**Monitoring checklist**

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