Module Title: Customer Service

Target Audience: Tech Haven frontline employees will be taking the training. The company has mostly younger employees, such as recent graduates and males in their 20s. There are a few professionals in their 30s, 40s, with electrical engineering, computer science, information technology and business degrees.

Enabling Objectives:

Terminal Learning Objectives:

- 1. Learners will be able to apply active listening techniques when speaking to customers.
- 2. Learners will utilize positive non-verbal communication while interacting with customers.
- 3. Learners will be able to respond to customers using empathetic language.
- 4. Learners will be able to respond to customer complaints using the 5 step method.

Seat time: 20 minutes

Learning Level:

Beginners

Provided Assets and Audio:

 Audio files that pair with this storyboard are provided in the "Tech Haven ID Team Drive."

Font:

Arial (body) 14 Arial (bold; headings) 18

Template Slide:

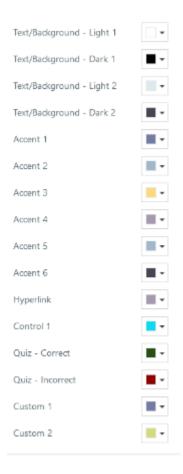


Global Comments:

• Slide dimensions are 16:9 ratio with slide size (960 x 540) Title Bar/Directions Bar

- Title bar lays across the top of the slide in a light gray color rectangular background (see template slide)
- Directions bar is across the bottom in a charcoal color with a rectangular background (see template slide)
- Use Modern Player in Storyline.
- Use custom color scheme for shapes throughout (see Color Palette on storyboard cover sheet); light font on colored background / dark font on light background
- Text in (parenthesis) should not appear on the slide or be recorded in voiceover (VO).
- If text in a caption bubble (speech bubble) is too long to display at once, fade-out/fade-in text in the caption (speech bubble) and to arrange sequentially on timeline; do not use scrolling text in captions
- Seekbar visible and controllable for learner on all slides and layers;
 Menu is "free" in the Player properties; option to adjust playback speed is available on all slides

Color Palette:



Avatars: (Provided in Storyline)

4 photographic avatars to represent: **Jake** (Tech Haven New Associate) **Sarah** (Tech Haven Expert Associate) **Robert** (Customer) Slide 1.3 **Lisa** (Customer) Slide 1.13a • Slide numbers with letters (ex. 1.8a) indicate layers for corresponding slide numbers.

Outline:

- Welcome
- Navigation
- Introduce Scenario
- Learning Objectives
- Active Versus Passive Listening
- Nonverbal Communication
- Body Language
- Knowledge Check
- Handling Customer Complaints
- Resolving Tense Interactions
- Summary
- Assessment
- Congratulations

Directions:

Please review all fields. To leave feedback, please add a comment or track suggestions within the document text. Please ensure that your comments provide actionable feedback that can be implemented, aiming to ensure that the module is comprehensive and accurate.

Ex. Instead of writing, "This is confusing," please write, "This would be clearer if it said: _____," (and suggest language that works better).

Slide (1.1) / Menu Title: Welcom	ne Slide		
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Player shows the Menu on the left.	(Slide Title) Excel at Customer Service	(Joanne) Hi! I am Joanne and I will be your guide. I am glad you are	The Start and Navigation buttons will fade in timed with the VO reference
No top/bottom border	(Buttons)	here. Welcome to Tech Haven's course on how to be a	Yellow arrows will fade in time
Background image: Photographic image of 2 people using a computer,	START	customer service professional. After completing this course, working with customers will	with their VO reference to the navigation and start buttons.
while working together and smiling in the center.	NAVIGATION	become second nature.	The Start button will jump to slide 1.3
Course title bar across the top says "Excel at Customer Service."	(Directions Bar) Click on the navigation button for a navigation tutorial.	If you would like a quick tutorial on how to navigate the course, click on the navigation button. If you Start the course, click the Start	The Navigation button will jump to the next slide (slide 1.2)
Custom Start and Navigation buttons in charcoal.	Click on the Start button to begin this course.	course button to begin.	The Direction bar fades in with VO "click on the navigation button."
Yellow horizontal arrows pointing to the navigation and start course buttons.			The previous and next button on the player are hidden on this slide

Slide (1.2) / Menu Title: Navigation

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background image: An image of a map covers most of the background with the top and bottom of the slide with light margins. Top and bottom border is a light colored solid background from the slide template. A smaller image of a weather vane with North, South, East, West is centered on the slide. The weather vane image contains a gray frame around it. Yellow arrows point to player features: Next Previous Accessibility Playback Speed Volume Refresh Seekbar Progress Checkmark Menu	(Slide Title) Course Navigation (Directions) Use these options to navigate the course (Arrows for buttons) Each corresponding arrow is labeled. (Next) forward (Previous) back (Accessibility) Accessibility (Playback Speed) Speed (Volume) Volume (Refresh) Refresh (Seekbar) Seek (Progress Checkmark) Progress (Menu) Menu	(Joanne) Please take a moment to familiarize yourself with the course navigation buttons. To move forward and back in the course, you can click on the previous and next buttons. This is the accessibility button. You have options you can customize such as zoom, text and keyboard shortcuts. Select the ones you want and color will be turned on to indicate they are functional. This is the playback speed button. You may adjust it to your preference. This is the volume button. Slide the circle up and down depending on your preferences. This is the refresh button. If you want to redo an interaction in this course, you can click this button, and the slide will revert back to the original setup. This is the seekbar. You can use it to go backward or forward on a	Yellow arrows will fade in time with their reference in the audio and point to the various buttons. Next and Previous arrow fades on the slide until the timeline ends when VO says to "To move forward and back." Accessibility arrow fades on the slide until the timeline ends when VO says "accessibility button." Speed arrow fades on the slide until the timeline ends when VO says "playback speed." Volume arrow fades on the slide until the timeline ends when VO says "playback speed." Volume arrow fades on the slide until the timeline ends when VO says "volume." Refresh arrow fades on the slide until the timeline ends when VO says "you can click on this button to revert" Seek arrow fades on the screen until the timeline ends when VO says "this is the seek
		slide. This can be helpful if you want to replay portions of the	bar."

	learning, but not the entire thing. Once you have completed all required activities on a slide, your progress will be recorded with this checkmark. And finally, this is the menu icon. It allows you to see upcoming topics.	The Progress arrow fades on the slide when VO says 'your progress will." The Menu arrow fades on the slide until the timeline ends when VO says "this is the menu icon."
--	---	---

Slide (1.3) / Menu Title: Opening Scenario (hidden from Menu) Narration / Voiceover: **Animation / Interaction:** Visual / Display: Slide Text: Background image - Tech (Slide Title) The thought and caption text (Jake) Store Setting fits to Sir, I've already told you three will be displayed on the slide **Opening Scenario** times, if your device isn't background of slide timed with the VO audio. working, you'll have to send it Title Bar: Welcome to Tech in for repairs. Slide begins with Jake rolling (Jake caption) his eyes and upset, facing Haven Sir, I've already told you three (Customer) forward, changes to facing times, if your device isn't But I just bought it last week! This slide begins with just the right, pointing at Robert when working, you'll have to send it avatar of Jake (Tech Haven Can't you do anything else? VO says "if your device isn't in for repairs. New Associate) on the left side working, you'll have to send." of the slide facing the (Jake) Jake turns towards Sarah (left) (Robert caption) customer. Sarah (Tech Haven Look. I don't make the rules. when he begins to say "What But I just bought it last week! Expert Associate) avatar will Take it up with our customer now. Sarah?" can't you do anything else? appear standing behind Jake service department. on the left side facing right. Slide begins with Sarah Customer (Robert) will be on (Jake caption) (Sarah) behind Jake with her hand on

the right side, facing left.

