## **Pre-assignment**

As Dynamo Solution Consultant, customers and partners will contact you when they (Salesforce admins, Salesforce consultants) or their end users encounter technical problems when using Dynamo. Please review the following customer emails and for each email, do the following 2 things:

1. Write them a reply that includes instruction on how to solve the problem or ask them question(s) that you think are beneficial to investigate the issue further.

2. Give us an explanation on why you answered them that way.

**Email 1:**

Hi,

Our Dynamo stopped working! Please help!

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Firstly, I would check if we have any on-going large-scale issues or even an outage. If we do, I would write something like this:

*Hi, %customer\_name%!*

*We are currently experiencing an issue with %module\_name%, which presents itself %description\_of\_the\_issue\_in\_client\_language%. I am sorry, that you got affected by it, but let me assure you, we are already working on a fix for it, and I will let you know once we have it fixed.*

If we have a workaround for the issue, I would mention it as well. If original message has a bit more details somehow describing how they got affected (or at least hinting at that), I may be able to use those details to make my answer sound more… "tailored" and empathetic.

If there we do not have any on-going issue, or there are but I can't easily say, that that's the one the client is referencing, due to lack of details in initial email, I would write something like this:

*Hi, %customer\_name%!*

*I'm sorry to hear, you have encountered some troubles with Dynamo. Could you, please, share a little bit more details, so that I can help you? To begin with, what is the exact action, that you were performing, when you encountered the error? If you can describe the steps, that you took, I can then try reproducing the behaviour on my side. If you have text of the error or, better yet, a screenshot or video, that would be of tremendous help, as well.*

**Email 2:**

Hi Dynamo Support,

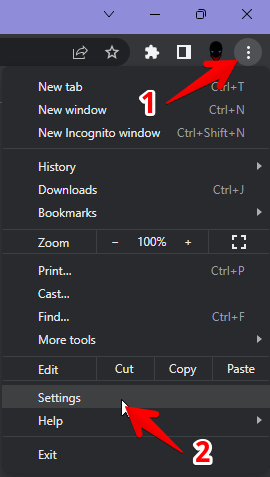
We would want to use spell check when editing a document in Dynamo. I read from your documentation that we would need to add the languages we want to spell check to Chrome browser, however we do not know how to do that. Could you please instruct us?

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If we mention this requirement in the documentation, why do we not have the instructions on how to do that in popular (or supported) browsers? If we do, but it's hidden somewhere (which is still an issue), I would just share the link, but if we do not have anything, this is how I would reply:

*Hi, %customer\_name%!*

*This is quite easy to do. First, you need to go to Chrome's settings using the kebab menu at the top right and then selecting "Settings" (or go to chrome://settings/ page).*

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*Once the page is open, on the left side select "Languages":*

*A screenshot of a phone

Description automatically generated with medium confidence*

*There you will see a block called "Preferred Languages", that will look something like this:*

*Graphical user interface, text, application

Description automatically generated*

*If a language, you want to spellcheck is not in the list, press "Add languages" at the top of the block. You will see search window like this:*

*Graphical user interface, application

Description automatically generated*

*Find a language (or languages), that you need, tick the checkbox near it and press "Add" in the bottom-right corner of the window.*

*Once done, or if you already have the necessary language in the list of preferred ones, under the "Preferred Languages" block you can find "Spell check" block, that will look something like this:*

*Graphical user interface, text, application

Description automatically generated*

*If a language in question is not enabled (as Finnish is not on the above screenshot) – click it to toggle it on, and you are done. Now Chrome will check spelling for all of the selected languages in all supported fields on all websites, including Documill.*

*Please, let me know if anything is unclear or you have any other questions.*

Depending on used email format, screenshots may be pure attachments, thus I would distinctively name them and refer by name in the text, while the text itself would be presented as an ordered (numbered) list for easier reading.

**Email 3:**

Hi,

I’m a Salesforce consultant who are implementing Dynamo templates for a client. I was making some minor changes to the template CSS style sheet and after my changes, the template throws errors about something is wrong in my modified style sheet. I couldn’t find what’s wrong, could you please check? Attached are 2 CSS style sheets, one is ‘Original CSS style sheet that works’ and the other one is ‘Changed CSS style sheet that doesnt work’.

Thank you!

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Well, technically, CSS does allow to drop semicolon on the last line of the block, so syntactically both files are valid. But I will assume, that the sheets are not used as is, but possibly get merged with some other sheets instead, and whatever parser/merger is used, does that not through concatenation, but with some special logic, which does not check for trailing semicolons (which probably should be fixed). Or just pretend, that this is, indeed, an issue for the sake of the task 😅

*Hi, %customer\_name%!*

*I have compared both files, that you have provided, and I noticed, that the faulty one is lacking trailing semicolon on 2 of the lines.*

*On line 44 (part of @bottom-center block), you can find text "content: element(marginbox-running-element-90778)", and you should replace it with " content: element(marginbox-running-element-90778);".*

*On line 62 (part of ".document .bold" or "Font bold" block) you can find text "font-weight: normal" and you should replace it with "font-weight: normal;".*

*Once you do that, everything should work as expected, but, please, do let me know, if some error will still be popping-up.*

Of course, if this is an intentional "trap", and not a suggestion to "pretend" that missing semicolons are an error, I would then ask for more details of the error, similarly to how I did in 2nd variant for 1st email.

Oh, and I did not have any farewells in above answers, because in emails I would probably have a signature with something like (adjusted to whatever standards Documill has):

*Do not hesitate to contact me in case of any other errors or questions and have a good day!*

*Sincerely yours*

*Dmitry Kustov,*

*Documill's customer support*