# Task 1 – Angry Client

Hello,

With every release of our products we try to provide new features for them and sometimes this requires completely redesigning the control. This opens up work for some of our customers, but in the long run it pays off, because developers are able to create more competitive and advanced projects. Providing you with controls that are up to date with the latest technology is one of our main priorities. If you are having any problems with transitioning a support officer can assist you at any time.

Best regards,

Telerik Academy Support

# Task 2 – Rude Client

Hello,

We apologise for any inconvenience updates may have caused.

With which product are you having trouble? You can create a ticket for every development issue that you have with our product and a support officer will help you as soon as possible.

Regards,

Telerik Academy Support

# Task 3 – The Impatient Client

Greetings,

Be assured that your problem has our full attention. We are working on your problem, but unfortunately crafting a good solution may take more time than regular, because this is a more complicated issue. We are going to contact you as soon as we are finished. In the mean time you can ask us any related question.

Best regards,

Telerik Academy Support

# Task 4 – The Novice Clien

Hello,

Saving a file on the users computer is a task that needs confirmation from the user. The SaveFileDialog is the operation system’s way to verify that, so you can’t go around it. Here is [more information](http://www.telerik.com/help/silverlight/radrichtextbox-features-import-export.html) about using the SaveFileDialog. Feel free to ask me if you have any further problems implementing it.

Best Regards,

Telerik Academy Support

# Task 5 – Demanding Customer

Hello,

Working on new features is often more complicated than it seems. Commiting to a specific date and not releasing is something that could cause a lot of complications for our customers. This doesn’t mean we are not working on them, but we would rather announce it when its actually done and provide the quality that is expected from our products.

Regards

Telerik Academy Support

# Task 6 – Competitor Comparison

Greetings,

We provide regular updates for all of our supported products. You could send me the feature that you request for more information where it is on our schedule. We always aim to provide controls that are up to date with developer’s requirements.

Best Regards,

Telerik Academy Support