Caption bubbles (speech bubbles) track Jake's and Robert's conversation and their conversation on center of the screen. As Jake and Sarah converse, the caption shape will remain between them.

Jake's avatar has 3 poses: Arms crossed rolling his eyes changes to Side stance facing Robert, finger pointing and angry after VO 1. Angry pointing finger changes to hands on hips facing Sarah after VO 3.

Sarah has 2 poses: Hand on face looking embarrassed changes to hands up talking after VO 3.

Robert has 2 poses: Looking down at device changes to Arms up and looking frustrated after VO 2 and walks out after VO 3. Look, I don't make the rules. Take it up with our customer service department.

(Sarah caption)
Jake, do you mind if I give you some feedback?

(Jake caption) What now, Sarah?

(Sarah caption)
I noticed that you weren't really listening to the customer's concerns. Building rapport and showing empathy can go a long way in situations like these.

(Jake caption) Spare me the lecture Sarah. Not all of us are born with your people skills.

(Sarah caption)
It's not about being born with it Jake. It's about actively trying to improve. Let me show you.

Jake, do you mind if I give you some feedback?

(Jake) What now, Sarah?

(Sarah)
I noticed that you weren't really listening to the customer's concerns. Building rapport and showing empathy can go a long way in situations like these.

(Jake) Spare me the lecture, Sarah. Not all of us are born with your people skills. (Sarah)

It's not about being born with it, Jake. It's about actively trying to improve. Let me show you.

her face embarrassed, changes to hands up talking when voice over says "Jake, do you mind if"

Slide begins with Robert facing forward with a device in his hand changes to arms up looking frustrated when VO says "Can't you do anything else?"

Move Robert along a motion path to exit Tech Haven from the right after voice narration 3.

Caption bubbles track their conversation, with slide text fading in and out on time timeline, timed with the VO

The Next button will be hidden on this slide.
After the slide ends, it will automatically jump to slide 1.4.

Slide (1.4) / Menu Title: Welcome Name (hidden from Menu)

Slide (1.5) / Menu Title: Objectives

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Bar: Welcome! A computer monitor takes up most of the screen with "Type your name on the line below" left justified on the screen. A line large enough for a learner to type their name is below.	(Slide Title) Welcome! On monitor) Type your name on the line below.	(Joanne) Welcome! Type your name on the line below.	The Next button will be hidden on this slide until the VO finishes. An object trigger is placed on the line for the learner to place their name. Name the object trigger "Learnername"

Silde (1.5) / Merid Title. Objectives			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
	(Slide Title)	(Joanne)	
Title Bar: Welcome to this	Welcome to this course,"	Upon successful	All of the text and objectives
course, %Learnername%	Learnername".	completion of this	should float in alignment with
project variable created on		course you will be able	the VO.
slide 1.4 should appear on the		to	
title bar.		Utilyze positive	Next button is hidden until VO
	(On the monitor)	non-verbal	completes.
The same large computer	After completing this course,	communication when	
monitor from slide 1.4 takes up	you will be able to	interacting with	
most of the screen.	After successful	customers.	
	completion of this	Apply interactive	

listening techniques

course you will be able

|--|

Slide (1.6) / Menu Title: Active Listening v. Passing Listening			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Bar: Active Listening	(Slide Title)		
versus Passive Listening	Active Listening versus		Active listening text left arrow
	Passive Listening	(Joanne)	moves along a straight motior
Two pictures in large			path from the right to the left
rectangular shapes are on the	(Under title bar)		under the active listening
left and right on the screen.	· ·		image, when VO says "active

On the left is a picture of people in an office that look like they are actively listening. On the right is a picture of people that appear to be passively listening. Both pictures have a black 2 point frame outline.

Under the left picture is a left arrow that says active listening. Under the right arrow is a right arrow that says passive listening.

The directions bar at the bottom appears.

What is the difference between active and passive listening?

(Under active listening picture)
Active Listening

(Under passive listening picture)
Passive Listening

(Directions)
Click on each picture to learn more.

What is active listening and how is it different from passive listening?

Click on each picture to learn more.

listening."

The directions bar at the bottom appears when VO says "click on each picture to learn more."

Passive listening text right arrow moves along a straight motion path from the left to the right under the active listening image, when VO says "passive listening."

The Active listening image is a button (Hotspot) that takes the learner to Slide 1.6a when the learner clicks on it.

The Passive listening image is a button (Hotspot) that takes the learner to Slide 1.6b when the learner clicks on it.

Active listening and passive listening image hotspots can be clicked in any order, and the visited state will be grayed out to 50% transparency when the learner clicks to reveal layer 1.6a or 1.6b.

Set the Next button on the player to hidden until both

			active listening and passive listening are visited.
Slide (1.6a) / Menu Title: Acti	ve Listening v. Passing Listening		
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Bar: Active Listening versus Passive Listening Light colored solid background Dark Text	(Title Bar from base layer) Active Versus Passive Listening (Slide Title) Active Listening Active listening is a way of listening and responding to another person that improves mutual understanding. (In bullet points) Cives the speaker your full attention Listens to understand Considers tone and body language Asks follow up questions Summarizes what the speaker says	What does passive listening look like? Active listening is a way of listening and responding to another person that improves mutual understanding. Actively listening gives the speaker your full attention An active listener should listen to understand the person without judgment. Skilled active listeners also pay attention to the speaker's tone and body language. After the speaker is finished speaking the active listener can ask follow up questions or summarize what has been said.	Slide text faded on the slide with VO. Custom Back button to the base slide appears on the upper right corner at the end of the VO that will close the layer

Slide (1.6b) / Menu Title: Active Listening v. Passing Listening

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Visual / Display: Title Bar: Active Listening versus Passive Listening Light colored solid background Dark Text	(Slide Title) Passive Listening Active listening is a way of listening and responding to another person that improves mutual understanding. (Title Bar) Active Listening versus Passive Listening (In bullet points) Distracted or multi-tasking during the conversation	What does passive listening look like? Passive listening is being distracted while someone is talking to you. An example of this is scrolling on a cell phone. Passive listeners may be thinking about what to say next instead of listening to understand. Their body language is closed	Animation / Interaction: Slide text faded on the slide with VO. Back button to the base slide appears on the upper right corner at the end of the VO.
	 Thinking about what to say next Uses condescending or closed body language Provides a generic response Projects ideas and jumps to conclusions 	off. They may not be facing, nor making eye contact with the speaker. Other signs of passive listening is when the person provides a generic respond or projects irrelevant ideas or jumps to conclusions.	

