

# THEORETICAL CHAT SITUATIONS

## Intro

### How would a senior supporter or a manager answer to certain chats, or situations?

The format of this document has:

- a question in yellow
- some extra data in brackets
- the appropriate answer written in red
- Side comments for more context and explanations

If you find any game-specific references in the red template answers, you can ignore them if you do not understand them. This file mostly follows World of Warcraft examples, but 99.99% of its concepts can be applied to any game in terms of customer support and sales.

For any doubts, please ASK to your tutor.

Important: this step of the recruitment process mostly focuses on 'Discord' support, so post-purchase support phase. However, we want you to see how we write, what our philosophy is, and what level we expect from you.

Please extract as many concepts as possible from it and study them. They will be useful even in the short term.

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## 1. Login Questions

Hey when is the booster going to login? (Service will be done quickly, booster is ready)

'Hey, I think he should be logging soon, but I will ask and relay his answer to you :)'

The following step could be showing the customer the message that you received from the booster (hiding his name/picture)

-><https://gyazo.com/3a41b1f2b5fba66fe893393446bd02ae>

This shows transparency & reassurance. Customers really love that.

Also, it protects our position. If the booster doesn't login, the customer will have proof that we didn't lie to him and that we relayed what the booster told us. We are intermediaries and we DON'T LIE (unless we have to – and you will be taught when to do this for the greater good).

However, being honest always helps, keep this in mind.

As you may have read through previous documents, we expect quick answers from you. Even if you do not have the information right away (or maybe there's a lot of messages and spam), you need to at least INTERACT with the customer and say "Hi, sure, I'm going to check and let you know". You can mark the chat as unread and then go back to him once the booster has answered you. It is of great help if you use a notepad for quick notes as you're working, of course.

Basically, if a customer is asking you something that you have to check on the site, you cannot stay silent, check what he wants, and then give an answer 5 minutes later. You say hi, you engage with him, you say that you're going to check and THEN you take a few minutes to give him the proper information he's looking for.

You can also add that you're a bit under spam so you may need a couple extra minutes, but you took note and you'll be back to them asap. Show reassurance!

**Hey is the order done?**(Service is not done and you think there's a problem)

Hi, I will ask the booster now and let you know. Once the booster has logged off, please let us know right away if there's a problem so we can find a solution. The booster is not paid until the customer has confirmed everything :)

This chat preemptively calms the customer down in case he actually finds a problem that you foresaw.

Imagine a long term "leveling" boost with account sharing, and you have a lot of reasons to believe that the booster was slow and didn't complete something appropriately even if requested by the customer – but it's best to close the order, pay the booster a lot less (with a penalty), and compensate the customer with something else or with a partial refund. This is a situation you may find yourself into.

Yea I'm going to login and check my gear, but I think the order is done. (Service is actually done)

Hey, ok let us know if everything is good! This booster has a good track record, so we're confident it will be fine :) Otherwise, let us know if anything is not in place and we will investigate.

\*\* afterwards, if he confirms that everything is good, you may say \*\*

Thanks for having chosen us! We're glad that you liked the boost. Remember your Blazing Points by the way, they are a discount for the future (if it's a new customer)

Thanks for coming back to BlazingBoost once again! For any other questions we're always available here 24/7. Have a good one mate (if it's a loyal/old customer).

\*\* you will also have to interact with customers and ask them for Trustpilot reviews, but this will be dealt with in a future article \*\*

Hi has the manager answered yet? I'm waiting since yesterday morning. (This customer is annoying and after having talked with 5 supporters without good results, he wants to talk to the manager. The customer is American, it's 3 AM on a Sunday. The manager was away for the weekend)

Hello, I'm very sorry to see that your case hasn't been solved yet. We are all aware of it and I've seen your name mentioned multiple times in our group conversations. I'll leave a WhatsApp message to the head manager and try to call him, so that I can try to speed this up for you. Please keep in perspective though that he cannot be here 24/7 and it's late night and Sunday for him, so he may need to be here and see everything from the computer as he cannot issue refunds from the phone, for example.

In fact, if we haven't solved this yet, it's because the case is a bit extraordinary and it requires a final answer from someone who has access to PayPal and that can grant the customer cash refunds or more. I personally took a note on my notepad and I'll push this as much as I can :)

This message is long and we wouldn't expect you to deliver a message of this quality right away. However, you can hopefully imagine what kind of level we need you to reach as soon as possible.

