



## Interview Task

### CS Intern

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## **TASK 1: CUSTOMER SUPPORT (EMAIL)**

**Write a response email that you think will be appropriate for this situation.**

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**Subject: Addressing Your Concerns**

Dear Shivam Kumar Jha,

We appreciate you bringing this matter to our attention. We sincerely apologize for any offense caused by the inappropriate content in the question you encountered. Rest assured, we take such feedback very seriously and are committed to ensuring a safe and inclusive environment for all our users.

We have taken immediate action to investigate the issue and have removed the offensive question from our quiz app. We are also conducting a thorough review of our content to prevent similar incidents in the future.

We understand your decision to discontinue using our product, but we hope you will reconsider. Your satisfaction is important to us, and we are dedicated to providing a positive experience for all our customers.

If there is anything else we can do to address your concerns or if you have any further feedback, please feel free to let us know. We value your input and are here to assist you in any way we can.

Thank you for being a valued member of our community, and we hope to regain your trust and continued support.

Best regards,

Niraj Kumar Singh

Customer Support Team

The logo for springworks, featuring the word "spring" in a light blue sans-serif font and "works" in a dark blue sans-serif font, with a stylized blue leaf icon replacing the dot of the 'i' in "works".

## TASK 2: CUSTOMER SUCCESS

Write an email to a customer asking for a testimonial.

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Subject: Quick Favor - Testimonial Request

Hi Dhiraj Kumar Singh,

I hope this message finds you well. I wanted to reach out to express my sincere apologies for the recent experience you had with our quiz app. We truly value your feedback and would love to hear about your experience with our product. If you have a moment, could you please share a testimonial with us? Your insights are incredibly valuable to us.

Thank you for being a part of our community, and we hope to regain your trust in the future.

Best regards,

Niraj Kumar Singh

Customer Relations Team

springworks

### **TASK 3: RESEARCH**

Find five competitors for the following two products:

1. <https://springworks.in/trivia>
2. <https://www.springworks.in/engagewith/>

Please keep these parameters in mind:

- Competitor products must belong to the same ecosystem
- They should have similar target audiences

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#### Competitors for Trivia ([springworks.in/trivia](https://springworks.in/trivia)):

- ✓ Kahoot! ( <https://kahoot.com/> )
- ✓ QuizUp ( <https://www.quizup.com/> )
- ✓ Trivia Crack ( <https://www.triviacrack.com/> )
- ✓ HQ Trivia ( <https://www.hqtrivia.com/> )
- ✓ Jeopardy! World Tour ( <https://www.jeopardyworldtour.com/> )

#### Competitors for EngageWith ([springworks.in/engagewith/](https://springworks.in/engagewith/)):

- ✓ Culture Amp ( <https://www.cultureamp.com/> )
- ✓ Glint ( <https://www.glintinc.com/> )
- ✓ Peakon ( <https://peakon.com/> )
- ✓ 15Five ( <https://www.15five.com/> )
- ✓ Officevibe ( <https://www.officevibe.com/> )

**TASK 4: CUSTOMER SUPPORT (LIVE CHAT)**

**How would you take care of a live chat with an aggressive customer who is facing bugs with our product and wants a solution. Else, they are going forward to cancel.**

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Hello! I'm sorry to hear that you're experiencing issues with our quiz app. I completely understand your frustration and I'm here to help you resolve this. Let's work together to find a solution that meets your needs and ensures a better experience with our product. Your feedback is valuable to us, and we are committed to addressing any bugs or issues you may have encountered. Please share more details about the problem so we can assist you promptly. Your satisfaction is our priority, and we want to make sure you have a positive experience using our app. Thank you for reaching out to us, and we appreciate your patience as we work on resolving this issue for you.