INT. HELPDESK - DAY

Phones are ringing, a lot of people are sitting in front of their computers, speaking on their head-phones.

It's clear this is an Helpdesk.

    KANE (V.O.)
    .. don't worry, I usually make miracles happen, your problem will be solved before you even notice it!

KANE is 25, blond hair, chilling on the phone.

    PHONE
    Really? Can I expect a call in the next minutes?

    KANE
    (confidently)
    Of course! In the next 5 minutes! I'll ask our technicians to contact you ASAP! Alright? Have a nice day sir!

He hangs up the phone.

    KANE (CONT'D)
    (to himself)
    You wish baby, you still got a loooong trip to go before you find salvation.
    (beat)
    Sucker...

Someone suddenly comes behind Kane.

EMMA is late thirties, but a sparkling of youth still shines from her eyes.

Next to her is a young girl, looking lost and a little nervous.

KIM is 20, looking nervous since this is her first job.

    KANE (CONT'D)
    Wassup Emma?

Kane notices Emma.

    KANE (CONT'D)
    Who's the cherry?
Kim looks even scared now. But Emma picks up the conversation since she is used to Kane's jokes.

EMMA
This is Kim, she'll be doing her listening with you for the day.

Kane stands up abruptly.

KANE
(angry)
SAY WHAT????

Kim jumps in fear. Kane suddenly smiles. And puts his arm around Kim in a protective way.

KANE (CONT'D)
Just kidding, just kidding. Alright Emma, I'll take care of her. You can dispose now..

Kane makes a "go away" movement with his hand, making Emma leave.

KANE (CONT'D)
Hush, hush.

EMMA
Alright, but be gentle with her!

KANE
You know me Emma, always a sweetheart!

Emma leaves. Kane slowly turns to Kim.

KANE (CONT'D)
(softly)
Now bring out the money or Mister Pain is coming to town!

Kim shivers.

KIM
(extremely softly)
W-w-what...

Kane suddenly brings out a major smile.

KANE
Just kidding, just kidding, you're alright.

(CONTINUED)
He taps her on the shoulder.

KANE (CONT'D)
You want some coffee?

Kane takes Kim to the coffee machine, lying a few feet from his desk. He hands her a cup.

KANE (CONT'D)
Stirred, not shaken?

KIM
What?

KANE
..

KIM
..

KANE
..

Kim is feeling bad suddenly, was she supposed to have smiled?

KIM
Euh..

KANE
(smiles)
Just kidding, just kidding. C'mon let's go back to my desk.

They go to Kane's desk.

KANE (CONT'D)
So, it's your first job, right?

KIM
Y-yes,..

KANE
Don't worry, it's cool, it's cool. There's always a first time for everything..

They arrive to Kane's desk. Next to his desk is a Spanish guy that just putted down the phone.

KANE (CONT'D)
Kim the cherry meet Alejandro the pervert.
ALEJANDRO is late thirties, the typical Spanish guy, he speaks with an heavy Spanish accent.

Alejandro stands up and greets Kim while checking her out.

ALEJANDRO
First job?

KIM
(smiles)
Y-yes.

ALEJANDRO
Good, good. Don't worry, it's just like anal sex, it's rough and painful the first time, but after a while it goes smoothly and you even start to enjoy it!

Alejandro laughs. And walks to the coffee machine, leaving Kim bedazzled.

KANE
We also call him "Bam-Bam".

KIM
Why?

KANE
Well..

Suddenly a huge BAM sounds in the room.

It's just Alejandro ramming the coffee machine with his groin, actually making it pour a cup of coffee.

COLLEAGUE (O.S.)
Hey Alex, can you get me a coffee?

ALEJANDRO
Yeah my friend.

He suddenly rams the machine with his groin again twice, making the sound "Bam-Bam". The machine pours a new cup of coffee again.

BACK TO KANE

Kim is amazed at what she saw.
CONTINUED: (4)

KANE
Don't ask how he does it, no one knows, people have tried and never succeeded, might be something magical. Anyway..

Kane grabs an headset and plugs it on his phone. Kim sits next to him. Alejandro passes behind her and takes a deep breath of Kim's hair, making it extremely noticeable. Kim jumps in fear.

KANE (CONT'D)
Don't worry, he's harmless. So, any questions until now?

KIM
Well...

KANE
Yeees?

KIM
What do you actually do here?

KANE
Damn, you are quick, it took me one year to ask myself what I was doing here..
(depressed)
I'm not even supposed to be here..

Kane looks sad. Kim doesn't know what to do.

KIM
I-I didn't mean it that way..

Kane is not looking at her. He seems lost in his mind.

KANE
I'm not even suppose to be here..

KIM
L-look... Kane smiles.

KANE
Just kidding, just kidding, but really don't pull that same question to Jean over there.

He points to Jean, who's sitting on the other side of the room.

(CONTINUED)
CONTINUED: (5)

KANE (CONT'D)
He had what you call an huge depression with a development of a second personality after watching that flick "Clerks".

