

 **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

message. Please advise.

-Aditya

From the tech:


Hi Aditya,  
(1) Thanks for contacting support.  
(2) Please restart the computer, there are no other options in this case.  
(3) Regards,

-Amelia

1) What could Amelia have done better in the intro of this email?

- ☐ Her response is fine.
- ☒ Thanks for contacting support. I see that you're concerned about rebooting your machine.
- ☐ Skip the intro; it's a waste of time.
- ☐ I see that you're concerned about rebooting your machine.



 **Correct**  
Correct!