HEARD+D in Practice - Frustrated Caller

Caller: Hi. I've been trying to book an appointment online for the past hour and it's just not working. This is so frustrating!

Staff: I'm really sorry to hear that you're having trouble with our online booking system. I understand how frustrating that can be. Let's see if we can get this sorted out for you. Can you tell me exactly what's happening when you try to book?

Caller: Every time I enter my name and date of birth, it just keeps loading and doesn't go anywhere. I've tried different times and even different browsers.

Staff: Thank you for letting me know. I can hear how inconvenient this is and I'm sorry about that. It sounds like you've tried a few things already, and I appreciate your patience. Let's try one more step. Do you see the restart button at the bottom of the booking page?

Caller: Yes.

Staff: Great. Can you click it and try to book the appointment again?

Caller: Okay, I'll try again. Nope, it's still the same error! This sucks!

Staff: I'm really sorry about that. It sounds like there might be a deeper issue with the system. Let me take your details and book the appointment for you manually. Can you please provide me with your full name, date of birth, and the preferred date and time for your appointment?

Caller: Okay, thank you. My name is Marcelo Russo, and my date of birth is January 1st, 1980. I'm trying to book the 10 a.m. appointment for next Tuesday.

Staff: Thank you, Marcelo. I've booked your appointment with Dr. Tee for next Tuesday at 10 a.m. You'll receive a confirmation e-mail shortly. I apologize again for the inconvenience. We'll look into the issue with the online system to prevent this from happening in the future. Is there anything else I can help you with?

Caller: No, that's it. Thanks for your help. I appreciate it.

Staff: You're welcome. If you have any other questions or need further assistance, please don't hesitate to call us. Have a great day.