In this message, the customer understands that:

A – We have a structure. We all communicate and we know of his case. We tried to solve it but it's out of the customer support hands because the guy may need a cash refund ->this hints at him that there's a good chance he'll get his money back. This calms him down

B – this lets him understand in a kind way that people have a life and weekend nights may not have the supervisors/seniors/managers online

C – This gives him the illusion that he has priority, it makes him feel important. The fact that you would phone me or write to me on WhatsApp or that you would take a note on your notepad makes him feel good. **ALWAYS make sure that customers don't feel like they are wasting their time when chatting with you.** Even if they still have to wait, they have to feel like they made a 1% progress because now they got you to even call me on the phone.

NOTE: if the customer is clearly right and this is not something that I would have to judge, you could reassure him and add that you have seen the manager handle similar problems before, and you know that I usually react with an instant cash refund and a free service of 10€. Therefore you are confident enough to give him the compensation for free already, and the refund for his other failed order can wait for when whoever has PayPal access is back.

If the customer is an idiot and you are just forced to be kind to him because he is the customer indeed, then just try to calm him down.

So I bought this service 5 hours ago. In the meanwhile I got boosted by another website and the service is already done. The price was the same lol so I didn't even pay more.

I thought BlazingBoost was the best service around? (No Situational Hint here)

- We never insult our competitors because we know that there are a lot of legit sellers

**- We are not 'the best'. We do not have the 'Best boosters'. We are not special. So do not use these stupid concepts with customers. They don't care and they will not feel anything good by reading you tell them of how awesome we are.**

- The truth is that game boosting is relatively easy in 80% of fields, and we have access to very good boosters exactly like other websites do. So we are not special in 80% of

boosts we complete. We are only special with some specific sections as we may have very strong pros that others do not have, but it's not always the case really.

- The real strength BlazingBoost has is the customer support, the English level, the empathy with the customer, and the fact that we do almost anything to keep the customer with us (even lose money or earn 0 just to keep them with us). Remember that a customer buying from Blazingboost is not paying the competition, and this is a good result already.

- Do not fall for provocations. Some customers are evil. They want to let you feel like shit. They will insult you. They will give you a stomach ache. Be ready.

You need to be good at being superior and not take this personally, while making sure you give your best to actually solve the problem for the customer. You need to solve this personally, with yourself, and not fight with a customer.

- Never insult a stupid customer. Never fight. Never use slurs. Never use bad words. Always pretend to be kind. Never give them a reason to say 'Your customer support is rude'. Be empathic and try to be on the side of the most stupid customers if required.

A potential answer (NOTE: this is very long and I probably wouldn't give such a long answer to the customer either, as I would firstly focus on making sure I get another booster that can start as quickly as possible. However, **LEARN THE CONCEPTS** and see the typing style / English)

Okay sir I'm sorry to see that you received the service elsewhere, but I will explain our position on the matter in points, so that we can move forward:

1) We are not happy to read your complaint and I will personally do whatever I can to make your service faster. Keep in mind that as it's already assigned it may be good to just plan it out with the current boosting team, as reassigning it to someone else may actually create more unnecessary delay.

2) Our service has got a 1-12 hours ETA and this is visible on the site. We know that the order will be completed in time and we are not lying, so to be fair please keep in perspective that our conscience is clear

2.1) The reason why the ETA is so extended (1 to 12 hours is a large difference) is because there's factors that we cannot control. I have personally seen orders like yours

be completed in 30 minutes today, another took 13 hours, another took 2 hours. This is not anyone's fault.

3) Once a service is bought, we contact the boosters we trust the most. After 30 minutes, the order becomes 'public' and boosters can claim it. In your case, unfortunately your order was accepted a few hours after your purchase. This can be because too many identical orders on the same platform (example: Console Destiny 2 Master Raids) arrived today, or because some other customers paid for the Express option and boosters picked those orders as they are paid more.

4) I need you to kindly understand that this is a procedure that is followed by every seller. The site you bought the service from is certainly legitimate but they could also have a delay on your next order with them. Comparing websites on such short duration differences is pointless, in my opinion.

5) I believe BlazingBoost's strength is mostly the customer support. I like being here because the management told me to always be on the customer's side and solve whatever problem arises. We have the budget and experience to compensate the customer and fix whatever goes wrong. A small website with a few orders and few boosters may be good at completing a few services, but when they have to organize a large amount of boosts or something goes wrong, you do not know how they may react and if they issue refunds, or more. Be careful :)

To conclude, I certainly am not happy and I'm not here to argue. I would probably be a bit frustrated if I would have had to wait if I were the customer too, so I understand.

