

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 4 of 4

### Customer Ticket


Thanks for contacting support. I see that you're concerned about rebooting your machine.

Wohoo! Acknowledge the information that the user has provided. This also allows you to clarify the problem and ensure that you're on the same page with the user.

2) What could Amelia have done better in the probing of this email?

- ☐ I looked into the screenshot you provided, and it appears that the reboot is due to a new program you installed. In order for the program to run, a reboot has to be done.
- ☐ Keep the current response.  
Based on the screenshot you provided, it looks like you received the reboot prompt because a new program was installed. In order for the program to start working, you'll need to reboot your machine. Is it possible to save your commands beforehand, so that you can get to them again?
- ☒ When installing programs, you need to reboot your machine.



Correct  
Correct!