Slide (1.7) / Menu Title: Knowledge Check 1 (hidden from Menu)

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Bar: Active Listening versus	(Slide Title)	(Sarah)	
Passive Listening.	Active Listening versus		Directions bar fades in with
	Passive Listening	Which type of listening is	VO.
The background is an office area		more beneficial at Tech	
hallway.	(Under title bar)	Haven?	Caption bubbles track
	Which type of listening is	(Joanne)	Sarah's words, with slide
Jake is standing on the left in a	more beneficial at Tech	(South ic)	text fading in and out on time timeline, timed with
position where he is	Haven?	Click on the button that Jake	the VO.
listening/thinking.	(CORRECT Button)	should follow to help	
	Active Listening	customers at Tech Haven.	The directions bar fades in
Sarah is standing on the right	(Dutter)		with the VO.
talking.	(Button)		
An active listening and passive	Passive Listening		The Active Listening button
listening button is	(Directions bar)		will open layer 1.7a.
centered/horizontally aligned on	Click on the button that Jake		
the slide.	should follow to help		The Passive Listening
	customers at Tech Haven.		button will open layer 1.7b.
The directions bar at bottom.			

Slide (1.7a) / Menu Title: Knowledge Check 1

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Bar: Active Listening versus	(Slide Title)	1. (Sarah)	
Passive Listening.	Active Listening Correct		The Next button is hidden
	Answer		until the end of the

2. (Jake) Yes!	The Next button on the player will jump to slide 1.8.
	player will jump to slide 1.8.
3. (Sarah) Active listening will help you understand the customer.4. (Sarah) We still have more to learn.	Jake is standing on the left in a position where he is listening/thinking. Changes to arms up in the air facing forward cheering when VO says "Yes!" Jake goes back to listening when VO says "we still have more to learn. Caption bubbles track their conversation, with slide text fading in and out on time timeline, timed with the VO
3.	will help you understand the customer. 4. (Sarah) We still have

Slide (1.7b) / Menu Title: Knowledge Check 1

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Bar: Active Listening versus	(Slide Title)	(Sarah)	
Passive Listening.	Passive Listening (Incorrect		The Next button is hidden.
	Answer)	Not quite.	
The background is an office area		(Carab) Active listaning halps	Jake poses frustrated facing
hallway.	(Sarah Caption) Not quite	(Sarah) Active listening helps us understand the customer.	forward changes to
		us understand the customer.	listening and facing Sarah
Caption bubbles (speech bubbles)	(Sarah Caption)		when VO says "Let's review

track Jake's and Robert's conversation and their	Active listening helps us understand the customer.	(Sarah) Let's review active listening Jake.	active listening Jake."
conversation on center of the screen. As Jake and Sarah converse, the caption shape will remain between them.	(Sarah Caption) Let's review active listening Jake.		Slide jumps to layer 7c when the timeline completes.
Jake's avatar has 2 poses:			
Jake is standing on the left in a position where he is frustrated and he is listening.			
Sarah is standing on the right talking.			

Slide (1.7c) / Menu Title: Knowledge Check 1

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Bar: Active Listening versus	(Slide Title)	(Sarah)	
Passive Listening.	Review After Incorrect Layer	We want to practice active	The Next button is hidden until the timeline ends.
The background is an office area hallway.	(On the board) Active listening is listening to understand, and giving the	listening here at Tech Haven. Remember Jake, active listening is listening to	Text on board remains until the end of the timeline.
Jake is standing on the left in a position where he is taking notes.	customer your full attention. (On the board) Passive listening may cause	understand, and giving the customer your full attention.	Next button is hidden until the end of the timeline.
Sarah is standing on the right talking.	misunderstandings.	This way you can better serve	the end of the timeline.
A big whiteboard is in the center.		our customers.	

(Sarah)	
Passive listening may cause misunderstandings. That when both you and the customer become frustrate	5

Slide (1.8) / Menu Title: Nonverbal communication				
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	
Title Bar: Nonverbal	(Slide Title)	(Joanne)	Next button on the player is	
Communication Use the Slide Template	Nonverbal Communication (Title Bar) Nonverbal	There are 3 main types of communication: our words,	hidden until the VO completes.	
There are 3 text boxes that are aligned vertically on the left side.	Communication (Inside the text boxes) Words Body Language	our body language or nonverbal communication, and our tone of voice. How much communication is nonverbal? Take a look at the	Text box Tone fades on slide when VO says "tone of voice." and stays until the timeline ends.	

A pie chart showing that the	Tone of Voice	pie chart and see if you can	Text box Body Language fades
majority of communication is		guess.	on screen when VO says "body
nonverbal takes up most of			language" and stays until the
the right side of the slide.	(On the pie chart)	The majority of our	end of the timeline.
There are 3 colors on the pie		communication is nonverbal.	
chart, and 55%, 38% and 7%	Nonverbal 55%	55% of our communication is	Text box Tone of Voice fades
are the split.		through body language. Our	on the screen when the VO
	Tone 38%	tone of voice makes up 38% of	says 'tone of voice" and stays
		how we communicate. 7% of	until the end of the timeline.
	Words 7%	our communication comes	
		from our words.	The text Nonverbal 55% fades
			into the pie chart when VO
		Customer satisfaction relies on	says 55%, and stays until the
		your ability to use nonverbal	end of the timeline.
		cues.	
		Using nonverbal	The text Tone 38% fades into
		communication can mean the	the pie chart when VO says
		difference between service	38%, and stays until the end of
		failure and customer	the timeline.
		satisfaction.	
		Satisfaction.	The text Words 7% fades into
			the pie chart when VO says
			7%, and stays until the end of
			the timeline.

Slide (1.9) / Menu Title: Nonverbal communication			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

Title Bar: Nonverbal Communication

A background image of an open gathering space in the distant background.

Images of 6 people in various poses from left to right are centered on the front of the slide slide. You can use various avatars from Storyline photographic avatars.

6 markers are above each person/avatar with an arrow pointing to the person. (From left to right)

Avatar 1

Facing forward nodding head

Avatar 2

Back to the screen

Activar 3

Looking at cell phone

Activar 4

Arms crossed

Avatar 5 facing avatar 6/facing

right

Leaned in with open arms Avatar 6 facing avatar 5/facing left

Making eye contact with avatar 5 and speaking.

(Slide Title)

Nonverbal Communication

(Marker 1 Title and text)

The Head Nod - When you nod your head or see the customer shaking their head, it is saying that the service is resonating. You are in agreement.

(Market 2 Title and text)

Body Positioning - You should always face the customer with your full body while speaking with them. You can stand a distance of 3 feet away for an ideal proximity.