Jean seems cute, a normal guy. With an innocent smile on his face.

KIM
Him?

Kim doesn't seem to believe Kane.

KANE
You don't believe me, do you? OK, let's say hi.

She stands up and walks towards Jean, Kane is just a step behind.

Jean looks at them with a peaceful smile.

Kim arrives in front of his desk.

KIM
Hell-

Before she can end her sentence, Jean's phone rings, and he jumps from his chair and put his hand on Kim's mouth.

JEAN
(slowly)
Not-a-word, or I'll gut you like a fish, Mister Phone is ringing.
(beat)
It-needs-to-talk!

He releases Kim. She can't move, the fear is to great.

Jean has is angelic smile again.

JEAN (CONT'D)
Technical helpdesk, good morning.

His smile suddenly disappears, to make place to a psycho smile.

PHONE WOMAN
Hi, is this the technical helpdesk?
JEAN
(exremely softly)
Testicle helpdesk, bitch.

PHONE WOMAN
What?

JEAN
(normal)
How may I help you..
(exremely soft)
...taking you a step closer to damnation.

PHONE WOMAN
What?

JEAN
(normal)
What? How may I help you?

The woman on the phone seems to have noticed something.

PHONE WOMAN
Well, I seem to have a problem with Firefox and Thunderbird, they don't seem to want to connect.

JEAN
(normal)
I see..
(exremely softly)
Yes, I'll show you my thunderbird..

PHONE WOMAN
WHAT?

JEAN
(normal)
Did you released you IP address

Suddenly an hand taps Kim shoulder, she shivers, it's Kane.

KANE
You know the saying : "Every time a children laughs a fairy is born"? Well, with Jean is more like "Every time you ask him what he's doing here, he goes Charles Bronson".

KIM
Right..
KANE
I think it's enough, let me introduce you to your other colleagues while we are at it.

KIM
Do I really want to know?

KANE
Of course! Jean is just an exception!

KIM
I'm sceptic about that one..

Kane taps her shoulder again, laughing.

KANE
You're a funny one. Alright, let's go back to my desk.

While walking to his desk, suddenly enter a man.

He is wearing Japanese clothes, a black long Japanese shirt, with bandages around his stomach. A samurai look a like.

Musashi is 25, a Latino guy thinking he's a Japanese bozoku/samurai, wearing sunshades.

Kim looks amazed at Musashi entrance. He passes next to Kane.

KANE (CONT'D)
(smiles)
Konichiwa!

MUSASHI
Konichiwa motherfucker!

They both slap hands.

Kim is taken aback after crazy Jean she has a Japanese wannabe.

Musashi looks at Kim. He takes off his sunshades.

MUSASHI (CONT'D)
Kawaii!

And he continues his way to his desk.

Kim turns to Kane.
9.

CONTINUED: (8)

KIM
Waw.. I mean.. waw..

They both sit at Kane's desk. He hand Kim her headset.

KANE
Alright, it's time to earn my paycheck and show you some skills.

KIM
Skills?

KANE
You bet! It's a sea of sharks where you are about to step into. Users are sharks, they can smell fear or doubt, and when they do, ... SNAP! They eat you alive!

KIM
No fear.. Right..

KANE
Don't forget, this is an helpdesk, and our job qualification is easy: make them think we care! The "help" is for us, it means "make our life easier", coz they won't, users will try to make our lives a living hell.

Beat.

KANE (CONT'D)
This job would be great if there weren't any users!

KIM
But if there weren't any users, you wouldn't have any job.

KANE
You read my mind!

Beat.

KANE (CONT'D)
Here we go, grab your headset!

Kane turns behind in the direction of an agent we didn't notice yet.

(CONTINUED)
CONTINUED: (9)

Davide is mid-twenties, his eyes are close, he is wearing a robe.

KANE (CONT'D)
Yo, Davide, what's the status?

Davide slowly opens his eyes.

DAVIDE
I sense a trembling in the force, like a thousand of little bastards just screamed in agony and shut down suddenly...

Kane turns to Kim.

KANE
Damn. A server down..

KIM
You understood him?

KANE
Well, yeah, Davide over there thinks he's a Jedi Master! He's into the force and shit. So we actually use him as our radar, he predicts calls!

KIM
And it works?

KANE
Oh yeah, he's like Obi-Wan Kenobi! The force is strong with him.

KIM
But how could you understand him?

KANE
Well, just grabs all the Jedi monologues and put them in an IT context! Right?

KIM
Right... Which means?

KANE
Well, the "thousand bastards screaming in agony" are as you might have guessed the users!

(CONTINUED)
And the "shut down suddenly" is for the server that most certainly went down.

KIM
I never saw Star Wars..

KANE
WH--.

Davide suddenly passes by.

DAVIDE
Do not underestimate the power of the dark side Master Kane!

KANE
Watch, the movies she will!

KIM
How do you mean?

KANE
Well, Star Wars is on the training plan!

KIM
You're kidding me?

