Practice scenarios

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Reader group: New agents

In a live knowledge base, only signed-in agents in training would see this page. It's public in this demo so you can explore.

Scenario	A great response includes
A Crunchbox customer's box arrived warm	Food safety first (don't eat it), apology, credit per the matrix, report to the packer
A caller can't verify but wants to change the address	Friendly refusal, offer general info, explain how to verify
A Pawsure customer is upset their autoship charged twice	Acknowledge, check the order history, refund the duplicate, set expectations for timing
A Brightdial customer mentions their CO alarm is going off	Stop troubleshooting; tell them to leave and call 911; follow the safety call steps
A customer asks to be removed from marketing calls	Confirm, process the do-not-call request right away, note it

Practice with a partner: one plays the customer using the scenario, the other answers using only this knowledge base.