✓ **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

Ask them what they mean by "bandwidth."

You nailed it! People sometimes confuse technical terms. Make sure that you're using the same vocabulary as the user by clarifying what they mean or probing to understand what they're trying to accomplish.

Mia: Can I ask what you mean by "bandwidth?"

Yuki: I mean that everytime I try to use my computer after lunch, it's incredibly slow. I think I'm using all the bandwidth in the morning.

What do you do next?

○ Tell the user that they're crazy, and that bandwidth has nothing to do with their issue.

● Ask more questions about what programs they're using.

○ Suggest the the user reboot his machine when this happens.

○ Ask if this happens for the rest of the day, or just a period of the day?

[>]

✓ **Correct**
Correct!