

Re: Dynamically set variable value?

Source:

<http://www.tech-archive.net/Archive/DotNet/microsoft.public.dotnet.languages.vb/2004-02/2609.html>

From: Tom Leylan (*gee_at_iamtiredofspam.com*)

Date: 02/11/04

Date: Wed, 11 Feb 2004 13:39:16 -0500

"Armin Zingler" <az.nospam@freenet.de> wrote...
> "Tom Leylan" <gee@iamtiredofspam.com> schrieb
>> "Armin Zingler" <az.nospam@freenet.de> wrote...
>>
>>> *Maybe he simply wants to remove the item from his to-do list? In
>>> order to do this, he first must ask if the problem is solved.*
>>
>> *Perhaps he gets paid a bonus for the number of messages he sends :-)*
>
> *Maybe he gets paid for his work not for each message? Apart from this, if
I
> were an MVP and don't get paid, maybe I'd also ask because the support
> quality also decides whether one becomes/stays an MVP or not.*

Maybe he gets penalized \$3.50 each time he doesn't include the words "Did I answer your question"?

Maybe he isn't sending those messages and it's caused by a virus in his computer.

>> *Can we at least agree that you are just picking things out of the
>> air?*
>
> *No.*

Okay then you post a maybe and then I'll post a maybe... nobody really cares what the facts are when we have so many "maybe's" to consider.

>> *So people from MSFT have to post the follow up question?*
>
> *Yes, people who's job it is to help their customers should post it. It
probably
> belongs to the support policies because it makes the customers feel and
show
> them that the support department is taken care of them.*

Ah... no longer limited to "maybe" we try "probably."

It probably does `_not_` belong to the support policies. But I'll bite, what makes you believe it is part of their support policy? Other than you've just decided maybe and probably on that subject suddenly?

So you are basically saying that all the other MSFT posters we had broke company policy? Is that maybe or probably? Are you about to say "with certainty" next?

[See: Can we at least agree that you are just picking things out of the air?]

Armin, level with me you don't have the faintest idea what MS support policies are with regard to this newsgroup? Am I right? You are guessing, understand that doesn't make it a fact, that doesn't make it probable. It is at best "possible" but then so is every other random guess by anybody else.

> > *And you are*
> > *saying the other people from MSFT didn't follow the rules and didn't*
> > *offer good service since they didn't?*
>
> *Why do you think other people should follow company internal rules?*
>
> *[] you know the manufacturer of VB.NET*
> *[] you know the difference between the manufacturer offering services and*
> *other people*

Armin why are you doing this? Look at the line you quoted I wrote "other people from MSFT" and there have been other MS employee's posting here in the past.

> > *And what is it about people that they find it necessary to "figure*
> > *out" what "might" be happening? Why don't you just ask the guy?*
> >
> > *I understand what you "think" is good service but I am explaining to*
> > *you the fact that it isn't.*
>
> *If you simply leave your customers alone, it's up to you. If I send*
support
> *answers to my customers and don't get a response, I'll send a follow*
message
> *to ask if it helped. Yes, I call this good service.*

I pick up the telephone when I deal with my customers. I call this good service.

> > *The thread isn't "open" it isn't a case*
> > *the Department of Software is working on.*
>
> *It is a question the support department is working on. As long as they*
don't

> *know whether the problem has been solved, the issue is still "open".*

The issue is still open. Got it... they plan to review the situation in a few weeks and if the guy still can't "dynamically set variable value" Bill Gates will phone him.

> > *People aren't responding*

> > *"Yes" so you think MSFT considers the thread still open?*

>

> *Right!*

> *You're a really funny guy: People sometimes complain about the lack of*

> *support, and if the support takes care of the customers you start to*

> *complain. Doesn't make sense to me.*

When did I complain? So if he posts "I didn't hear from you yet, did I answer your question?" he would be doing even a better job? If he did it 5 times a day it would be even better service?

What part of the word "service" don't you understand?

Why are you arguing this? Almost nobody has responded "Yes it did" to the question which means they are all (according to your latest "maybe") still on the "unresolved issues" list.

Frankly you're the funny guy... I mention something reasonable to Peter and you create a giant list of possibilities including how MS keeps an list of unresolved issues on this newsgroup :-) That's hilarious.

I already said all your hypothetical guesswork is right what more do you want?