Kane puts his serious face on!

KANE
Do I look like I'm kidding?

KIM
N-no..

He suddenly smiles.

KANE
Just kidding, just kidding!
Alright, time to earn our pay!

He puts his headset on. The phone rings.

KANE (CONT'D)
Technical Helpdesk, how may I help you?

Kane suddenly puts the user on mute and turns to Kim.
KANE (CONT'D)

Rule number one : always say who we are!

Kim is taking notes.

KIM
Any particular reason?

KANE
It limits the range of dumb requests we get. Technical Support doesn't include cleaning the toilets, it includes what it says : technical problems, meaning PC problems! And it doesn't include hacking!

KIM
How do you mean?

KANE
Sometimes you might have a jealous user, who will think that a colleague of his is bumping his wife, and might ask us to hack their accounts! Now, we don't do that. Even if a freaky one ask us to hack the CIA, we won't do it!!

CUT TO MUSASHI

He quickly dials a number. Someone picks up straightly.

MUSASHI
John, remember the last case I sent you?

JOHN
From the freaky one?

MUSASHI
We better cancel it.

BACK TO KANE

KANE
Rule number two : always say these magic words : "how may I help you", it gives the a false insurance that we actually might care.
KIM
Right! Just that?

KANE
Yeah, or you might do some minor changes, there is actually one exception though!

KIM
Why am I not surprised..

KANE
Yes, this exception is one of the most crucial ones, since by breaking it, repercussions would be major..

KIM
Scary..

KANE
Oh you bet it's scary! Last time an agent used that greeting, it provoked a chain reaction that took us three days to control! The impact was severe on a global scale! The consequences were worse than any human could ever imagine.

KIM
What was it?

Kane looks extremely serious.

KANE
"Wassup"..

KIM
Wassup? The Budweiser commercial?

KANE
Yes, that "wassup"! That word kept spreading like a virus that day. It took us Timmy. He never saw it coming..

Kane shows one poster on the wall. On the poster is a young guy with a thumb up, written on it are the words "Remember Timmy". 
CONTINUED: (13)

KANE (CONT'D)
Poor Timmy...
   (a tear drops from KANE's face)
Damn you Budwiser.. DAMN YOU!!

Suddenly they look at the phone, the red light isn't showing anymore. The user has hung up.

KANE (CONT'D)
Motherfucker!

KIM
Look I don't think this job suits me. It seems to chaotic from my point-de-vue.

KANE
Oh, c'mon, you didn't even tried it!
   (beat)
   You know, my grandmother always used to say : "Never judge a book by it's cover".

Suddenly Kane stands up.

KIM points at the "paper free environment" sign on the wall.

KANE (CONT'D)
Ouch.. Snappish!

KIM
Sorry but it isn't going to work.

KANE
Bu-bu-bu-bu.

Beat.

KANE (CONT'D)
Mmmm... Buuuut..

KANE starts singing!

     KANE (CONT'D)
How can you tell if you don't try, the test of life is our own, and here you reach for your dreams, since no one judges you for the looks..

(CONTINUED)
KIM doesn't believe what is going on.

    KANE (CONT'D)
    You might think we are weird.

The whole helpdesk suddenly goes in chorus.

    HELPDESK
    Weiiiird..

    KANE
    And maybe you might be alright.

Everyone stands up, and dances Broadway style.

    HELPDESK
    Just be alright..

    KANE
    But that's out of the point, since you are at an Helpdeeeeeeeesk!

    HELPDESK
    Heeeeelp... Deeeeesk..

    KANE
    (speeding)
    Now the call are flowing, the users bitching, but we stay cool as usual, and nothing will take us from our first resolution, which is called a low paycheck!

    HELPDESK
    Paycheck..

Suddenly a phone rings. They all quiet down.

DAVIDE turns.

    DAVIDE
    It's an Indian Beat.

KANE looks around, stand tall and suddenly heroically points towards the door.

    KANE
    BRING OUT THE GIMP!
Suddenly the door to the room opens, and shape steps in.
It's.. A small tiny brown man.

ON SCREEN THE WORDS 'GENERIC INDIAN MODERN PHONE'

He goes to the phone and picks it up.

    GIMP
    Yellow, how may I help you?

    INDIAN (O.S.)
    Oh, yellow, me want ticket number!

We go back to KANE and the others that suddenly go back into
the singing.

    KANE
    So come out Indians, Viets and
    Aussies, the Helpdesk is here to
    handle your things, and while we're
    here nothing can go wrong! Coz we
    are the helpdesk,
    (everything)
    For the woooorld!

They all wave arms in the air!

    KANE (CONT'D)
    Yeah!

KANE looks around but KIM is nowhere to be seen.

    KANE (CONT'D)
    Where did she went??

Everyone goes back to their work.

SLOW DOLLY OUT

KANE also goes back to his desk.

SUDDENLY the sound BAM-BAM rings.

    ALEJANDRO (O.S.)
    Anyone coffee?

    FADE TO BLACK.