

Customer Support Manager Test

Before completing the tasks below please install our Sand Balls game on your iOS or Android device:

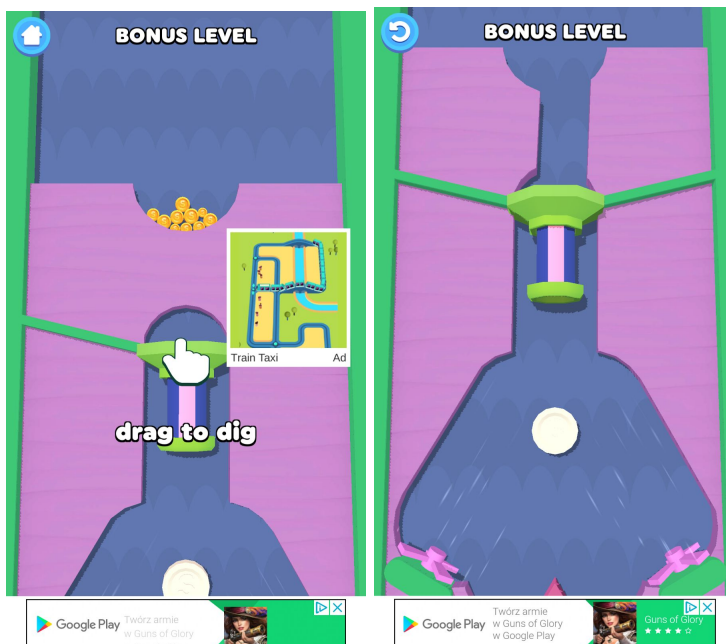
Android: <https://play.google.com/store/apps/details?id=com.water.balls&hl=en&gl=US>

iOS: <https://apps.apple.com/us/app/sand-balls-jigsaw-puzzle/id1474046667>

Task #1

Please read the following complaint below and describe the flow of actions you would perform in order to resolve this issue. What kind of investigations using any possible internal tools would you perform? Would you escalate this complaint somehow? Write an answer you would send to this user:

*"Hi i have a question how to pass this Level.????
I put the coins into the pipe and nothing happens but the fans at the bottom are spinning ..."*



Task #2

Please read the following complaint below and write an email you would send to the dev team in order to describe the issue and find a solution:

"Hi Team,

There's an issue with the game not registering stars collected. My stars have been stuck at 20 for many levels, even though I've been completing levels with 3 stars

Fiona"

Task #3

List Top 3 mobile games of any genre you like the most. What do you like about them?

Task #4

Please read the following complaint below and write the answer you would send to this user in order to resolve his issue:

"HELLO,

Again the play on level 2638 the transporter is NOT working in the beginning of the game. Please fix your bugs. I love this game, but its frustrating when you want to play, something isn't working!

Lori Berketo "