

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 becamebecame
[redacted] 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

