

**Title: English Composition Test**

**Name: Karl Stephen Y. Sumpay**

**Date Taken: 29/10/2021 12:46:51**

---

**What are your favorite and least favorite technology products and why?**

---

My favorite technology product is the mobile phone. I love how you can do everything with just a compact piece of technology. But the very reason that I love mobile phone is its communication aspect. I love how you can connect to your loved ones, especially the ones far from you, with just a simple click of your fingers. You can check in on them anytime without the hassle of commuting just to see or speak with them. My least favorite technology product is a desktop computer. The reason why it's my least favorite is because of its complexity. It has a lot of components and it's very bulky and heavy. Desktop computers are stationary as compared to a mobile phone which is portable.

**If you had to be shipwrecked on a deserted island, but all your human needs, such as food and water, were taken care of, what two items would you want to have with you?**

---

If I were to be stranded to an island the two things that I want to have with me aside from food and water are clothes and a weapon (a knife or bolo). The reason that I want to have a set of clothes with me is because I want to be able to change to a clean clothing once the clothes that I currently wear becomes dirty. Every person wants to have a fresh change of clothes. I chose a weapon because I want to be able to protect myself from predator attacks that I might encounter while I was staying in the island. I also chose it because I want to be able to cut tree branches for fire and to be able to cut meat from animals and produce from plants for my food.

## Answering Support Tickets Test

### Answering Support Tickets Test

**Name**

Karl Stephen Sumpay

**Date**

10/29/2021

**I am unable to open the Excel spreadsheet that you sent me yesterday (designed in Office 2007). I am currently using Office 2003. Can you please let me know how I can open the spreadsheet? - Jane**

Good day! Thank you for reaching out Jane. What I need you to do is download a compatibility tool. You can go to Microsoft's website and download their Microsoft Office Compatibility pack. After that you can now open and view the spreadsheet in compatibility mode. Sorry for the inconvenience. I hope this helps. - Karl.

**I've been trying to log in to my account for hours now. It says "Username or Password incorrect." I am 100% certain that I am entering the correct info. Do you know why this is happening? - Jenny**

Good day Jenny! What I need you to do first is to still encode you log in and password information but also check if you pressed the caps lock button. log in details are case sensitive. Maybe that's the reason that you can't log in in your account. If it still didn't work you can go through the Forgot Password interface to recover your account. I hope this helps. - Karl