



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



Complete

Customer Ticket

If this doesn't work, or you have any questions, please let me know. Regards,

Well done! This lets the user know the next steps and opens the door for further dialogue.



Correct

Correct!