Q6) How can you best connect a product feature to a client's need

A) Based on your ~~effords~~ workflow, here's how this feature helps reduce manual effort.

Q7) A client is upset about a delay. What's the best thing to say?

A) Apologies for the dealy; I'll follow up and ensure it's addressed quickly.

Q8) What's better way to personalize your reply?

A) use their name and refer to recent activity in their account

Q9) A customer repeats a question. What should you do?

A) Re-explain it with more clarity and patience

Q10) you notica a~~customer~~ message is still unanswered. what do you do?

A) pick it up and notify the team.

Q11) you solve a new type of customer issue. what next?

A) share learinings in stack or documentation