

Customer Service

1. Person In This Room
2. Noun
3. Noun - Will Be Repeated
4. Large Number
5. Repeated Noun
6. Repeated Noun
7. Repeated Noun
8. Location
9. Person In This Room
10. Verb - Past Tense
11. Adjective
12. Noun
13. Noun

Customer Service

Good Afternoon!

I just wanted to tell you that _____
Person in this Room_____ was my _____
Noun_____ today.

As occasionally happens, I made a mistake today. Unfortunately this was a biggie - I sent a _____
Noun - will be_____

_____ repeated to _____ Large Number people. I recalled the _____ Repeated Noun. Suddenly my Inbox becamebecar



full of _____ Repeated Noun, a large number I could delete but even more I

couldn't. It was overwhelming. I tried to move the _____ Repeated Noun to a folder but they wouldn't move. I was

in tears because today was supposed to be my "Catch up" day.

The person I talked at the _____ Location didn't seem to understand how this was impacting my day.

THANKFULLY, she escalated this and _____ Person in this Room got assigned to me.

He called me and truly _____ Verb - Past Tense. Throughout the process he kept me up to speed about what was

going on through IM.

Not only did he fix my problem, he had a _____ Adjective, caring _____ Noun. This is what _____ Noun

throughout Duke should look like.

Thank you!

Kristi