(Marker 3 Title and text)

Distractions - It is best to put away all devices and to refrain from texting or scrolling on your cell phone during customer interactions.

(Marker 4 Title and text)

Crossing Arms - Crossing your arms can indicate that you are closed off and not interested

(Joanne)

Our body language indicates how we communicate with the customer. At Tech Haven it is important to convey the message of openness and responsiveness. Can you spot the good and poor body language in this picture? Click on the icons to learn more.

(VO on Marker 1)

When we are listening to a customer, we can nod our head. When you nod your head or see the customer shaking their head, it is saying that the service is resonating. You are in agreement.

(VO on Marker 2)

You should always face the customer with your full body while speaking with them. You can stand a distance of 3 feet away for an ideal proximity.

(VO on Marker 3)

Fidgeting with something in your hand can be distracting. It is best to put away all The Direction bar fades on to slide when VO says "Click on the icons to learn more."

Markers can be clicked in any order.

Next button on the player is hidden until all of the markers are visited.

The visited state of the markers is gray.

Show layer 9a when the learner clicks on The Head Nod marker.

Show layer 9b when the learner clicks on the Body Positioning marker.

Show layer 9c when the learner clicks on the Distractions marker.

Show layer 9d when the learner clicks on the Crossing Arms marker.

Show layer 9e when the user clicks on the Posture marker.

Show layer 9f when the user

Directions bar: Click on each button to learn about the different types of nonverbal communication.

The 6 markers are blue.

The 6 markers are blue. The visited state of the 6 markers is gray colored. in what the customer has to say.

(Marker 5 Title and text)

Posture - You should lean in and keep your arms by your side and open. This is a sign you are connecting with the customer.

(Marker 6 Title and text)

Eye Contact - When a customer is talking you want to make sure that you are engaged. Eye contact is an important aspect of body language

devices and to refrain from texting or scrolling on your cell phone during customer interactions.

(VO on Marker 4)

Crossing your arms can indicate that you are closed off and not interested in what the customer has to say. It is best to keep the arms open

(VO on Marker 5)

Your posture matters. You should lean in and keep your arms by your side and open. This is a sign you are connecting with the customer.

(VO on Marker 6)

When a customer is talking you want to make sure that you are engaged. Eye contact is an important aspect of body language because it conveys that you are listening. clicks on the Eye Contact layer.

Slide (1.9a) / Menu Title: Non	verbal communication		
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The same layer as the base layer.	(Slide Title) Eye Contact	(Joanne) When we are listening to a customer, we can nod our head. When you nod your head, or see the customer shaking their head, yes, It is saying that the service is resonating.	A green checkmark that floats in and covers avatar 1.
Slide (1.9b) / Menu Title: Non	verbal communication		
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The same layer as the base layer.	(Slide Title) Posture	(Joanne) Your posture matters. You should lean in and keep your arms by your side and open. This is a sign you are	A green checkmark that floats in and covers avatar 5.

		connecting with the customer.		
Slide (1.9c) / Menu Title: Nonverbal Communication				
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	
The same layer as the base layer.	(Slide Title) Crossing Arms	(Joanne) Crossing your arms can indicate that you are closed off and not interested in what the customer has to say. It is best to keep the arms open.	A red circle with an X floats in and covers avatar 4.	
Slide (1.9d) / Menu Title: Non	verbal Communication Cell Ph	one		
Visual / Display:	Slide Text:	Narration / Voiceover:	Animatian / Internation	
	Silde Text.	Namation / Voiceover.	Animation / Interaction:	
The same layer as the base layer.	(Slide Title) Distractions	(Joanne) Fidgeting with something in your hand can be distracting. It is best to put away all devices and refrain from texting or scrolling on your cell phone during customer interactions.	A red circle with an X floats in and covers avatar 3.	
The same layer as the base		(Joanne) Fidgeting with something in your hand can be distracting. It is best to put away all devices and refrain from texting or scrolling on your cell phone during customer	A red circle with an X floats in	

The same layer as the base layer.	(Slide Title) Facing the Customer		A red circle with an X floats in and covers avatar 2.		
Slide (1.9f) / Menu Title: Nonve	Slide (1.9f) / Menu Title: Nonverbal Communication				
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:		
The same layer as the base layer.	(Slide Title) The Head Nod	(Joanne) When we are listening to a customer, we can nod our head. When you nod your head, or see the customer shaking their head, yes, It is saying that the service is resonating.	A green check mark floats in and covers avatar 1.		

Slide (1.10) / Menu Title: Knowledge Check 2			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Background should be a	Slide Title]	(Joanne)	This slide is a freeform
lightened palette color.	Knowledge Check	It's time for a knowledge	drag-and-drop KC interaction.
Jake avatar is on left and Sarah		check. Help Jake determine if	There will be 4 examples of

avatar on right. They are looking at the boxes on the canter.

There are 2 rectangular outlines of boxes the same size and horizontally aligned in the center of the screen with thick weighted (8) dashes around the outside.

The rectangle on the left has green dashes outlined and in the center of the box is a green star.

The rectangle on the right has red dashes boarding it and a red ex in the center.

The avatars are set far apart to allow room for 2 large rectangles to use for the drag and drop area.

The top of the slide contains the title bar and the instructions directly below the title bar.

To the right of the instructions is a stack of cards to drag and drop.

The bottom of the slide will

(Directions across the top of the screen)

Active Listening Sort Read each card and determine if it is an active listening tip.

Drop the active listening tips into the green star.

If it is not an active listening tip, drop it into the red ex.

A stack of cards on the upper right corner of the screen read:

(CORRECT Green Star)

- Watch the customer's body and language expressions
- Make eye contact
- Face the person with your whole body
- Avoid distractions

(INCORRECT Red X)

- Turn your head to the side
- Get a coworker to help you

(Directions bar) When you are finished, click submit.

each card is an active listening tip. If it is an active listening tip, drop the active listening tips into the green star. If it is not an active listening tip, drop it into the red ex. You've got this. good active listening as drag items that the learner will need to sort between the two targets. The 4 correct answers will be dropped in the left rectangle.

The 2 examples of incorrect answers will be dropped in the red X rectangle.

The drag items should be arranged in a scrambled order so they are not already sorted by any type of good/bad active listening.

Allow 2 attempts in the form settings.

When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt.

After the second attempt, the learner will see either the correct or incorrect layer.

appear with the Directions Bar.			
Slide (1.10a) / Menu Title: Ki	nowledge Check 2		
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Slide Template is used.	Correct That's right! Active listening is making eye contact, observing a customer's body language, facing a customer, and listening to understand.	(Joanne) That's right! Active listening is making eye contact, observing a customer's body language, facing a customer, and listening to understand.	
Slide (1.10b) / Menu Title: K	nowledge Check		
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Slide Template	(Slide Title) Incorrect Incorrect Active listening is watching the customer's body language, facing the	(Joanne) Active listening is watching the customer's body language, facing the customer, making eye contact and putting away distractions	
	customer, making eye contact and putting away distractions like cell phones.	like cell phones.	

