

Title: Answering Support Tickets Test

Name: Anikka V. Abarte

Date taken: 2025-04-02 02:14:44 PM

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[#1] 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

*Subject: Problem with Spreadsheet*

*Dear Jane,*

*I hope you're doing well. I understand that you are having trouble opening the Excel file that I sent Yesterday. You can solve the problem by making sure that you have the updated Version of Excel (Office 2007). If you have the latest version and still can open the spreadsheet, let me know and I will send another document (Word or PDF).*

*I hope that I've helped you with your problem and if you have any more questions don't hesitate to ask.*

*Regards,*

*Anikka Abarte*

[#2] 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

*Subject: Account Log in Error*

*Dear Jenny,*

*I hope you're doing well. I understand that you have a problem with regards to your account log in. If all of the information that you have entered is correct and still can't log in to your account, you can check if the "Caps Lock" button is on and try logging in again. If you can't still log in to your account, you can forget your password and create another one by clicking "forget password" just below the username and password sign and you can type your email and then reset your password. Your confirmation will be sent to your email so that you can create your new password. After that you can log in again with the new password that you've created.*

*Hope this steps will help you in solving your problem and if you any more questions don't hesitate to ask.*

*Thanks,*

*Anikka Abarte*

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Title: English Composition Test

Name: Anikka V. Abarte

Date taken: 2025-04-02 01:56:48 PM

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[#1] Is it better to plan or be spontaneous? Explain your answer.

*As someone who is very organized and spontaneous at the same time, it is better to plan ahead of time. I think that if you plan ahead on what you want to do you can actually see problems that might actually occur and think of ways to mitigate it ahead of time. By planning ahead you can achieve what you want to accomplish and prepare accordingly to what might happen because I believe that no one knows what the future holds.*

[#2] What song best describes your life?

*22 by Taylor Swift. Being 22 is indeed a once in a lifetime experience. It is the age where I encounter challenges, meet new friends, and be with someone unexpectedly. It's not only the year that adds to my age but also the experiences that continue to mold me to be what I am today. Being 22 highlights the good and the bad aspects of my life. "You only live once" they say, and I am still figuring life and living it day by day with a purpose.*

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