We received a Ticket for your Printer.

If customer starts to question, where are you calling from, who are you? How can I trust you. I do not want to talk to anyone apart from my printer manufacturer.

I am calling from Printer Tales sir/ma'am. We have just received a ticket from your end. We provide virtual assistance for computer and peripheral devices of the computer. Where we repair and maintain through regular services.

If you are only looking for Helpful videos or Blogs I can direct you to our YouTube Channel

Just type on Google "PrinterTales Youtube" and you can view our channel. If you need our services you can reach out to us from the number mentioned in Description of the Videos.

Intent: Is this a NEW PRINTER?

Are you trying to connect a new printer with the device? Or is it an old printer?

Customers Answer	Your Response
It's a new printer. I just got it out of the box	• Have you been already assembled it? Added to your Wi-Fi network?
Yes, it's a new printer. I bought it yesterday	• Have you added the cartridge and paper to the printer?
No, its an old printer. But I haven't used it in a while.	• Ok. So I believe this printer was connected to the computer before?
No, it is an old printer, it was working fine. Now it is not connecting to wi-fi	• OK. Can you help me understand when was the last time you used it for printing?

Intent: Understand Printer Model

Sir/ Ma'am, can you help me with your printer model or the printer series you are using? It must be mentioned on your printer itself.

Customers Answer	Your Response
Ok. Let me check and tell you	• No issues, please take your time.
I do not know, I will have to look it up.	• Alright, please check and confirm the same. So, we can proceed.
My printer model is ENVY5600i.	• Thank you for the information. Allow me a moment to locate your printer in our database.
Its says Pixma600pi	• Thank you, Please allow me a moment to pull out the details of your printer model.

Intent: Operating System (OS) and DEVICE

Sir/ Ma'am, Can you help me understand what device are you trying to connect with the printer?

Customers Answer

Your Response

I am using a **Chromebook** laptop

- OK. Is your Chromebook software updated? Can you please confirm this with me, if it is showing any pending updates.

I am using a **MAC/ MACBOOK**

- Can you please confirm version of the Operating system you are using is OS 10 or above?

I am trying to connect it with my **IPAD**

- Alright sir/ma'am. You would need to download the printer Application in your iPad.

I am trying to connect it with my **PHONE/ TABLET**

- Ok. The first thing you need to do is connect your phone to the Wi-Fi and download printer application.

Intent: L1 TROUBLESHOOT

Can you please confirm if the printer is still listed in your computer. Please go to your "Settings", and check under the tab of "Printers & Scanners"

Customers Answer

Your Response

I do not know how to check that, What do I need to do?

- Chromebook: Please check on the right-bottom of your screen. There must be an arrow. Click on it, and look for Devices/ Printers
- Mac: Please look at top-right corner of your screen. And click on Apple, in the drop-down. Please select "System Preferences"
- Windows: At the bottom of your screen there is a Search bar, click on the Search Bar and type "Printers" and select the option named "Printers & Scanners"

Yes, the printer is still listed in the computer

- Ok, are you able to see the status of the printer? If not, please check in the Printer properties/options.
- Also, please check the supplies of the printer are sufficient.

Intent: L1 TROUBLESHOOT

Are there any lights blinking on your printer? Can you please check if POWER & Wi-Fi light on the printer are "Turned ON and Stable" .

Customers Answer

Your Response

Yes, I can see the printer Wi-Fi light blinking.

- We need to perform a HARD RESET on your printer, allow me to help you do that.
- Please PRESS and HOLD the power button on your printer until it shuts off. Then wait for 10 seconds and switch your printer back ON.
- If the printer isn't shutting down or the issue is still persisting. It seems like Driver update was interrupted. And the drivers in your computer might be corrupted.

No, all lights are stable. There are no blinking lights.

- Alright. This means that your printer is connected with the computer as well as the Wi-Fi.
- I believe there could be a possibility, that your Printer Drivers faced interruption during an update. Or your printer drivers are corrupted.

Drivers are inbuilt software in the computer. They are used to connect the peripheral devices with the computer such as Printers, Scanner, Wi-Fi, Speakers, UBS Ports etc. We would need to repair and re-install the compatible printer drivers to make sure your printer is working.

Intent: DOWNLOAD DRIVERS

Sir/Ma'am, in my Technical opinion we would need to repair these drivers or find new drivers for you. Can you open Google on your computer and type ["Printer Brand (example: HP, Canon)" "Model/Series name (example: ENVY4100e, PIXMA6500i" "drivers"] then press ENTER. And please make sure you only go to Official Site Result only.

Customers Answer

Ok. I am unable to find anything to download

Yes, I can look for the drivers and have downloaded them

I am unable to install those drivers

Your Response

- Ma'am seems like you require Remote Assistance in this case. I will be happy to assign you a Technician who can resolve the issue for you. You can just sit back and watch him work on your computer.

- Great. Now please go to downloads in your computer. And double-click or RUN those drivers and make sure the installation is complete.

