

TRANSCRIPT OF COMPLETED TICKET

TICKET: #T100234

REQ: Pamela Vincent

PRIORITY: 1 --- URGENT

REQ DESCRIPTION: need help scanner in break room 4 dont scanning too long cannott

TECH(S) ASSIGNED: Reyna Winchester & Blaire Thompson

RECORDED TRANSCRIPT OF COMPLETION:

[FOOTSTEPS RECORDED WALKING THROUGH HALL #4]

Thompson: This is ridiculous, how many times are we going to have to teach Pam about the scanner? Her typing skills have seemingly only degraded *more* since last time.

Winchester: Well, that's what happens when you hire a goddamn dinosaur to file our paperwork.

Thompson: What does she even do?

Winchester: Accounting, I think. Probablyyyy...Payroll? It's nothing but accountants on Hall #4 so your guess is as good as mine there.

Thompson: Right.

...

Thompson: So, what do you think about this new HR policy?

Winchester: I think it's dumb as shit. I mean, look- we're doing our jobs. We're doing what we're supposed to. What good are they doing, watching us do work?

Thompson: ...

Winchester: I mean, and I would watch what I say but that goes against like, everything I stand for, ya know? Fuck that and fuck them. If they try to fire me there's recorded proof on the cameras that we are literally walking towards the location of the ticket, we're doing what we're supposed to do.

Thompson: Ah, there goes Pam now.

Vincent: Oh! Are you gir- people here for the scanner?

Winchester: ...tch.

Thompson: Yes, that is correct. If it isn't a problem for you, could you show us what exactly the problem is that you are dealing with?

Vincent: Oh yes. It's a...uhm...the scanner isn't working. I think it's broken.

Thompson: Alright, let me just take a quick look at this...

[PAPER RUSTLES, SCANNER HUMS]

Thompson: Looks fine to me.

Vincent: Can't you see though? The scanner, it didn't take this long before. I used to be able to just slide paper through and it would scan but now it's doing this slow scan.

Thompson: Ah- I...see the...speed....of the bed scanner...

Winchester: Excuse me, Blaire...

[KEYPAD ON SCANNER BEEPS ~40 TIMES]

Thompson: What are you doing?

Winchester: I'm just checking the firmware...

Winchester: Yeah, Ok. I see what the issue is.

Vincent: Yes?

Winchester: See, this is a Zeron brand scanner/printer. It uses it's own proprietary drivers. These drivers are proprietary to the Zeron corporation. Sometimes, Zeron leases out these drivers to other companies and so they release updates to the drivers to ensure maximum compatibility among thousands upon thousands of identical Zeron Printer/Scanners all running off the same drivers that push the scanner bed. This model is unfortunately experiencing what is called in the industry as "tired drivers." As a result of this an update to the firmware/drivers of this particular Zeron scanner/printer has finally pushed the amount of Zeron's that are all running off of these drivers to their limits, causing the bed to slow down.

Vincent: I see...is there anything I can do about it?

Winchester: uh- I-

Thompson: Unfortunately no. Not unless you can stop Zeron from manufacturing more of the.....ZeronLPrint FE-230554. It is an unfortunate side effect of careless overuse of drivers in our society.

Vincent: Ah...well...thank you for explaining it. I had no idea it was so serious.

Thompson: That's alright, it's sort of a well-kept secret among people in the industry. Well, have a good rest of your day!

Vincent: You too, Blaire

Winchester:

Thompson: ...

Thompson: I cannot believe you actually did that. I can't believe I helped you...I-

Winchester: It worked, didn't it? Sometimes you have to just talk like that to users. Plus, how much of that do you think she actually understood?

Thompson: Well, None of it.

Winchester: Exactly. Lighten up, Blaire. You're too serious.

Thompson: I am *not* too serious. I am a perfectly reasonable amount of serious.

[PEN SCRIBBLING]

Winchester: Ohhhhhhhh right...with your little black book tracking the amount of times you have helped users. Perfectly reasonable. I'll bet you're real fun at bars.

END OF TRANSCRIPT