



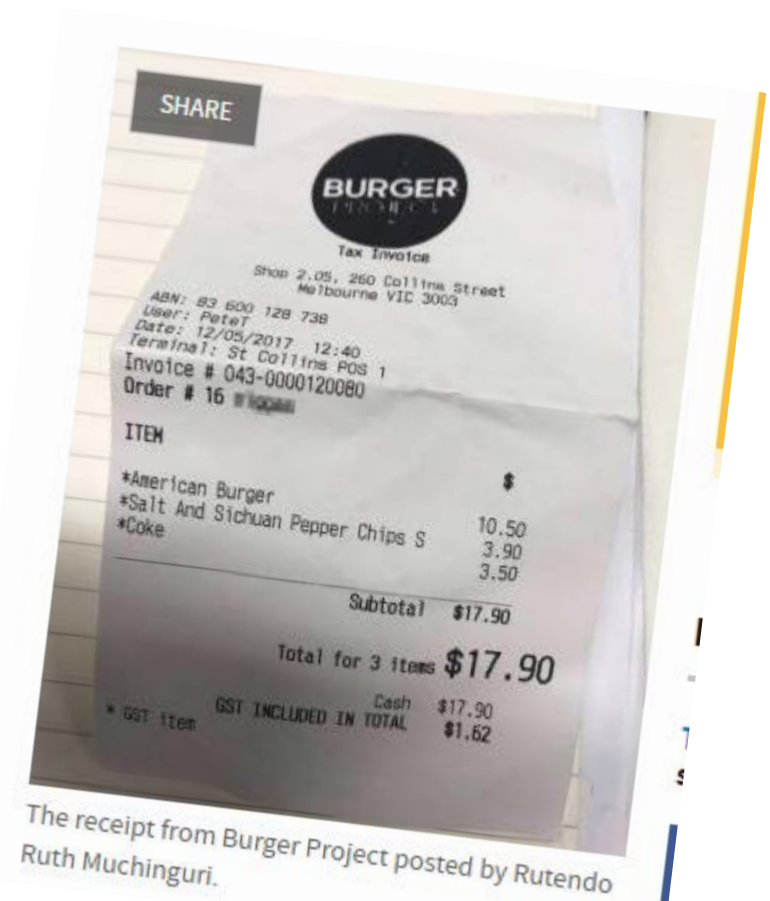
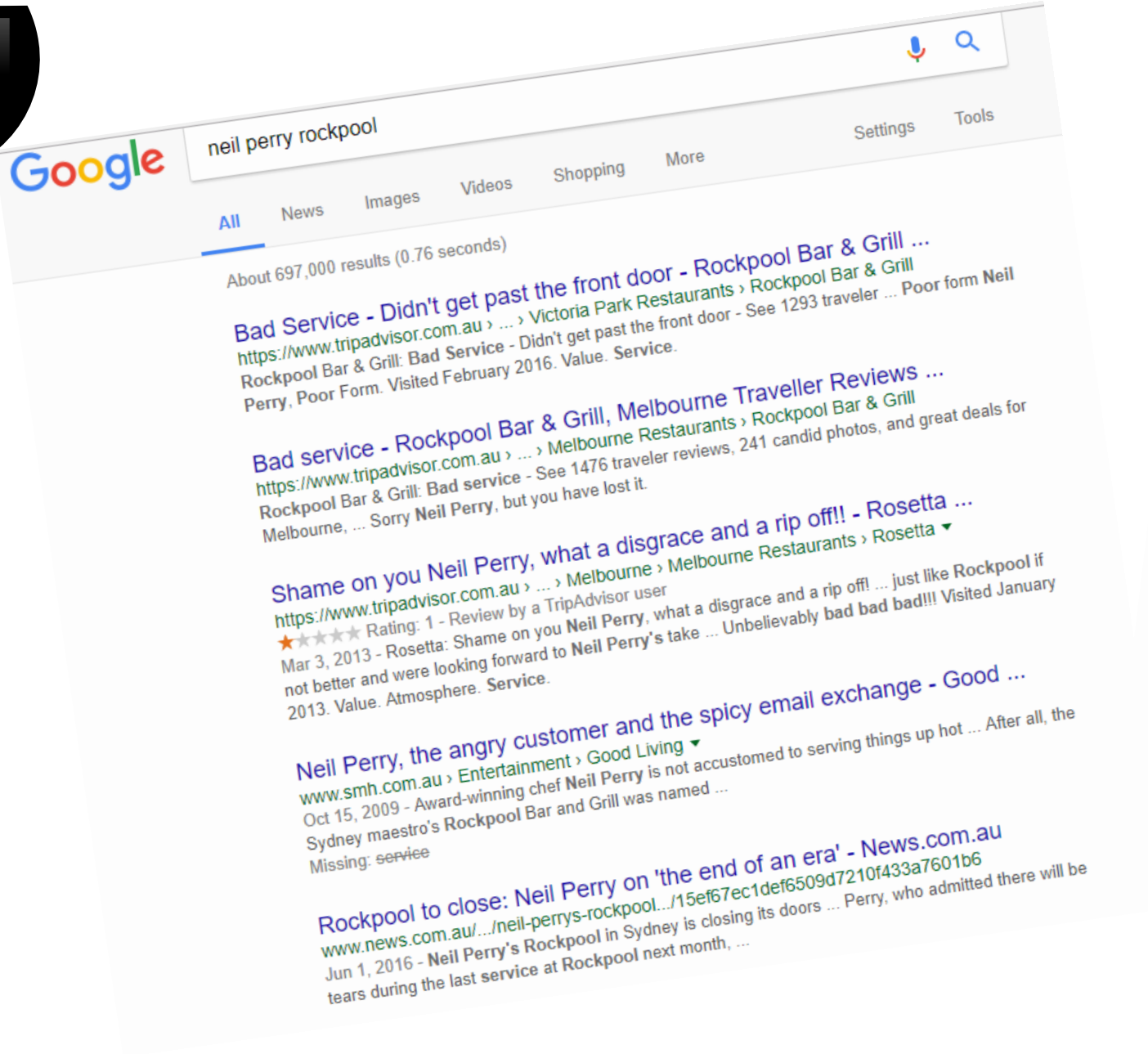
Why  
mobile?