Slide (1.10b) / Menu Title: Knowledge Check 2			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Slide Template	(Slide Title) Try Again	(Joanne)	
	Active listening is giving the speaker your full attention, listening to understand, considering the tone and body language, and summarizing what has been said.	Active listening is giving the speaker your full attention, listening to understand, considering the tone and body language, and summarizing what has been said.	

Slide (1.11) / Menu Title: Empatl			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Title Bar: Empathetic Language	(Slide Title) Empathetic Language	(Joanne)	The screensaver of black and blue design moves on the
Background: Should be a picture of Tech Haven's storeroom sales floor. On the right side of the slide there should be a large computer monitor with a blue and black screensaver.	(Directions bar fades in) Click on the arrow to see the ways to use empathetic language.	Empathetic language in customer service is more than just important — it's crucial. As a customer service representative, demonstrating empathy fosters healthy customer relations, and can	Directions bar Click on the arrow to see the ways to use empathetic language fades in with VO

Jake avatar is on left with a notebook in his hands taking notes of what will appear on the monitor.	build customer loyalty ove time. Click on the arrow to see t ways to use empathetic	is hidden.
A right arrow/next icon pointing right is on the button center of the slide.	language.	"Click the arrow" A hotspot that covers the right next arrow will take the learner to layer 1.11a.
Slide (1.11a) / Menu Title: Empathetic		

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Background from base layer	(Slide Title)	(Joanne)	
should be showing. Words will animate on the screen.	Happy to Help (Jake Captions) Happy to help!	Our words show customers that they are not a burden. Saying phrases such as "happy to help" and my pleasure	"Happy to help" caption floats on the slide at the beginning of the timeline.
Jake avatar is on the left facing towards the monitor.	(On the computer monitor) These words show that the customer is not a burden and	allows the customer to open up and listen.	"These words show that" fades on the monitor.
An arrow icon pointing right is on the button center of the slide.	that you care. If the customer has lingering concerns, they will be more likely to be resolved.	If they have lingering concerns, they will be more likely to be resolved, and the customer will walk away satisfied.	At the end of the timeline the right arrow icon should light up with a yellow background using the grow animation.

			A hotspot that covers the right next arrow will take the learner to layer 1.11b.
Slide (1.11b) / Menu Title: Empa	thetic Language		
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Background from base layer	(Slide Title)		"I can offer you" caption floats
should be showing.	I Can Offer You	As a Tech Haven associate, you	on the slide at the beginning
Words will animate on the	(Jako Captions)	can offer the customer various solutions. Avoid using the	of the timeline.
screen.	(Jake Captions) "I can offer you"	word "no" or phrases like	"Some requestst" fades on
		"there's nothing I can do."	the monitor.
Jake avatar is on the left facing			
towards the monitor.	(On the monitor)	If you offer the customer	At the end of the timeline the right arrow icon should light
	Some requests from	solutions, they will leave Tech Haven satisfied.	up with a yellow background
An arrow icon pointing right is on the button center of the	customers aren't feasible. Instead of saying "no," what	riaveri satisfied.	using the grow animation.
slide.	alternative solutions can you		A least age at the at age was the a wight
	offer the customer?		A hotspot that covers the right next arrow will take the
			learner to layer 1.11c.
Slide (1.11c) / Menu Title: Empa	thetic		
Side (iiiie) / Merid Title: Empa			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Background from base layer	(Slide Title) Great Question	If you are unsure of an	"I can find that out" caption
should be showing.		answer, find the answer for	floats on the slide at the
\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\		them. The team at Tech Haven	beginning of the timeline.
Words will animate on the		is ready to support you. Avoid	

Jake avatar is on the left facing towards the monitor. An arrow icon pointing right is on the button center of the slide.	(On the monitor) If you aren't sure of an answer, keep the focus on what can be done to find the answer. Never say, "I don't know" or "I am new." Say you will find the answer and do just that.	phrases like, "I don't know, or "I am new." Say, "I will find that out for you" and do just that.	"If you aren't" fades on the monitor. At the end of the timeline the right arrow icon should light up with a yellow background using the grow animation. A hotspot that covers the right next arrow will take the learner to layer 1.11d.
Slide (1.11d) / Menu Title: Empa			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Background from base layer should be showing. Words will animate on the screen. Jake avatar is on the left facing towards the monitor. An arrow icon pointing right is on the button center of the slide.	(Slide Title) I completely Understand (Jake Captions) "I completely understand" Use this phrase thoughtfully. but read the customer's mood and relate to how they feel. Great support is defined by genuine empathy.	If you use active listening you can repeat what the customer said. Put yourself in their shoes, and show empathy trying to understand them. Great support is defined by genuine empathy.	"I completely understand" caption floats on the slide at the beginning of the timeline. "Use this phrase" fades on the monitor. At the end of the timeline the right arrow icon should light up with a yellow background using the grow animation. A hotspot that covers the right next arrow will take the learner to layer 1.11e
Slide (1.11e) / Menu Title: Empa			

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Background from base layer should be showing.	(Slide Title) Thank You For Being	Customers have choices on where to make their tech purchases. A simple thank you	Show the Next button on the player when the slide finishes. To go to next slide 1.12.
Words will animate on the screen. Jake avatar is on the left facing		goes a long way in where they make their purchases. Let's have them return to tech	
towards the monitor. An arrow icon pointing right is		haven.	
on the button center of the slide.			

Slide (1.12) / Menu Title: Steps for Handling Complaints		
Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title: 5 Step for Handling Customer Complaints	(Joanne) Sometimes a customer has	Hide the player Next button when the timeline starts.
(Title Bar) 5 Step for Handling Customer Complaints	to manage the complaints to ensure that the customer leaves Tech Haven satisfied.	The Next button becomes normal after all the layers have been visited.
(Listed horizontally below each of the pictures) 1. Listen to the Customer 2. Show Empathy 3. Apologize	The first step is to listen to the customer. Showing empathy and a sincere apology goes a long way.	The yellow frame behind each picture will start the wheel animation with each VO The yellow frame under picture 1 will start the wheel
	Slide Text: Title: 5 Step for Handling Customer Complaints (Title Bar) 5 Step for Handling Customer Complaints (Listed horizontally below each of the pictures) 1. Listen to the Customer 2. Show Empathy	Slide Text: Title: 5 Step for Handling Customer Complaints (Title Bar) 5 Step for Handling Customer Complaints (Listed horizontally below each of the pictures) 1. Listen to the Customer 2. Show Empathy 3. Apologize (Joanne) (Joanne) (Joanne) (Joanne) (Joanne) Sometimes a customer has complaints. There are 5 steps to manage the complaints to ensure that the customer leaves Tech Haven satisfied. The first step is to listen to the customer. Showing empathy and a sincere apology goes a long way.

