



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 4 of 4

Customer Ticket


Based on the screenshot you provided, it looks like you received the reboot prompt because a new program was installed. In order for the program to start working, you'll need to reboot your machine. Is it possible to save your commands beforehand, so that you can get to them again?

Nice work. You're letting the user know that you've looked at the information they provided, explained why the reboot is needed, and suggested a possible workaround to their concern.

3) What could Amelia have done better in the closing of this email?

- ☐ It was a pleasure working with you. Regards,
- ☐ Keep the current closing.
- ☐ Please let me know if there is anything further that I can help you with. Regards,
- ☒ If this doesn't work, or you have any questions, please let me know. Regards,





Correct
Correct!