

Bookmap Tech Support Engineer Questionnaire

Guidelines

Please find below several real-life support issues. In each case, please write a reply to the client. In your answers to the sampled clients request try to be as concise and assertive as possible while maintaining a considerate and service oriented language that values the customer business with us. In your answers let us understand your actions.

In particular,

- Do you decide to escalate it to higher level support representative?
- Do you decide to consult with the developers? What information will you provide to them?
- If your decision includes writing a reply to an email, please write it in your answer.

Please send us your answers in a pdf file (no need to include the questionnaire itself) to hr@bookmap.com. Also, please include in your email the link to the corresponding job posting.

Questions

Q1

Bookmap lifetime license is sold as a one time fee transaction. A client sent an email:

"I bought the lifetime license and i was charged Three Times!!!"

Q2

Users can evaluate Bookmap using a free package/plan with limited functionality. Because of this, Bookmap doesn't offer refund or trial periods. A client bought Bookmap 2 days ago and sends the following email:

"Dear sir, Would you please, arrange for a refund for me?"

Q3

A customer sends an email:

"Thank you for solving my problem. Your software and support team are the best!"

Q4

A customer sends an email:

“Thank you for this wonderful software, it’s truly amazing. I’ve been looking for such product for years! I only wish it would have an ability to save the recorded data at any time, not only when closing the program”

Q5

A customer sends an email:

“I’m using Bookmap for a year on this PC, and until yesterday it worked. Currently it does not connect to the data and asks me to check my internet connection. I can open a browser and sites are loading fine.”

Q6

A customer sends an email:

“I have a strong computer with a powerful graphics card GeForce GTX 1080 Ti. But when I start Bookmap, it says that graphic card was not found.”