		I	T · · · · · · · · · · · · · · · · · · ·
most of the space.	5. Find a Swift Solution	The next step is to ask follow	animation when the VO says
	I	up questions to learn how you	"The first step."
Each rectangle has a yellow		can help the customer. And	
frame around them, and	I	finally find a swift solution.	The yellow frame under
inside the rectangle is a			picture 2 will start the wheel
picture that corresponds with		Click on step 1, listen to the	animation when the VO says
the 5 steps. Below the picture		customer.	"Showing empathy."
inside the yellow frame, each			
one is numbered (1-5) and			The yellow frame under
labeled 1. Listen to the			picture 3 will start the wheel
Customer, 2, Show Empathy,			animation when the VO says
The slide background is white			"and a sincere apology."
or neutral, no image.			The yellow frame under
			picture 4 will start the wheel
			animation when the VO says
			"ask follow up."
			The yellow frame under
			picture 5 will start the wheel
			animation when VO says "find
			a swift solution,"
			The Directions bar fades in
			when VO says "Click on step
			1"
	I		
	I		Each of the 5 pictures contain
	I		a hotspot label the hotspots
	I		with the steps 1-5. Hotspot 1
	I		-goes to layer a, Hotspot 2
	I		goes to layer 2, Hotspot 3 goes
			to layer 3, Hotspot 4 goes to
		I .	<u> </u>

			layer d. Hotspot 5 goes to layer 5. A transparent image is placed over each box so they must be visited in order 1-5 Next button appears once all 5 layers have been visited.
Slide (1.12a) / Menu Title: Steps Visual / Display:	for Handling Complaints Lister Slide Text:	n to the Customer Narration / Voiceover:	Animation / Interaction:
The Title bar text says Listen to the Customer The same 1. Listen to the Customer picture from the base layer on the left side of the screen. On the right side is a framed text box with information. Back button icon.	(Slide Title) Listen to the Customer (Title Bar) Listen to the Customer If a customer has complained, it means that they want their unique problem to be heard. Use the active listening techniques to help the customer feel heard.	(Joanne) If a customer has complained, it means that they want their unique problem to be heard. Use the active listening techniques to help the customer feel heard.	Text fades onto screen with VO. A Back button icon with a hotspot is in the upper right corner. The hotspot takes the learner back to the base layer.
Slide (1.12b) / Menu Title: Steps	for Handling Complaints Show	Empathy	
Visual / Display: The Title bar text says Show Empathy	Slide Text: (Slide Title) Show Empathy (Title Bar) 2. Empathy	Narration / Voiceover: (Joanne)	Animation / Interaction: Text fades onto screen with VO.

The same 2. Show Empathy picture from the base layer on the left side of the screen. On the right side is a framed text box with information.	Empathy is a key part of resolving any customer-facing problem or confrontation. Practicing empathy means stepping into the customer's shoes and trying to see a problem from their point of view.	Empathy is a key part of resolving any customer-facing problem or confrontation. Practicing empathy means stepping into the customer's shoes and trying to see a problem from their point of view.	A Back button icon with a hotspot is in the upper right corner. The hotspot takes the learner back to the base layer.
Slide (1.12c) / Menu Title: Steps	for Handling Complaints Apolo	gize	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The Title bar text says Apologize The same 3. Apologize for the picture from the base layer on the left side of the screen. On the right side is a framed text box with information.	(Slide Title) Apologize (Title Bar) 3. Apologize When dealing with unhappy customers, an apology can go a long way. If you made a mistake or didn't deliver on a particular promise, sincerely apologize to the customer.	(Joanne) When dealing with unhappy customers, an apology can go a long way. If you made a mistake or didn't deliver on a particular promise, sincerely apologize to the customer.	Text fades onto screen with VO. A Back button icon with a hotspot is in the upper right corner. The hotspot takes the learner back to the base layer.
Slide (1.12d) / Menu Title: Steps for Handling Complaints Ask Questions			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The Title bar text says Ask Questions	(Slide Title) Ask Questions	(Joanne)	Text fades onto screen with VO.
The same 4. Ask Questions for the picture from the base layer	(Title Bar) 4. Ask Questions	After listening to a customer's complaint, make sure to ask	A Back button icon with a hotspot is in the upper right

on the left side of the screen. On the right side is a framed text box with information.	After listening to a customer's complaint, make sure to ask any relevant questions in order to better understand the situation.	any relevant questions in order to better understand the situation.	corner. The hotspot takes the learner back to the base layer.
Slide (1.12e) / Menu Title: Steps	for Handling Complaints Find a	Swift Solution	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The Title bar text says Ask Questions	Title: Find a Swift Solution	(Joanne)	Text fades onto screen with VO.
The same 5. Find a Swift Solution for the picture from the base layer on the left side of the screen. On the right side is a framed text box with information.	(Title Bar) 5. Find a Swift Solution The most important part of handling customer complaints is finding a resolution—and quickly. No unhappy customer wants to wait around for days as you come up with a solution. Use go-to solutions for common complaints on what you can offer them.	The most important part of handling customer complaints is finding a resolution—and quickly. No unhappy customer wants to wait around for days as you come up with a solution. Use go-to solutions for common complaints on what you can offer them.	A Back button icon with a hotspot is in the upper right corner. The hotspot takes the learner back to the base layer.

Slide (1.13) / Menu Title: Resolving Tense Interactions

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background image - Image a a break room fits to background	(Slide Title) Resolving Tense Interactions	(Sarah) (1) Hello, Jake. How is it going?	The thought and caption text will be displayed on the slide timed with the VO audio.
Title Bar: Welcome to Tech Haven	(Sarah caption) Hello, Jake. How is it going?	(Jake) (2) It;s going well, Sarah. (Sarah)	Slide begins with Jake listening/neutral to Sarah and then changes to Jake with his
This slide begins with Jake on the left side facing Sarah on the right side Sarah is on the right side facing Jake.	(Jake caption) It;s going well, Sarah. (Sarah caption)	(3) You know you have learned how to use active listening techniques and empathetic language but, sometimes the	arms up in the air when the VO says "I know Sarah, That's when I get frustrated." Then goes back to listening/neutral
Caption bubbles (speech bubbles) track Jake's and Sarah's conversation and their conversation on center of the	You know you have learned how to use active listening techniques and empathetic language but, sometimes the customer still has complaints.?	customer still has complaints.? (Jake) (4) I know Sarah. That's when I get frustrated.	with VO "If you use the 5 steps." When VO says "Bring on the customer!." Jake turns forward and puts his thumb up.
screen. As Jake and Sarah converse, the caption shape will remain between them.	(Jake caption) I know Sarah. That's when I get frustrated.	(Sarah) (5) If you use the 5 steps, the customer will walk away	Sarah remains in the talking pose for the entire slide. Caption bubbles track their
Jake's avatar has 4 poses: Jake listening/neutral to Jake changing to Jake with his arms up and frustrated, back	(Sarah caption) If you use the 5 steps, the customer will walk away	happy. I want you to stay working with us at Tech Haven.	conversation, with slide text fading in and out on time timeline, timed with the VO.
to Jake neutral change to thumbs up.	happy.I want you to stay working with us at Tech Haven.	(Sarah) Do you think you are ready to practice the 5 steps? (Jake) Bring on the customer!	The Next button on the player is hidden. Automatically jump to Slide
Sarah has 1 pose: Talking	(Sarah Caption) Do you think you are ready to practice the 5 steps?	Jake) billig on the customer:	13a when the timeline ends on this slide.
	(Jake caption)		

