For this task, you will have to think more about the concept of **empathy**!

Click [**here**](https://docs.google.com/presentation/d/1LY9LbO7SyvKcKIcXQFK1xYJ9s5R_YGV3KJNQYMCU0r4/edit?usp=sharing) and find the slides that will guide you through this topic. Be sure to use Google search for every keyword or concept that is not clear to you.  
  
The two following points is your task:

1. Find out the difference between empathy & sympathy! One concept is more professional and the other one is used more on a daily basis with your family members or friends - what do you think, which concept is which? If you are not sure yet, ask your colleagues or use **#training-answers** :)

**>>** Out of Empathy and Sympathy, the later concept is more professional. This is because, we some time limit ourselves emotionally while interacting with our colleagues/client. This emotional limit does not exist when we interact with our family or friends. Empathy and Sympathy may seem and sound similar but they are very different. Empathy is going into someone’s shoes or headspace to understand what they are feeling. On the other hands, sympathy is showing a consideration towards someone’s situation. This concept is somehow limited to just acknowledging the other person’s situation and may have got a negative-ish connotation. Empathy, asks us treat others as we would like to be treated.

1. On 4-6 slides, you will find real situations from our agent where empathy was extremely needed while dealing with the client. Think of appropriate answers to each situation, write them in your newly created Google Doc - then share the document (in editable mode) in the **#training-answers** channel and ping your **mentor**, asking for some feedback upon your created answers <3

**>> Slide 4**

Hello Lou,

To begin with, I’m so sorry to hear about your loss. About your query, regretfully we do not have the backups of your son’s account. I understand the gravity of your situation and am really sorry we could not be of direct help here. However, since you mentioned that photo albums are saved on our server, there is a strong possibility that a copy of these is also saved on your device as well. These would be the copies from which the albums would have been uploaded to the server. I would suggest you have a look at your end to see if you find these copies.

Our thoughts and prayers are with you.

Regards,

**>> Slide 5**

Hello John,

I’m really sorry to hear about the inconvenience this may have caused you. We do understand how important the consistency of a website is for running a business. (After checking with senior staff and/or Slack channels #downtime, #success-global) I have checked and confirmed that the root cause of the ongoing issue is determined / is being determined and that our senior admins are working on it with the highest priority. (If applicable) Until then, please have a look at our [status page](http://statuspage.hostinger.com) to keep a track of the ongoing investigation.

Further to your query, we would like to offer (a month’s hosting extension, free Lifetime SSL or a free domain) to make up for your loss. Once again, I apologize for the website down issue that you are facing.

Hope this helps at the moment.

Best Regards,

**>> Slide 6**

Hello Aman,

First of all, please accept my sincere apology for the inconvenience this may have caused you. I do understand how frustrating it must be when the emails are not working fine. However, I would like to give you a good news! I have found the root cause of your issue and fixed it with the highest priority. We needed to ensure that the MX records of your domain are pointing to the correct server. Now that these records are added to the correct server, they would take a few hours to propagate. You can check this DNS propagation by clicking [here](https://dnschecker.org/).

Once the MX records are propagated, your emails will be accessing fine without any error ☺

Hope this helps, please feel free to get back to me if you need any further/other assistance.

Best Regards,