

Intern Task - [SpringWorks](#)

Task-1 : Response Mail against the Complaint Received

Subject: Addressing Recent Content Issue - Enhancing User Experience Through Your Feedback

Dear **Customer**,

As a representative of SpringWorks, I am reaching out to address the recent matter concerning **inappropriate content** within our quiz platform , particularly within your **Slack workspace**. I want to start by extending our deepest apologies for any **discomfort or offence** this incident may have caused to your employees. **Upholding a customer-centric approach** is fundamental to our company ethos, and we deeply regret any deviation from that standard.

Your satisfaction is of **paramount importance** to us. We recognize the significance of your experience as a **longstanding subscriber** to our **enterprise tier**, and we are genuinely committed to ensuring that your employees feel **valued and respected** within our platform. We have taken **immediate action** to investigate and address the issue, underscoring our **unwavering dedication** to your satisfaction.

Your feedback is **invaluable** to us in our quest to continually **enhance the user experience**. We believe that with the input of customers like you, we can make **meaningful improvements** that benefit everyone. Your willingness to communicate your concerns is **deeply appreciated**, as it enables us to identify areas for **enhancement and refinement**.

In light of this incident, we have **reevaluated our content moderation protocols** to reinforce our commitment to providing a **safe and inclusive environment** for all users. Additionally, we are **exploring avenues** to enhance our services further, with the ultimate goal of **exceeding your expectations and reaffirming your trust in us**.

As a token of our appreciation for your ongoing support and patience throughout this process, we would like to extend **your membership for one month**. Please do not hesitate to reach out if there is anything more we can do to address your concerns or enhance your experience with our product.

Once again, I extend my **sincere apologies** for any **inconvenience caused to your employees**, and I thank you for bringing this matter to our attention. Your feedback is invaluable to us as we strive to uphold our commitment to **customer satisfaction**.

Best Regards,

Shivam Bhardwaj
Company Representative
SpringWorks

Task - 2 : Email To Customer Asking for Testimonial

Subject: Request for Testimonial: Share Your Experience with SpringWorks!

Dear **Customer**,

My name is Shivam Bhardwaj, and I am reaching out to you on behalf of SpringWorks. As a valued customer, your satisfaction and feedback are incredibly important to us.

We believe that your experience with SpringWorks could greatly benefit others who are considering working with us. Your insights and feedback could provide valuable information to potential customers, helping them make informed decisions.

Would you be willing to share your experience with SpringWorks by providing a testimonial? Your testimonial could cover various aspects such as the quality of our product/service, how it has helped you or your business, and any standout features or experiences you've had with us.

We understand that your time is valuable, so we have made the process as simple as possible. You can reply directly to this email with your testimonial, or if you prefer, we can schedule a brief call to discuss it further.

Thank you in advance for considering our request. Your feedback is invaluable to us, and we appreciate the opportunity to serve you.

If you have any questions or need further assistance, please don't hesitate to reach out.

Warm regards,

Shivam Bhardwaj
Company Representative
SpringWorks

Task-3 Competitors of the given two products namely [Trivia](#) and [Engagewith](#)

Competitors of Trivia :

1. [Polly Trivia](#)
 2. [Ricotta](#)
 3. [Doozy](#)
 4. [GameMonk](#)
 5. [Brightful](#)
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Competitors of EngageWith :

1. [HeyTaco!](#)
2. [Kudos by Deel](#)
3. [kudosing](#)
4. [Clappy](#)
5. [seed.hr](#)

Task-4 Customer Support (Live Chat) - For a specific scenario where the customer is aggressive and willing to cancel the membership

Stay Calm and Acknowledge:

- I understand your frustration and apologise for any inconvenience caused by the issues you're facing.

Apologise and Take Ownership:

- I'm sorry for the challenges you're encountering with our CRM app. Rest assured, I'm here to assist you and take ownership of finding a solution.

Listen Actively:

- Please share the specific problems you're experiencing with our CRM so I can assist you more effectively.

Clarify the Problem:

- Can you provide more details about the specific features or functionalities that are not working as expected?

Offer Immediate Assistance:

- Let me investigate the issue right away to identify the root cause and find a resolution for you.

Provide Updates:

- I'll keep you updated throughout the troubleshooting process, ensuring transparency and clarity every step of the way.

Offer Solutions:

- If we're unable to resolve the issue immediately, I'll suggest workarounds or alternative solutions to minimise any disruptions to your workflow.

Escalate if Necessary:

- Should the issue require further investigation or technical expertise, I'll escalate it to our specialised support team to ensure a swift resolution.

Follow Up:

- After our chat, I'll follow up with you to provide updates on the status of the issue and ensure that you're satisfied with the resolution.

Seek Feedback:

- Your feedback is invaluable in helping us improve our CRM app and enhance the overall customer experience. Please feel free to share any additional insights or suggestions you may have.