	Not all of us are born with your people skills. (Sarah caption) It's not about being born with it Jake. It's about actively trying to improve. Let me show you. (Jake caption) Bring on the customer!		
Slide (1.13a) / Menu Title: Resol	ving Tense Interactions		
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Visual / Display: Background image - Image a a tech store covers the background	(Slide Title) Jake's Practice Scenario (Lisa Caption)	Narration / Voiceover: (Lisa) Hi, I bought this tablet last week, and it's not working properly. It keeps freezing.	Animation / Interaction: Lisa changes from looking at her device to facing Jake when VO says "Yes, I was in a meeting."
Background image - Image a a tech store covers the	(Slide Title) Jake's Practice Scenario	(Lisa) Hi, I bought this tablet last week, and it's not working	Lisa changes from looking at her device to facing Jake when VO says "Yes, I was in a

This is unacceptable! I need it

for work and it's causing me a

lot of problems.

Caption bubbles (speech

bubbles) track Jake's and

screen. As Jake and Lisa

Lisa's conversation and their

conversation on center of the

lot of problems.

I apologize for the

inconvenience.

(Jake)

converse, the caption shape (Jake Caption) will remain between them. (Jake) I apologize for the Can you provide more details inconvenience. about when it started Jake's avatar has 4 poses: Jake listening/neutral to Jake happening? (Jake Caption) changing to Jake with his Can you provide more details arms up and frustrated, back (Lisa) about when it started to Jake neutral change to Yes, I was in a meeting on happening? thumbs up. Thursday, and opened this tab, and it started freezing. (Lisa Caption) Lisa has 2 poses. Yes, I was in a meeting on (Jake) Thursday, and opened this tab. Thank you for sharing that and it started freezing. information. (Jake Caption) (Jake) I will need to involve our Thank you for sharing that technical support team to information. resolve this. (Jake Caption) I will need to (Jake) While we fix your device involve our technical support I would like to offer you a team to resolve this. loaner device free of charge. (Jake) While we fix your device (Lisa) Oh yes. That would be I would like to offer you a very helpful. loaner device free of charge. (Lisa) Oh yes. That would be

Slide (1.14) / Menu Title: Summary				
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	

very helpful.

A large monitor takes up most [Slide Title] [Joannel of the screen. The same [1] Let's review what you have Summary Text will float in alignment learned, %Learnername%. with VO. monitor that is used on slides 1.4 and 1.5. Let's review what we have learned _____. VO: Active listening builds The Summary Points will trust with customers and appear in the monitor. (Summary Points) reduces misunderstanding. Active listening builds trust with customers and reduces The summary text will appear We can connect with our in the same styled rectangle misunderstanding. customers nonverbally by as the learning objectives from facial expressions and our 1.5 body language. We can connect with our customers nonverbally by facial expressions and our Customers appreciate when body language. we use positive language and phrases that show empathy. Customers appreciate when we use positive language and Communication and timely solutions will solve customer phrases that show empathy. complaints. Communication and timely solutions will solve customer complaints.

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
A dark purple thick frame	[Slide Title]	[Joanne]	
surrounds the outside of the	Quiz Time	Now it's time for your final	Quiz time has a "grow"
slide.		graded assessment. This will	animation.
	[Directions]	give you the opportunity to	
On the top of the slide inside	There will be 5 questions total.	demonstrate what you've	The question marks design
the frame is "Quiz Time!" in		learned about customer	has a "grow" animation.
bold.	You must answer at least 4 of	service.	
	5 correctly to earn 80% and	You will answer a series of 5	Next button on the player is
Inside the frame is a dark	pass this course. You got this!	questions. You must earn an	hidden until the end of the
background with light letters.		80% to pass.	timeline.
2 Question marks with		You will be able to review your	
rectangles around the		answers only once after you	
question marks zoom in the		complete the quiz. When you	
center of the screen.		are ready to begin click the	
		next button. Good luck!	

Vigual / Dieplays	Slide Teyt	Nametian / Vaigagyan	Animatian / Interactions
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
All 5 assessment question slides should have the same	[Slide Title]	[Joanne)	Score by question with 1
	Assessment	Funcilly a many available and a management	attempt for each quiz
layout and formatting.	(Dinastiana)	Emily, a new customer enters	question as the learner
	(Directions)	the store looking for a new	progresses through the quiz.
This slide does not have the	Select the Best answer choice	laptop. She seems a bit unsure	They will be able to Retake the
standard top/bottom border.	and click Submit.	about her requirements and	entire quiz at the end if they
Rather, "Question #" is placed	(0)	has a few questions for you.	do not pass.
at the very top center of the	(Question)	What are some ways you can	
slide. The rest of the slide uses	Emily, a new customer, enters	show that you are active	Results slide 1.21; graded quiz
the pale blue color from the	the store looking for a new	listening?	slide – multiple choice.
palette as a solid background.	laptop. She seems a bit unsure		
	about her requirements and	Select all that apply.	When the learner clicks
Same visual layout for Slides	has a few questions for you.		Submit, submit multiple
1.17, 1.18, 1.19, 1.20,	What are some ways you can		choice and advance to the
	show that you are active		next slide.
	listening?		
	Select all that apply.		The learner should not get
			immediate feedback with
			Correct or Incorrect feedback
	(Answer Choices)		layers. They should answer all
	(1)		of the questions sequentially
	(INCORRECT ANSWERS)		FIRST in the graded
	2. Show Emily the latest model		assessment, then receive their
	of the computer in stock		score on the Results page.
	3. Try to think of how you will		
	respond to Emily		If they do not pass, they can
			come back and review the
	[CORRECT ANSWER]		quiz.
	1. Make eye contact and		
	face Emily		Question 1 - Multiple answer
	4. Summarize what Emily		question type
	says		

Slide (1.18a) / Menu Title: Question 1 Feedback (hidden from Menu)

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides	[Slide Title]		Same direction for Slides
1.16a, 1.17a, 1,18a 1.19a, 1.20a,	Review		1.16a, 1.17a, 1.18a, 1.19a, 1.20a,
1.20a			
	Active listening techniques		
Background is pale blue.	include:		
	Facing the customer with your		
Text is centered on the slide in	entire body		
Arial 18 font.	Making eye contact		
	Listening to understand		
	without judgment		
	Summarizing what the		
	customer said		

Slide (1.17)	Menu Title: Question 2	(hidden from Menu)

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides	[Slide Title]	[Joanne]	Same settings for Slides 1.16,

