

DAVINA: Genius Call Center, Davina speaking, how can I help you?

CUSTOMER: Good morning. I'm calling Dubai Airport and I'm having problems my laptop. My wireless connection won't connect and I have some...

DAVINA: Are you trying to connect your webmail online?

CUSTOMER: Yes.

DAVINA: What happens if you try to connect the Internet?

CUSTOMER: When I connect to the Internet, it works. I can't get my email.

DAVINA: If you can't get your email sir, there must be a problem your email provider. I suggest you try again 20 minutes.

CUSTOMER: I'll be flying back Hong Kong by then... Oh well, thanks anyway. Goodbye.

DAVINA: Goodbye, sir.