Everyone  
is using it.

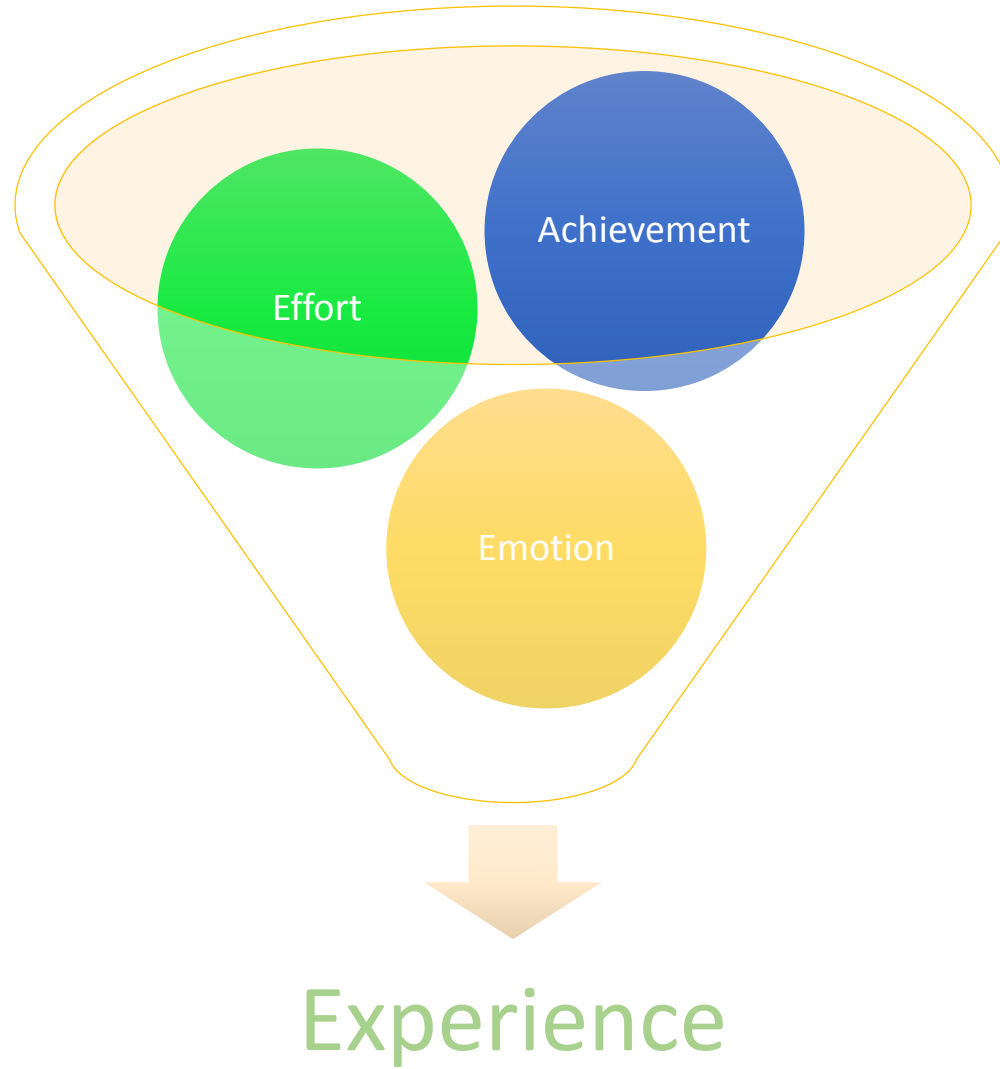


What is a bad experience?

Powerless  
to stop



The receipt from Burger Project posted by Rutendo Ruth Muchinguri.



