

Congratulations! You passed!  
TO PASS 80% or higher

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## 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

Chat log.

**Tech:** Hi Ali, how are you today? It looks like you're having issues accessing your photos and data. Can you give me more details?

**User:** I'm awful ;( I have a presentation in an hour and all of my photos and files are gone! Please transfer them to a new machine ASAP.


**Tech:** I'm so sorry to hear that! I will do everything I can to help you. When did this happen? What are you trying to do to retrieve them?

**User:** My computer fell in the pool at my hotel, and now it won't turn on.

What would you do?

- ☐ Empathize with the user, and kindly let him know that there's nothing you can do to help him.
- ☒ Show concern, then ask if he has backups to the cloud setup.
- ☐ Laugh, and let him know that there's nothing you can do at this point. His computer is toast.



Correct  
Correct!