

Congratulations! You passed!

TO PASS 80% or higher

Keep Learning

GRADE

100%

Ungraded Plugin: Customer Service

TOTAL POINTS 1

1. You are taking on the role of an IT professional in four different scenarios. Use your best judgement to solve problems presented by users in this choose-your-own-path exercise.

1 / 1 point



Scenario 3 of 4


Customer Chat

Ask more questions about what programs they're using.

Great job! Both B and D answer options are correct. However, D shows that you were paying attention to the little clues that people leave. The user mentions this always happens after lunch. Pinpointing the exact time of day and program used will help you better diagnose the issue.

NEXT SCENARIO



Correct

Correct!