

LIVE CHAT SUPPORT PORTFOLIO

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ABOUT ME

I'm a live chat support specialist with strong written communication, empathy, and problem-solving skills. Below are sample chat scenarios demonstrating how I handle real customer interactions.

SKILLS

- Written Communication
- Empathy & Active Listening
- Problem Solving
- Typing Speed: [XX] WPM
- Tools: Google Workspace, [any you know]

SAMPLE CHAT SCENARIOS

Scenario 1: Order Delay

Customer: I placed my order 5 days ago and still haven't received it. This is frustrating.

My Response: Hello, thank you for reaching out. I completely understand how frustrating delayed deliveries can be, and I apologize for the inconvenience. I've checked your order details and can confirm it's in transit and expected to arrive within 24 hours. I'll continue monitoring the shipment and provide updates if necessary. Is there anything else I can help you with today?

Scenario 2: Wrong Item

Customer: I ordered a blue medium shirt but received a red large. What is going on?

My Response: Hi there, I'm really sorry about that. That's definitely not the experience we want you to have. I've pulled up your order and can see the error on our end. I'm going to ship the correct blue medium shirt to you today at no extra cost, and you can keep the red one or donate it—no need to send it back. You'll receive a confirmation email with the new tracking number within the hour. Again, I apologize for the mix-up.

Scenario 3: Technical Issue (Login Problem)

Customer: I can't log into my account. It keeps saying 'invalid password' even after I reset it.

My Respond: Hello, thanks for reaching out. I'm sorry you're having trouble accessing your account—let's get this sorted. Could you please try these steps:

1. Clear your browser cache and cookies
2. Try logging in from an incognito window

3. Make sure you're using the latest password you set (sometimes old links auto-fill the wrong one)

If that still doesn't work, reply here and I'll manually reset your access from our end. I'm here until it's fixed."

Scenario 4: Refund Request

Customer: I want a refund. This product didn't work for me.

My Respond: I understand, and I'm sorry the product didn't meet your expectations. I've checked your order and it's within our 30-day refund window, so I've gone ahead and initiated the refund. You'll see it back on your original payment method within 5–7 business days. You don't need to return the item. Is there anything else I can help you with?

Scenario 5: Angry Customer

Customer: This is ridiculous. I've been waiting 3 days for a reply. I want to speak to a manager.

My Respond: You're completely right to be frustrated, and I'm sorry for the delay—that's on us. I'm here now and I'm going to personally handle this for you. I've escalated your case to our senior team and flagged it as urgent. You'll hear back within 2 hours with a full update. In the meantime, is there anything I can do right now to help resolve the main issue?

Scenario 6: Upsell / Retention

Customer: I'm thinking of cancelling my subscription. It's too expensive.

My Respond: I totally understand—budget matters, and I appreciate you telling me before cancelling. Before you go, can I share a couple of options? We have a lower-tier plan at [price] that keeps most of the features you use, and I can also apply a 20% discount for the next 3 months if you'd like to stay. No pressure at all—just want to make sure you're getting the best fit. Would either of those work for you?