✓ **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

Name: Yuki Saitō
Customer number: 674213
Issue: I need more bandwidth

Chat log:

Mia: Hi Yuki, how are you today? I see that you are concerned about needing more bandwidth. I'd be happy to help.

Yuki: Thanks, I really need it!

What do you do next?

○ Give the user what they want! Increase their bandwidth and move on to the next call.

○ Ask why they feel they need the bandwidth.

○ Tell the user that you have no control over their bandwidth, and politely close the chat.

⦿ Ask them what they mean by "bandwidth."

>

✓ **Correct**
   Correct!