**PROMPT:**

Are you stupid or something?

Please help me understand why a simple request seems to be so hard for you to grasp. I called and requested a new user to be created with administrative rights 30 minutes ago, and now I am about to lose a sale because of your incompetence. And no, I will NOT open a ticket, that's your job. I don't care about your tracking or who has to approve it, I just want it done. My client is looking at purchasing a large amount of data storage from us before the end of the month, which will make or break bonuses for everyone by the end of the year. Before they make the purchase, they want full discovery on our product, including internal operations since their data is highly restricted and sensitive. I don't care what you need to do, create the damned admin account like I have asked, and send me the credentials within the next 15-minutes, or I will report your incompetence to Bob (VP of Sales) and make sure he has your employment terminated. Get with it.

Kyle R.

Midwest Sales Director

555-382-5968

KyleR@datavaultsystems.com

**RESPONSE:**Re: Request for Admin Account Creation

Good morning Kyle,

I appreciate you reaching out about your concerns regarding our timing. I understand the urgency of your request and the importance of supporting your client engagement. However, for security and compliance reasons, all administrative account creations must follow our established ticketing and approval process. This policy ensures important data protection for our clients as well as internal accountability. I assure you that your request was appended to our queue once our call was completed.

That said, to help meet your needs as quickly as possible, I’ve created a test account with elevated access for demo purposes. It will reset each night to its default settings so it's ready for new clients. This should allow your team to proceed with the discovery process while the formal request is reviewed through the proper channel.

I recognize the time sensitivity here and am happy to escalate the ticket internally to minimize delays. If you’d like to proceed with that, I’m available to coordinate directly.

Let me know how you’d like to proceed.

Best regards,
Noah P.
IT Specialist
555-555-5555
NoahP@datavaultsystems.com

**EMAIL TO SUPERVISOR:**

Concerning Interaction with Kyle R. – Urgent Request and Conduct

Hi John O`Doyle,

I wanted to make you aware of a concerning exchange I had with Kyle R., our Midwest Sales Director, this morning regarding a request for an administrative account for a client he had on the phone.

Kyle reached out via phone this morning and followed up shortly after with an email containing aggressive and inappropriate language, including personal insults and threats of termination. While I completely understand the urgency of his request, the tone and manner of his email created an unsafe and unprofessional environment.

For context:
 - He refused to open a formal ticket, which is required as per our policy for administrative account creation.
 - I provided a test account to meet his immediate needs and offered to escalate the proper ticket internally. This should resolve future issues.
 - I was sure to respond professionally and focused specifically on solutions, but the tone of his message was very unprofessional.

I’ve attached a copy of his original message and my response for transparency. Please don’t hesitate to reach out if you need anything else from me or if this should be addressed at a higher level.

Best regards,
Noah P.
IT Specialist
555-555-5555
NoahP@datavaultsystems.com