- No problem ma'am. Allow me to explain you how we can resolve this.

Instructions for Callers (Do not say this to the Customer):

Either the Customer will tell you that he cannot do it himself or will say that he can do it himself.

If the Customer can do it himself: Then direct the customer over the phone, make sure he downloads the drivers from official site and RUNS those drivers.

If the Customer cannot do it himself, then you help the customer via Remote session, take control of the computer and download drivers from the official site.

ONCE the new drivers are in the system, RUN them. And then give printer command. The printer will still not work. That is when you say the SALES PITCH. Not before that

Intent: Time to PITCH – SALE LINE

These drivers are in-built software which got corrupted due to interruption or failure while your Operating System was update. As you must know, just like our Smartphones; computer's operating system updates at least 3-4 times a year. We have to make sure that the update is complete and the computer restarts properly. Otherwise you can face this issue every time something similar happens.

Sir/ ma'am, seems like I'll need to transfer your case to our Sr Technician. It's a paid service.
Would have costed you around $129 for one time fix.
But we have a Virtual Assistant Offer going on. It'll cost you only $99 or £99 and it'll entitle you for Technician Assistance throughout the year.

It'll include resolving Printer issues, email account related issues and Technical querries such as gadget comparisons, vendor verification for E Commerce, safe browsing tips etc.

Once you become our Customer, you can call us for NEXT 1 YEAR, 24/7 anytime including HOLIDAYS. We will be happy to assist you for the same. It excludes hardware malfunctions and repair but includes All virtual repair services offered for computer and computer applications. You can check the details of the service on our site or your Invoice Performa.

Intent: REBUTTLES

If Customer is hesitant for SALE PITCH

Your responses will be based on what the customer is saying

Customers Answer

Your Response

Customers Answer	Your Response
I have warranty with Apple computer. Printer is under warranty, it's a new printer.	•That is very good sir/ma'am. If you take your system to the Repair Center they will certainly fix it. But they will not be sending the Technician Home for repair.
I have my Personal Tech	•I am certain your Personal Tech should be competent to fix this issue, but I am certain they will be charging more just to diagnose the issue. Which have already done and I can assure you, they would be charging you higher price.
I paid recently to someone to fix it that was Remotely Too	•I understand sir/ma'am but the type of issue we are facing is usually not covered under warranties. It is a Technicians job. You'll need to pay some technician by the hour to fix this issue
Will think about it	•No problem sir/ma'am. You can do you research about us, I can also recommend you our YouTube Channel, which contain various methods which can provide solutions to small/usual issues apropos to the printers.
I do not want to get it fixed online, I want someone local to fix it. Neighbor or a friend	•Sure, you can enquire with someone who has a strong-hand in technology. Usually these issues are resolved by using multiple software repair tools, used by the companies. So either you would have to take the printer and computer to a local store OR get it fixed on a Remote Session from Virtual Assistance providers such as us.

If the customer still does not AGREE.

Take them to our Youtube Channel "PrinterTales" and show them. That all the issues which doesn't require a Technician are mentioned in the videos. They can check it and try to self-troublshoot the issue on their own

Intent: L2 TROUBLESHOOT

Sir/Ma'am, I believe we need to assign you a Senior Technician, who can help you troubleshoot the issue over the Remote Session. Are you aware what a remote session is?

Customers Answer

Your Response

Yes, I know What is Remote Assistance

- Great. So should we proceed further?
- Please open your browser, and in the Address Bar on the top: please type
- SUPPORT.ME or OTY.com *[USE NEXT PAGE REFERENCE TO HELP CUSTOMER UNDERSTAND LETTERS]*

No, I do not know what remote assistance is.

- Remote Session is where our Technician will be sharing screens with limited access to control your computer, and repair the printer for you
- Meanwhile you can sit back and observe you will be the Primary Controller and you can choose to take control of your computer anytime

Now, I will be giving you a 6 Digit code, it will allow you to download the "Rescue Pallet". Once you download it. Please start the program and choose/select all positive options such as Allow, Yes, and OK.

ONLY USE THESE TERMS TO EXPLAIN LETTERS TO CUSTOMERS

S for SINGAPORE;
U for UMBRELLA;
P for PARIS,
P for PARIS,
O for OSCAR,
R for ROMEO,
T for TORONTO,
M for MASSACHUSETTS,
E for ECHO

ONLY USE THESE TERMS TO EXPLAIN LETTERS TO CUSTOMERS

O for OSCAR,
T for TORONTO,
Y for YELLOW

• Once you have connected with the Customer, please start the Remote Session and Troubleshooting steps.

-make step by step things we check on the system

Example:

1. We can check the OS of the computer and if there are any pending updates.
2. Then we Check in the Printers and Scanners if the printer is already listed in the system of not.
3. We can go to Networks and Settings and make change there network from Private → Public or Public → Private.
4. Go to printer services in the computer and show all the stopped services of the printer.