

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 1 of 4


## Executive Talking Over You

A user calls in and states that they're a director, and they need some software installed immediately. You explain that this hasn't been checked for malicious software yet and could infect his computer. While you can perform this check for him, it will take a little time. The users cuts you off, raising his voice and demanding you do it!

What would you do?

- ☐ Talk over the director, since he'll hear you eventually.
- ☒ Pause and stay silent about 10 seconds, after he's done talking, and then respond.
- ☐ Do what he asks, since he's a director.



Correct

Correct!