**Proactiveness Task**  
  
There are various ways of being proactive towards the client - should it be just informing him about something that he might be contacting you later about, or should it be regarding some website optimisation tips & tricks.

Before doing the task - be sure to dig into the wide Internet and find out more about proactiveness and ways of implementing this skill into communication with real clients!

[**This task**](https://docs.google.com/document/d/1mqzz5vC4jHfUHuLepPDpUkc58HnbJaPpalSMFgEXiJU/edit?usp=sharing)will introduce just a few ways of how to do something proactively for the client. Copy paste the document and answer the questions.

## **Proactiveness**

1. *A client comes asking for help because he is not able to contact a creator of some WP theme, and it is not working for him, he doesn’t know what to do. What would you do for the client proactively?*

>> I would check what the issue with the WordPress theme and try to solve it for the client. Mostly there is issue with PHP compatibility which is resolved by changing the PHP version. If the issue needs to be taken care of by the theme developer then I would suggest client to use the default or an alternate theme and current theme’s give the contact email address or URL to the client.

1. *A client comes asking “where to find my IP address”. Digging into his profile, you notice that the SMTP is disabled. What is your proactive answer?*

>> I will first help client to find the IP address of his website. Next, will investigate about the SMTP being disabled and resolved that issue.

1. *You come to work and find that the computer you want to sit by is broken. What do you do?*

>> I would ensure that the hardware is setup correctly and that the switches are on and working. If the system is still not working, I will try to troubleshoot it. In extreme scenario, I will using an alternate system. In the meantime, I will login to the slack from my mobile device and notify the team leader about my whereabouts and try to get the updates for the day.

1. *You notice some trending and repeating questions from some clients and there are no predefines or KB articles related to it. You have to create the same message over and over again. What would be a proactive way to solve this issue?*

>> If there is a repetitive behaviour in the incoming queries then I’ll try to find the common pattern in all. If it is about a server outage or maintenance, I will create a predefine to redirect clients to the status page. If there is no status page created yet, I will refer the Slack channels #downtime and #success-global to get fresh updates. If nothing relevant is found, I will notify the team lead and the OPS team about the incoming pattern.

1. *You notice some bug/ grammar mistake at hostinger.com or hostinger.com/tutorials. What would you proactively do?*

>> I would first ensure the bug is not due to a cache. For that, I would access the website from multiple browsers and incognito more. If the bug is still present, I would bring it in notice of our OPS team and/or team lead so that we can have the concerned person work on correcting the bug.

1. *You notice price changes and that too many clients complain about them being too high. What would you proactively do?*

>> I will try to see a pattern about which services are the clients complaining about. If the prices are indeed increased with they are supposed to be then, I will get in try to find the reason the Slac channels. If nothing relevant is found, I will get in touch with my team lead and/or OPS team.

1. You notice that a client misunderstood some product, e.g. he doesn’t understand how WP plugins work. What would you proactively do?

>> I would try my best to make the client understand about the WordPress plugins in as simple language as possible. If the client is looking for any particular plugin, I would help him install and active the same.

After you are done with the task - check the answers in **#training-answers** channel, and if you still have any doubts regarding the task or the topic whatsoever, ping your mentor or colleagues to have a discussion or to find your answers! :)