

**Communication Assessment**

Thank you for taking the time to complete the assessment portion of the interview process. We will use this assessment to see the way you think and how you approach customer service. We look at every new hire as long-term partnership; we hope you will walk away from this assessment feeling even more excited and confident you will succeed with everyday client interactions if selected as our newest BVer!

**Scenario:**

A user has found a bug in the platform at 17h on a Friday afternoon. There are no developers in the office and the earliest anyone will be able to look into the issue would be Monday (this does not mean the bug will be fixed then). How would you respond to this user? What would you say to the person responsible for prioritizing bug resolution? (that is, actions not only facing the user, but to the company team as well)

**Initial client mail:**

Hi,

I am having some serious problems with reports. They do not include names for their new Summer line of Sephora-branded beauty products, and the categories are erroneously being displayed as “Miscellaneous”. I use these reports in order to send out orders to my clients and guarantee a 48-hour delivery service. What is going on, and can those be fixed soon? This is urgent.

**What we need from you:**

1. Letter to client explaining this situation and giving instructions on work-around

2. Communication and actions taken within the company (contacting Engineers, etc).

**Workaround:**

There is a workaround, however it requires lots of manual work - they can change category names one by one in the UI.

**Notes:**

- we provide support from 10am to 7pm during workdays (no weekend support)

- response time 2h

**Please respond to the case on the next page to complete the assessment**

1. **Letter to client explaining this situation and giving instructions on work-around.**

Dear Client,

I hope this message finds you well. I understand the urgency of the issue you've encountered with the reports, and I sincerely apologize for any disruption this may have caused.

After a thorough investigation, I regret to inform you that our development team is currently unavailable as it is outside of our regular office hours. However, please be assured that we are committed to resolving this problem as swiftly as possible.

To mitigate the issue temporarily, you can manually update the category names for the new Summer line of Sephora-branded beauty products one by one within the user interface (UI). While this workaround involves manual effort, it will allow you to ensure the accuracy of your orders and maintain your commitment to the 48-hour delivery service. If you require detailed step-by-step instructions for this process, please let us know, and we'll provide guidance.

Emphasize our commitment to finding a permanent solution as swiftly as possible, even though an immediate fix is uncertain.

Your satisfaction is paramount, and we appreciate your patience. Our support hours are from 10 am to 7 pm on weekdays, with a goal to respond within 2 hours. Feel free to reach out during these hours for assistance or questions.

Thank you for your understanding, and we are committed to resolving this matter to your satisfaction.

Best regards,

Vytautas Milasius

Implementation engineer

1. **Communication and actions taken within the company (contacting Engineers, etc).**

Notify Development Team: Reach out to our development team immediately, conveying the urgency and impact of the reported bug. Share all relevant information, including the client's workaround, and stress the need for prioritizing resolution on Monday.

Support Team Awareness: Inform our support team about the situation so they can assist the client effectively during support hours, provide guidance on the workaround, and ensure timely responses.

Monitoring and Updates: Be prepared to provide status updates to the client once the workweek starts, ensuring that everyone on the team is aware of the bug's urgency, considering the absence of weekend support.