



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 and stay silent about 10 seconds, after he's done talking, and then respond.

You pause and try again to assure the director that you understand his desire to expedite this request. You start to explain the need for security, but he talks over you again.

What do you do?

- ☒ 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.
- ☐ Try again to assure him that you understand the urgency of the situation, and quote the internal policy around installing software.



Correct

Correct!