



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

Show concern, then ask if he has backups to the cloud setup.

Tech:Oh my, that isn't good! Have you saved your files to another medium, like a hard drive or a USB drive? Or perhaps you used a program that saves things to the cloud?

User: Ugh, no. If I had done these things, do you think I'd be so upset! Can you or can you not retrieve my files?


Tech: I understand that you're upset. I'm looking at all of your options to see what we can do to fix this. The computer is dead if it went into the pool, so we need to see what our other options are.

User: This is ridiculous! Why do I pay for tech support if you can't support me?

What would you do?

- ☐ Hang up the phone. He's being rude, and you don't need to deal with that.
- ☒ Ask Ali if he emailed the presentation to any of his co-workers, and remind him that you're here to help.





Correct
Correct!