

Title: English Composition Test
Name: Mark Anthony M. Duaman
Date Taken: 23/11/2021 08:30:09

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

One of my favorite technology products is mobile phone. Mobile phone is a way for us to communicate with our friends and family who are away from us. In this trying times, we are forced to stay apart from each other and we only have the mobile phone to still get in touch with them. By using mobile phone, we get to know the status of our loved ones, we get to see them virtually and have conversation with them to ease our longingness. This technology product is definitely a life saver. On top of usign it as a medium for communication, you can also use it as a platform to learn. Mobile phone is a good as a book, once you open it, learnings come crawling in. Just like a book, it refreshes your mind from any stress and it relaxes your inner peace. Just like a book, it gives you new ideas, it gives you things to imagine and it adds something to your intellectual capacity. Mobile phone is a powerful tool that's why it is one of my favorite technology products.

On the other hand, my least favorite technology product is kindle. I am a tsonduko and I love collecting books of different genres. Kindle made people lost interest in the actual book and rely on the technology. It is always an amazing experience to flip pages to pages and with kindle, you cannot do that. Kindle stops people from engaging in the actual books. It stops people from opening an actual book. It stops people from feeling its pages. On top of that, staying too much on kindle will definitely have a bad effect to your eyes that's why it is my least favorite technology product.

If you were an animal, what would you be and why?

No second thoughts, I would want to be a dog. I love dogs as much as I love dolphins. Dogs are the dolphins on land. They say dogs are a man's bestfriend and I want to be everyone's bestfriend. Who doesn't? Dogs are big in hugs, cuddles and kisses and I am as much as them as a person. I show my affection the same way dogs whoe theirs. If I'd die today and will be given a chance to be reincarniated, I don't want to be a human, I'd choose to be a dog. I want to experience what dogs experience, live life with a company. Live life with a bunch of people loving you, taking care of you which is giving you so much joy. I would want want to show my loyalty to a person, I would want to love them unconditionally. Dogs are precious, they're the best treasure a man could ever have. and for that I would want to be someone's treasure too, that's why I would want to be a dog. I wish dogs could live forever, I wish they will never die. Dogs are the best. I could live without a person but I could not live without a dog.

Title: Answering Support Tickets Test

Name: Mark Anthony M. Duaman

Date Taken: 23/11/2021 08:30:09

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

Hi Jane,

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Good day!

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First of all, I would like to let you know that there are different versions of Excel spreadsheet based on the year it was released. On that regard, I have noticed that you are using the 2003 version of Excel spreadsheet but I have sent you the file using the 2007 version. That is the very reason why you cannot open the file I sent.

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As a resolution, I would like to ask you to download the 2007 version of Excel spreadsheet and reopen the file. That step will definitely resolve your concern and will give you access to the Excel spreadsheet I sent you.

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Thank you!

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With respect,

Mark Anthony Duaman

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

Hi Jenny,

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Greetings!

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Thank you for reaching out to us today. I'm sorry to hear that you are unsuccessful in accessing your account because of an incorrect log-in error. To resolve this, kindly follow the steps below accordingly.

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1. Try to type your username and password in a notepad.
2. Proofread its spelling and beware of the capitalization.
3. Doublecheck if there are special characters and numbers.
4. Once you have verified it correctly, copy and paste your log-ins on the form.
5. If by any chance it does not work and you completely forgot your password, which mostly happens to us, you can click the "Forgot password" hyperlink and it will route you to a page to change it.
6. Confirm the changes and relog-in usign your new password.

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I am certain that this will help you log in successfully. Thank you.

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With respect,

Mark Anthony Duaman