Responding to Incidents and Outages

Activity Instructions:

- Review the two role-play scenarios.
- In each scenario, one of you will play the customer and the other will play the specialist.
- At certain points, the rest of the class will be asked questions related to the scenario.
- The role-play will continue once the class answers the questions.



Scenario 1: Responding to an Incident Report

System Message

Please hold while we transfer you to the next available One specialist. Your estimated wait time is a few minutes.



One specialist

Hi [insert customer's name]. I'm [insert specialist's name], your One specialist. Give me a moment to pull up your account. I'll respond shortly.

Customer

Okay.



	**One specialist** *Thanks for your patience. I understand you're concerned about a missing transaction. Don't worry, I'll investigate it for you. Could you confirm the transaction amount and how you were expecting to receive the funds?*	
	Customer *$218.11. It's from the Spark Driver app.*	
	**One specialist** *Thank you for bringing this to our attention. I have an update from my team that I'd like to share with you.*	
	Customer *Okay ...*	

[Question 1]

This is a clear case of an incident being reported by the customer. How should the specialist respond to the customer?

a) Immediately escalate the issue to a supervisor.
b) Read out the talking points or script shared on Slack announcement.
c) Dismiss the customer's concerns.
d) Ask the customer to call back after one hour.



One specialist

We are aware some Spark payments have not been posted, and we're working to resolve this quickly. Your account balance will be updated once resolved. We apologize for the inconvenience.

Customer

I see.



	**One specialist** *Please do not worry as our team is already working to resolve this issue as soon as possible.*	
	Customer *Okay.*	
	**One specialist** *Thank you so much. I really appreciate your understanding. Is there anything else that I can help you with today, [insert customer's name]?*	
	Customer *When will I have a definite answer?*	



One specialist

[Insert customer's name], while I can't commit to an exact time, please know that our internal team is prioritizing this issue and working hard to resolve it. You may receive your funds at any moment. Rest assured this issue will be resolved as soon as possible.

[Question 2]

Do you think the specialist did the right thing by not committing an exact resolution time to the customer? Why or why not?

Customer

Okay, thanks.





One specialist

	I'm glad I could help you today. At One, we're available on chat 24 hours, 7 days a week if you need further assistance. Thank you!	

System Message

Agent [insert your name] has left the conversation.

System Message

The conversation has ended.

Scenario 2: Responding to an Outage Report

System Message

Please hold while we transfer you to the next available One specialist. Your estimated wait time is a few minutes.



One specialist

Hi [insert customer's name]. I'm [insert specialist's name], your One specialist. Give me a moment to pull up your account. I'll respond shortly.

Customer

Okay.



	**One specialist** *Thanks for your patience. I understand you're experiencing errors sending Global Transfer?*	
	Customer *That's right.*	
	**One specialist** *Thank you for bringing this to our attention.*	
	Customer *Last 20 minutes. Is my money safe?*	

Incidents and Outages

OnePay

[Question 1]

This sounds like an outage being reported by the customer. How should the specialist respond to the customer?

a) Tell the customer there's an outage, and they should call back later.
b) Assure the customer that the problem will be resolved within 15 minutes.
c) Ask the customer to uninstall and reinstall their app.
d) Share the talking points shared on Slack announcement regarding the outage.



One specialist

Don't worry. There's no cause for concern. I have an update from my team that I'd like to share with you.

Customer

Go ahead ...



	**One specialist** *We're aware some customers are unable to send or view Global Transfers. We're working to resolve this issue quickly. Please try again later.*	
	Customer *Well, by when will you guys resolve this?*	
	**One specialist** *My apologies, but I can't commit to an exact time. Please be assured that our internal team is prioritizing this issue and working hard to resolve it.*	
	Customer *I'll call back in an hour if it's not resolved by then.*	

	**One specialist** *Sure! Thank you so much. I really appreciate your understanding. Is there anything else that I can help you with today, [insert customer's name]?*	
	Customer *No, thanks.*	
	**One specialist** *I'm glad I could help you today. At One, we're available on chat 24 hours, 7 days a week if you need further assistance. Thank you!*	

System Message

Agent [insert specialist's name] has left the conversation.

System Message

The conversation has ended.