**402 A task A**

**1 – 1 达到满意-防止失去信心-损失客户 合约 成本-避免赔偿金 breach of contract -迅速和专业增加他们信心-增加合约-reputation -**

**2-影响工作时间-delay 顾客失去耐心patient-流失顾客-有经验才能达到迅速-因为有些合同有期限**

**3-要专业有礼貌polite 语气 要让顾客容易理解 一步一步 – 给很多解决方案-让顾客满意-要有耐心-语气-tone 态度-attitude-用容易的方式**

**4-这两个不同- 迅速可能导致顾客听不懂有些问题复发 problem recurrence -专业比较容易了解**

**5结论-要有耐心保持好态度 我们必须提高沟通技巧，因为当语言技能不好时与客户的沟通会使客户失去对公司的信心**

**2** **选source – answer=写问题 解决=选一个source来写**

**3 – same to 2**

**4 -call log (contract A + 4 hours B +8horous) white and blue is A**

**1 – T1 = LV A Time=0900 – 1300 Tuesday Passed to = technical**

**T2=LVB Black and co Time=0915-1715tuesd**

**T3 = technical or software**

**T4= black and CO +8hours Time=1745 Tuesday technical**

**T5=white and CO + 4 hours (打来说上次的东西)**

**T6=+8 hours （隔天早上）0815 Wednesday**

**T7=+8 hours （隔天早上）0830 Wednesday （不用转，修冰箱的，不是under我们）**

**T8=(10分钟前打来) software**

**T9=1500 Tuesday**

**T10= end time = 1000 Wednesday**

**5 what advice should be given to Fraser Wilson = A to b - on-site support**

**Task B**

**ICT hardware -**

**ICT software – antivirus software**

**Task C**

1 – create macro – excel , test excel ,

Set up =

2 – -key and button is word application and include check box and radio button

3 -跟format – name

First level support

It customer support centre

Phone number

5 – time must 12.00

7 – disable auto run

8 - >> without replace

Del all

Map drive name is test

Log 1

-

Log 2 –

4 – 为了用hostname做变数我们可以用回MYVAR

6 – 21 put in the information