# EMOTION



S - Significance



C – Certainty



A – Autonomy

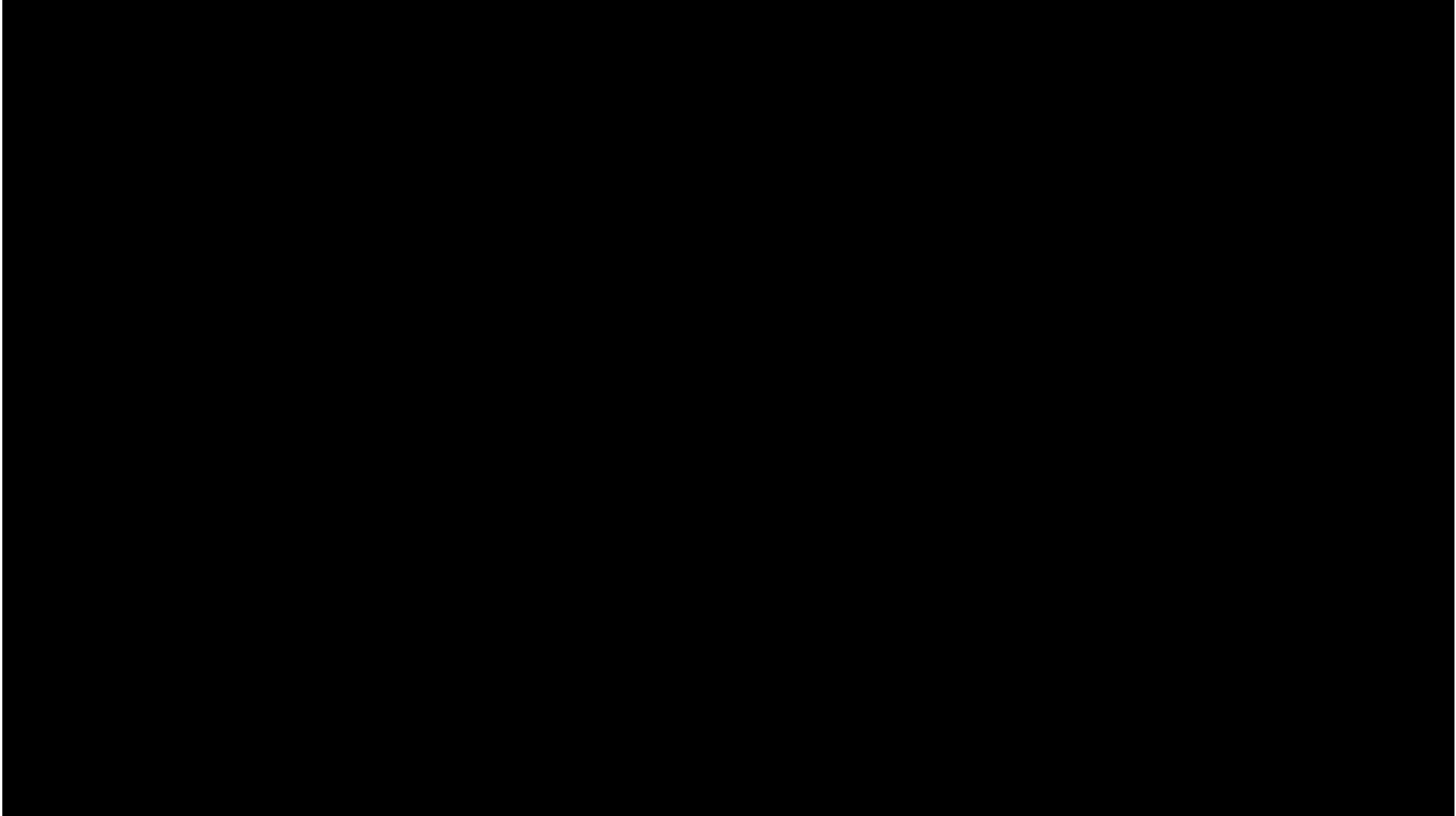


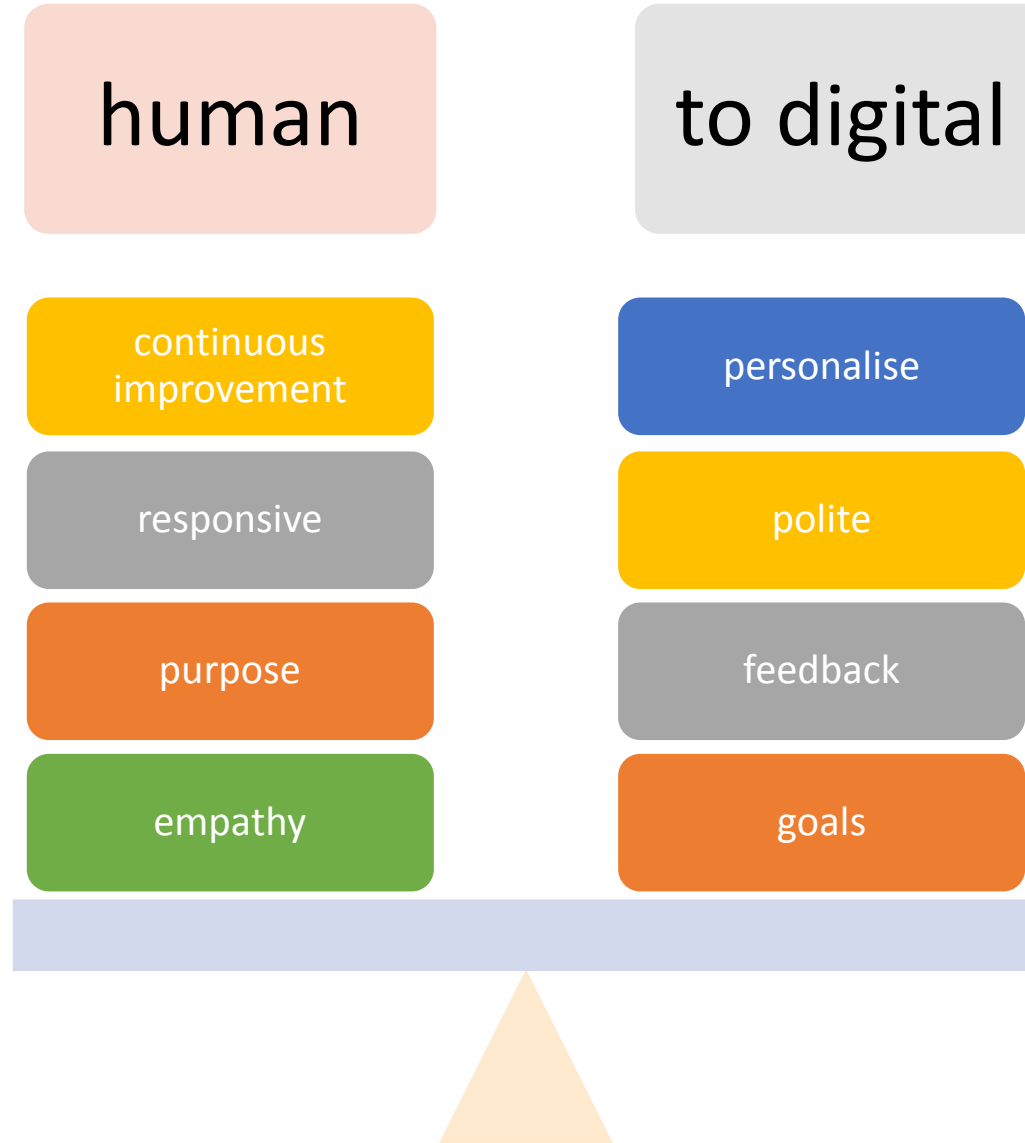
R – Relationship



E – Equity/fair

emotion







reddit { PROGRAMMERHUMOR } comments

23.4k

When #ransomware gang offers better customer support than companies (i.redd.it)

