SmartAssistantÂ¤

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Rude Response to Your Question

Smart, I like. Smart–ass, I don’t. The above is what you get when you want to ask a question at LinkedIn Customer "Service". I understand it’s important to filter out a lot of unnecessary stupid questions that are already in the FAQ, but there are a few things wrong with their approach:

- ***** DON’T SHOUT AT THE CUSTOMER *****
- Don’t show me the FAQs I just read, SmartAss
- Don’t call a crappy piece of software "Smart" (and make it a trademark to add insult to injury)
- If you run a social network targeting professionals, don’t treat your users as the average moron
- Don’t outsource your customer service to another domain that’s apparently run from Elbonia

by Roland van Ipenburg http://www.xs4all.nl/~ipenburg/blog/posts/work/2009/05/11/smartassistant–tm/