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The Daily-ish Bull

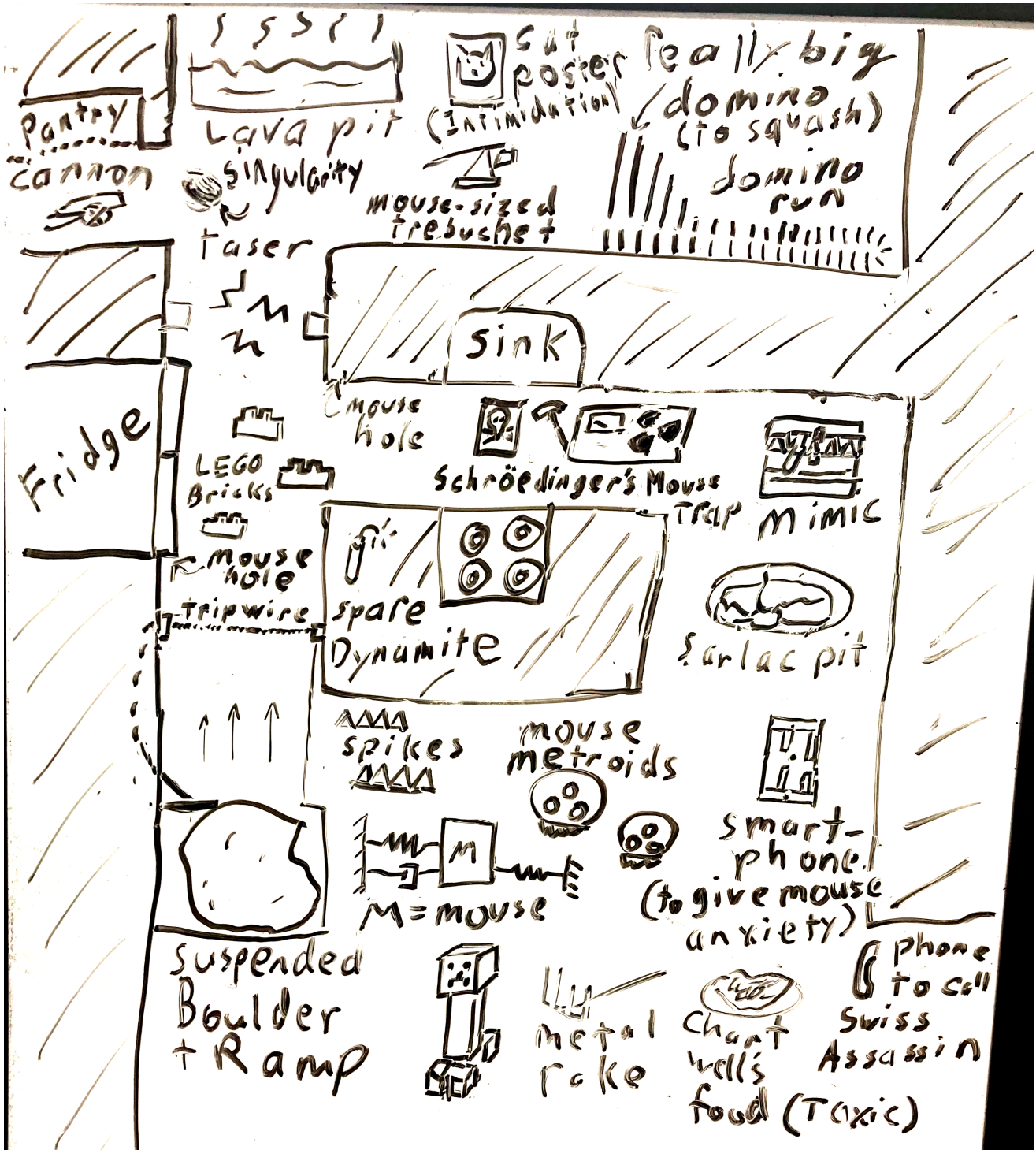


IT'S BEEN
4
DAYS WITH A NEW
COMPUTER

-like The Onion, but shittier!

My Plan to Catch the Mouse in my House

DJ Benjamin



A Thank you to Customer Service

DJ Benjamin

Recently, an act of God hath stricken dead multiple computers across MTU campus. Motherboards were fried, users cried, and the MTU library loaned out many an emergency laptop. Whether it be due to a solar flare, gravitational waves, a computer worm, or a miscreant with a squirt gun on a rampage, computers fell like snow is supposed to in February.

My laptop, of the ripe young age of 380 days, (15 days out of warranty), was one victim of this plague. I suddenly was in the market for a new laptop, which meant some browsing and spec'ing. What I wasn't expecting, when I finally prepared my purchase and entered my payment information, was to have the purchase blocked by my payment service. Thus began the first of many, *many* calls to customer service that I would endure over the next few days. I connected with Misty, who redirected me to Hope in the payment department, who told me my purchase would be verified and I should try again in about 10 minutes.

But my struggles were not over yet, for the purchase was in fact not verified. I waited 30 minutes and tried again, but to no avail. I tried again an hour later: fruitless. It was at this point I called the payment service again, connecting with an agent named Rose to be informed I had tried too many times and I would need to wait 24 hours before trying again. She also very helpfully informed me that I needed to contact the computer vendor to inform them of the situation so they knew to expect a newly verified purchase.

This directed me to Mohammad, whom I chatted briefly with before the connection died and I reconnected with Raksha. The latter helped me put together a quote of my purchase over the course of an hour, as one thing after another on the quote needed to be corrected due to weird account cross-over, to let me fast-track purchasing it after the 24 hour wait time was up. I thought my suffering was over, and 24 hours later I pressed the "order now" button on the quote- to be informed that the device was now temporarily out of stock.

In great despair, I languished for the next day, preparing to resign all hope of getting a computer before summer, or even worse, purchasing another from the company which had just sold me a laptop with a one-year lifetime as a computer, and an endless lifetime as a brick. But, someone, somewhere, smiled upon me, and the next evening the laptop was back in stock. I rushed to contact the vendor for a new quote, which was prepared in no time by Jerome, and I placed a final call to the payment service. Nicky directed me to a woman who's name I could not hope to spell or pronounce correctly but my best guess is "Karflatia", who confirmed with me that the 48 hours I had waited should be more than sufficient, and I should try again. By the grace of the Flying Spaghetti Monster, the purchase went through, and I am typing this article on that very laptop.

So, this is a thank you to Misty, Hope, Mohammad, Raksha, Rose, Jerome, Nicky, Karflatia, and every other customer service worker out there. Y'all are wonderful human beings with degrees of patience and tact I could only ever hope to achieve. They likely won't see this article, but to the readers that do: the next time you're dealing with customer service, be sure to thank them for all their help and the wonderful work they do.

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Hi, my name is Big Al, and I approve this message