

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 2 of 4


Customer Chat

Ask Ali if he emailed the presentation to any of his co-workers, and remind him that you're here to help.

Excellent! While it's easy to give up on someone when they're getting upset, it's important to remember that they may be under a tremendous amount of stress. By coming up with alternatives, you can let them know that you're on their side and that you're not going to give up. This doesn't mean that you should take verbal abuse. Make sure you're clear with your manager about what you will and won't accept from a user.

NEXT SCENARIO



Correct
Correct!