submitted 2 months ago by papazja  
1105 comments share report

top 200 comments show 500  
sorted by: **best**

[-] JonTheBold 5793 points 2 months ago

I went through a ransomware situation a few years back (was a dumbass... working from home, had work data on my NAS, not backed up offsite). I got better support from the asshole who encrypted my data than I ever have from a company I bought something expensive from. They closed our communication with an explanation of how to prevent future intrusions. I was shocked.

permalink embed report

[-] Rrraou 2080 points 2 months ago

That's the difference between talking to a tech support guy following a script, and talking to the engineer who participated in programming the tech.

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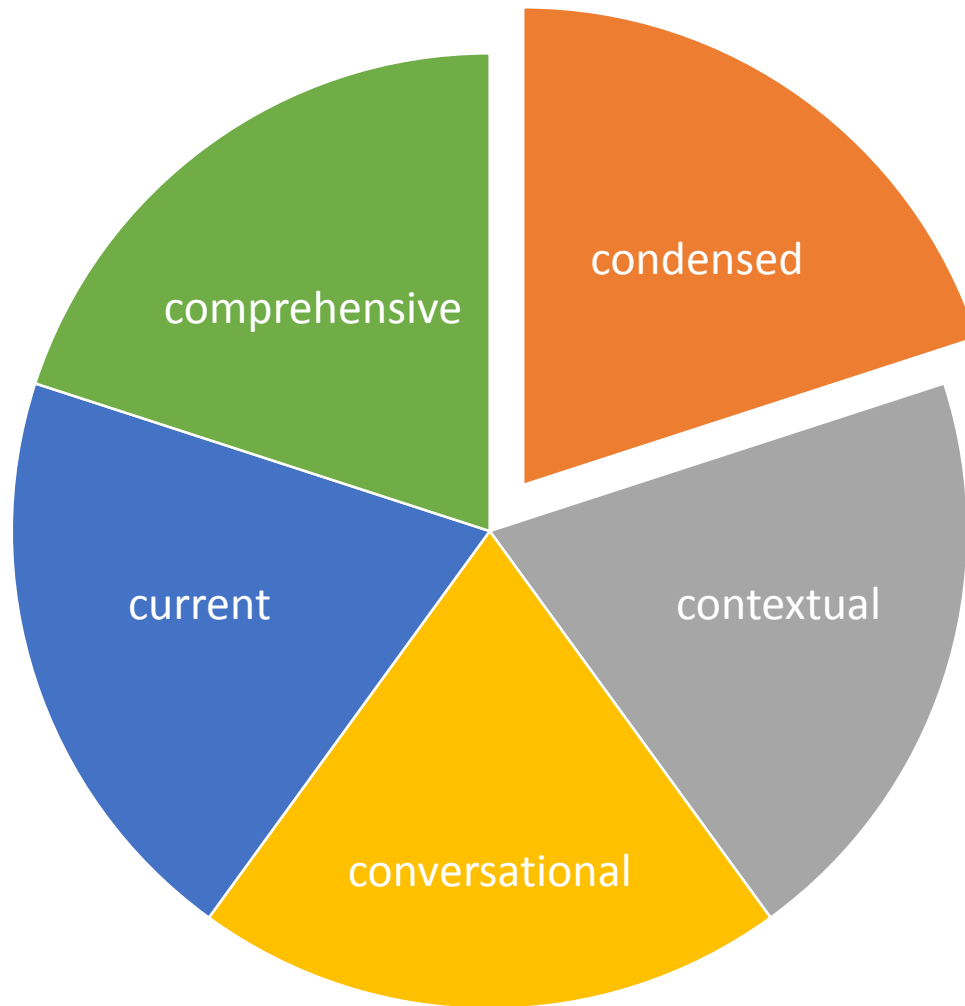
[-] JonTheBold 822 points 2 months ago

I don't credit them with *that* much, but yes, they were smarter than your average phonemonkey.

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## Chatbooks



thanks

thoughts?

questions?