

## Instructions

Attached, you will find a copy of the chat transcript between our customer support representative and a potential customer.

The clients' questions are related to the following procedures:

- How to sign up and verify your email address on Hugo's Way -  
<https://help.hugosway.com/support/solutions/articles/48001064027-how-to-sign-up-and-verify-your-email-address-on-hugo-s-way>
- How to refer a customer on Hugo's Way.  
<https://help.hugosway.com/support/solutions/articles/48000985316-how-to-refer-a-customer-on-hugo-s-way>
- How to open a demo account.  
<https://help.hugosway.com/support/solutions/articles/48000822727-how-do-i-open-a-demo-account->

You are kindly requested to prepare a review/audit of the attached chat transcript. The audit/review should be around 1- 1,5 pages long.

When preparing the audit/review, kindly include feedback related to the following points:

- Presentation, manner and grammar.
- Procedural acuity.
- Information provided.
- If the case was resolved.
- If the agent managed to create a rapport with the clients
- Additional comment, if any.

When preparing the review, keep in mind that such reviews are submitted to our customer support agent to learn from.