

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 1 of 4


Executive Talking Over You

Pause a little longer. When you talk again, you immediately state that the process will take about 20 minutes, and that you can start on it immediately.

You got it! While it's good to explain the "why" of a situation, if the user is in a big rush, get to the point. Let them know upfront what you can do to resolve the situation and get the process going.

NEXT SCENARIO



Correct
Correct!