## 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 hours earlier than normal to battle the traffic into the
to come to work for Qualys in Customer Service.
When I arrive, I boot my computer up, open GMail and realize I have over emails since I left
the day before. Since we are a global company, the customers always need I read through and
take care of each one by one.
Then I start looking at cases in the queue. It seems that there is always someone who needs a
password verb - Past Tense or a 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,
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 has a different story.
In the afternoons, the RMAs and sales orders start rolling in. These work items have the most No
two

are ever the same! Often sales orders require a special technique developed here in Support called
crystalballization. Essential details such aslogins, number of IPs,, and
more are often left off. RMAs also require crystalballization techniques, as the platform and generation of the
replacement 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
more days! I finish that one up, and then I buckle in and battle the traffic back to
Tomorrow is another day!

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