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Subject: Re: Ebay customer support

Posted by [Dave Anderson](#) on Mon, 08 Aug 2011 02:31:02 GMT

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I'm sorry your buyer had a problem, but there isn't anything customer service can do for you. I worked for DirecTV customer service for 2 years and was a Customer Retention Manager, and I can tell you that from that experience and my dealings in that field at the time that most all enterprise level customer service is structured the same way. They are not going to invest resources in investigating a single, isolated issue. It just doesn't happen.

The first reason is you are calling in to a call center. Unless it is a known issue broadcast by there command center, all they can do is report it to their local managers. Isolated issues like this don't get reported to corporate unless its a large business impact to many customers. Furthermore, if they can not reproduce your problem, it is considered low importance.o

The representative did all he could, maybe he could have asked his supervisor, but the outcome is mostly the same. Being a smartass dick to a customer service representative isn't to get you anymore of an answer, all it does us make the representative feel like shit and not want to help you at all.

This is the downside of using someone else's service to buy and sell. Sometimes there are problems. It's life.

Your buyer should contact them. It could be a problem on the buyers end, but if not its still an isolated issue. All customer service can do is troubleshooting and see if it becomes a large issue to report to corporate for investigation. Which simply doesn't happen for one isolated incident.

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