However, once your order is done, we will be glad to compensate you with a discount or do whatever is necessary to find the proper solution.

Point #3 is actually true! That's how most services are assigned.

The logic is that sometimes a service can be done very quickly and sometimes it will take longer. Maybe the customer bought at late night and there were no boosters online for us, whereas maybe another site or seller or organization had a few people online 'by luck' and could complete the order.

Maybe we had people online but our group leader lost his internet or had to go afk, so he didn't organize the service with the customer.

There's a LOT of human interaction. We aren't selling chairs from amazon. As supporters we need to offer a reliable organization and structure but we are not doing the boost ourselves. The customer needs to understand that these factors play a big role, and you can judge a website's trustworthiness when they have to solve a problem. Everyone can boost quickly (although we try to be the fastest possible of course 😊 )

## WoW Sample

Lol I could have bought it for gold in trade chat and the service would have already been done. Why pay in cash at this point? Y'all slow (No Situational Hint here)

After an explanation similar to the points I wrote in the previous message in terms of our internal structure/process to assign orders, I would explain to the customer what is the difference between buying for gold or with cash. As you may know, these boosts are sold for in-game gold too. You can buy gold via the WoW Token (20€ for like 150k gold in general) and then buy a boost in trade chat or from big Discord servers organizations. Therefore, gold boosters are our indirect competitors. For this reason our prices are usually on par with gold prices (after comparing the WoW Token value).

Other than the service assignment explanation, you could add:

'To be fair, firstly I will have to check if the service would cost more or less if you had bought it for gold. If you found a legitimate gold booster that has a lower price, I will ask our management if it's possible to refund you the difference. We focus on prices a lot and we try to deliver the highest possible quality service at the lowest possible price.

However, I want to point out that buying a service in gold or with cash on a website is very different. Firstly you do not get credited the WoW Token gold amount instantly, forcing you to wait to actually even buy the service. This is not the case with cash payments.

Secondly, you do not know for sure who you are dealing with. These are not companies, they do not have official policies that you can follow, there is no payment protection, no Paypal dispute system. You are basically throwing your money in the dark.

They do not have a customer support system and they do not do this for a living, hence why they will never treat you as a real customer. We regularly hear of reports of gold boosters not trading loot because they want to keep that item for themselves, or just mistreating the customer that has some questions.

I am not here to trash talk them because most of them are very good players, but it simply isn't a job for them. Gold boosting is a hobby to sustain their gear and virtual currencies in a game that is indeed a hobby too. It will never be as serious :) That's my two cents on the matter!

## Destiny 2

Lol I could have bought it from ebay or from some random discord server..got some friends who do this faster and cheaper. service would have already been done. Y'all slow

The concepts are relatively the same. Buying on Ebay or from a random organization gives you a lot less guarantees.

Unfortunately these people will often have a lower price than us. Therefore, the price explanation would be useless, but you could say that we try to have the cheapest prices in the market with the best possible quality.

Other than the service assignment explanation, you could add:

'To be fair sir, firstly I will have to check if the service would cost more or less if you had bought elsewhere. We really do try to have the best possible market price at the highest quality, but please show us where you found the lower price and we will try to match that for the future.

However, I want to point out that buying a service in such places is different from ordering on a website. You often do not know who you are dealing with; these are not companies, they do not have official policies that they must follow. You are basically throwing your money in the dark and if they scam you, it's over.

They do not have a customer support system and they do not do this for a living, hence why they will never treat you as a real customer.

I am not here to trash talk them because most of them are very good players, but it simply isn't a job for them.'

As you can see, we do not insult others but we say that they don't take it seriously for the NATURE of what they do, and not for the fact that they are bad per-se. If you think about it, you aren't directly attacking these 'low tier' competitors if you simply describe the nature of their business (which is factual).

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Once again this is a message that is very long and that you may not even have the time to write (in these cases it's best to sometimes call a senior or shift manager to give these answers). However as time goes by you will be expected to at least know how to give these answers. If you learn how to give them and you become proficient at detailed and intelligent explanations, this will let you progress quickly in the company.

For now try to extract all the possible concepts and philosophies of BlazingBoost from these chat examples. More to come! 😊