

# Re: Dell

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- *From:* RaeMorrill <[RaeMorrill@xxxxxxx](mailto:RaeMorrill@xxxxxxx)>
  - *Date:* Mon, 11 Dec 2006 16:14:29 GMT
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I know what you mean – often there is no option for what I need. My poor mother had bought an outfit at a store in her area, but the sweater was a bit smaller than she liked. They didn't have a larger size and she tried calling the store in the area she used to live. This is "a store" not the entire company. Same thing, phone menu hell, get connected, then cut off and have to start all over. She WANTED to buy something.

JAM wrote:

It is a breath of fresh air to get a human on the phone these days.

The worst is when I have to clarify something and am required to call a number and speak to a robot. Press 1 if you're alive, press 2 if you're dead, press your 15-digit account number, press your 10-digit phone number with area code, and press the last four of your Social Security number. Then if I am fortunate enough to get a human on the line, they request the same information all over again, even though I already pressed the numbers beforehand.

Plus, there NEVER seems to be an option that pertains to my problem when I am calling. So I have to listen to a bunch of mumbo jumbo and pray that a human comes on the line. Sometimes, if I cannot find the option, the robot will bring it to an abrupt end when it speaks, "Thank you for calling. Goodbye." Then I got to start the whole rigmarole over again.

Ah, those were the days when humans actually answered the phone!

BTW, I ordered my Dell a couple months ago on the phone and was fortunate to get a very nice lady on the line who answered every single question I had. It was a good experience for me.

Jennie the XPS-410 Dinosaur  
Washington, D.C.

Chris wrote:

Re: Dell

I'm not brave enough to order online, and I like asking questions and "what ifs", as in "what if I want to...." lol. I've been pretty happy with my Dell. The only complaints I really have was a few years back, if you weren't working 9-5, you never got a tech you could understand. Now, it seems they are pretty clear, although now even ones with accents have American names. lol. I bought the extended warranty for parts and that was beneficial through the sound card loss and free replacement, and now just this weekend, a hard drive failure. The next hard drive won't be here until Wednesday, and now that I think about it, i'll have to doublecheck to see if I have next-day service or three-day service.....I was frustrated yesterday, however, after calling umpteen times after each test, that nobody seemed to know which department I should be in and I went from tech support for hardware to software to the fee-based software support, to trying to by the software support, back to hardware, all to find out it was hardware with a somewhat annoying to very annoying automated system. lol. Both AOL and Dell now have the automated voice system that actually tries to identify your problem and walk you through steps to fix the problem before you get a tech, which is nice when it works, but after calling about the same issue and not being able to give a case number and having to tell the system what your problem is again, and again, and all of the prompts of "I've done it." "Hold on." "I'm back." etc. ....its crazy. The really bad experience I've had with Dell, is that I told them what I wanted to call my company, and had not yet registered or shared elsewhere, so I could get the business pros.....they must have sold a list to someone and I wound up getting calls from everywhere under the business name, and even had someone attempt to open a revolving line of credit with Dell to buy a bunch of computers. Thank heavens Dell at least called me to verify the online application!

On Dec 7, 10:13?am, "Bambi C." <blcc...@xxxxxxxx> wrote:

I'm quite impressed with Dell and wanted to brag them up a little.

On Monday, 12/4, I went to their website and ordered a computer. ?I found the ordering process to be easy for me, a person who doesn't know a whole lot about the inner workings of a computer. ?Whenever I wasn't sure whether to choose one component or another, there was a clear explanation that helped me decide which I needed. ?I liked that a running total of the cost updated every time I added or deleted a feature.

When I placed the order online, I was told the shipping date would be 12/8/06. ?Only four days plus shipping time? ?I was thrilled!

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Then I got even more thrilled. My computer was shipped on 12/5/06, just one day after placing my order. It is going to be delivered by UPS today, one day earlier than it was even scheduled to leave the factory! I'm very impressed.

The computer I ordered is a Dimension E520 with Pentium D Processor 915 with Dual Core Technology (2.8GHz, 800FSB), Windows XP, free upgrade to Vista Home Premium . I upgraded the memory to 2GB, dual processor, and 13-in-1 media card reader.

I'm so excited, I just want to sit in the driveway and wait for the UPS truck. :-)

Bambi C.