**Monitoring checklist**

**Choose how well you performed each action from 1 being best to 3 being needs improvement**

\_\_\_I treated the customer with respect and used a standard greeting.

\_\_\_I used active listening and documented the situation.

\_\_\_I asked questions and verified my understanding of the problem.

\_\_\_I determined the incident priority and escalated if need be.

\_\_\_I verified my solution before delivering the product to the customer.

\_\_\_I verified customer satisfaction before closing the ticket.

**Reflect on your answers with a few short sentences.**

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