



Congratulations! You passed!
TO PASS 80% or higher

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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

From the user:

My machine is saying I have to reboot, but this is silly. I have a ton of processes running, I don't want to have to reload everything. This is a waste of time. I've included a screenshot of the message. Please advise.

-Aditya

From the tech:


Hi Aditya,
(1) Thanks for contacting support.
(2) Please restart the computer, there are no other options in this case.
(3) Regards,

-Amelia

1) What could Amelia have done better in the intro of this email?

- ☐ Her response is fine.
- ☒ Thanks for contacting support. I see that you're concerned about rebooting your machine.





Correct
Correct!