1.16 1.17, 1.18, 1.19, 1.20,	Assessment	A customer approaches you	1.17, 1.18, 1.19, 1.20,
		and asks about the new	
All 5 assessment question	[Directions]	printers in stock. He seems	Question 2- Multiple answer
slides should have the same	Select the Best answer choice	reserved and appears to be	question type
layout and formatting.	and click Submit.	not only scoping out the	
		printers, but also your	
This slide does not have the	[Question]	interpersonal skills. How	
standard top/bottom border.	A customer approaches you	would you connect with the	
Rather, "Question #" is placed	and asks about the new	customer using non-verbal	
at the very top center of the	printers in stock. He seems	techniques?	
slide. The rest of the slide uses	reserved and appears to be		
the pale blue color from the	not only scoping out the	Select all that apply.	
palette as a solid background	printers, but also your		
	interpersonal skills. How		
	would you connect with the		
	customer using non-verbal		
	techniques?		
	Select all that apply.		
	[Answer Choices]		
	(INCORRECT ANSWERS)		
	1.Slouch down to make		
	yourself smaller		
	2. Walk in front of the		
	customer		
	(CORRECT ANSWERS)		
	3. Keep an open stance		
	4. Avoid crossing your arms		

Slide	(1.17a)) / Menu Title:	Question	2 Feedback
-------	---------	-----------------	----------	------------

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is pale blue.	[Slide Title]		Same direction for Slides
	Review		1.17a, 1.18a, 1.19a, 1.20a, 1.21a
Text is centered on the slide in			
Arial 18 font.	(Feedback)		
	Non-verbal communication		
	techniques that are		
	encouraged are:		
	Keeping an open stance with		
	open arms		
	Nodding your head		
	Maintaining a distance of 3		
	feet from the customer		

Slide (1.17a) / Menu Title: Question 2 Feedback			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background is pale blue.	[Slide Title]		Same direction for Slides
	Review		1.17a, 1.18a, 1.19a, 1.20a, 1.21a
Text is centered on the slide in			
Arial 18 font.	(Feedback)		
	Non-verbal communication		
"The directions bar that says	techniques that are		
Select the best answer choice	encouraged are:		
and click submit." is across the			

bottom of the slide.	Keeping an open stance with	
	open arms	
	Nodding your head	
	Maintaining a distance of 3	
	feet from the customer.	

Slide (1.18) / Menu Title: Question 3 (hidden from Menu)

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.16, 1.17 1.18, 1.19, 1.20, All 5 assessment question slides should have the same layout and formatting. This slide does not have the standard top/bottom border. Rather, "Question #" is placed at the very top center of the slide. The rest of the slide uses the pale blue color from the palette as a solid background	Slide Text: [Slide Title] Assessment [Directions] Select the Best answer choice and click Submit. [Question] The manager at Tech Haven observed and took notes of Jake to provide feedback. The manager observed the following four customer interactions. Select the quotations in which Jake	(Joanne) The manager at Tech Haven observed and took notes of Jake to provide feedback. The manager observed the following four customer interactions. Select the quotations in which Jake conveyed empathic language with customers. Select all that apply.	Animation / Interaction: Same settings for Slides 1.17, 1.18, 1.19, 1.20, 1.21 Question 3 - Multiple answer question type
	conveyed empathic language with customers.		

[Answer Choices] [CORRECT ANSWERS] 1. "I am happy to help you with that!" 2. "I understand how frustrating that could be, that your computer is broken." 3. "I will consult with my colleague and find the answer for you."	
_	

Slide (1.18a) / Menu Title: Question 3 Feedback			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.16a, 1.17a, 1.18a, 1.19a, 1.20a,	[Slide Title] Review [Feedback] A few important phrases to use in customer service are: "I am glad to help." "I understand how you feel." "I will find the answer for you."		Same direction for Slides 1.16a, 1.17a, 1.18a, 1.19a, 1.20a,

Slide (1.19) / Menu Title: Question 4 (hidden from Menu)

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides	[Slide Title]	(Joanne)	Same settings for Slides 1.17,
1.16, 1.17, 1.18, 1.19, 1.20,	Assessment	Place the following in order,	1.18, 1.19, 1.20, 1.21
		based on the question.	
	[Directions]	A customer comes to you	Question 4 - Drop down
All 5 assessment question	Select the Best answer choice	furious about a recent	ordered answer question type
slides should have the same	and click Submit.	technical issue they have	
layout and formatting.		encountered with a product	
	[Question]	they purchased. They are	
This slide does not have the	Place the following in order,	demanding a solution. In	
standard top/bottom border.	based on the question.	which order would you handle	
Rather, "Question #" is placed	A customer comes to you	this tense interaction based on	
at the very top center of the	furious about a recent	the provided steps.	
slide. The rest of the slide uses	technical issue they have		
the pale blue color from the	encountered with a product		
palette as a solid background	they purchased. They are	Select the BEST answer choice	
	demanding a solution. In	and click Submit.	
	which order would you handle		
	this tense interaction based on		
	the provided steps.		
	[CORRECT ANSWER ORDER]		
	1. Listen to the customer		
	2. Show Empathy		
	3. Apologize		
	4. Ask Questions		
	5. Find a Swift Solution		

Slide (1.19a) / Menu Titl	e: Question 4 Feedback
---------------------------	------------------------

Slide (1.20) / Menu Title: Question 5 (hidden from Menu)

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides	[Slide Title]		Same direction for Slides
1.16a, 1.18a, 1.19a, 1.20a, 1.21a	Review		1.1.6a, 1.17a, 1.18a, 1.19a, 1.20a,
	[Feedback]		
	The 5 steps for handling		
	customer complaints are:		
	1. Listen to the customer		
	2. Show empathy		
	3. Apologize		
	4. Ask follow up questions		
	5. Find a swift solution		

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides	[Slide Title]	(Joanne)	Same settings for Slides 1
1.16, 1.17, 1.18, 1.19, 1.20,	Assessment	A customer walks into Tech	1.17, 1.18, 1.19, 1.20,
		Haven visibly frustrated and	

Same visual layout for Slides	[Slide Title]	(Joanne)	Same settings for Slides 1.1.6,
1.16, 1.17, 1.18, 1.19, 1.20,	Assessment	A customer walks into Tech	1.17, 1.18, 1.19, 1.20,
		Haven, visibly frustrated, and	
All 5 assessment question	(Directions)	complains	
slides should have the same	Select the Best answer choice	about their recently	
layout and formatting.	and click Submit.	purchased laptop not	
		functioning properly.	
This slide does not have the	(Question)	The customer demands an	

standard top/bottom border.
Rather, "Question #" is placed at the very top center of the slide. The rest of the slide uses the pale blue color from the palette as a solid background

A customer walks into Tech Haven, visibly frustrated, and complains about their recently purchased laptop not functioning properly. The customer demands an immediate solution, expressing disappointment with the inconvenience. Using the 5 steps for handling customer complaints, what would be the best way to respond?

(Answer Choices) (INCORRECT ANSWERS)

2."The service department is really busy at this time. I am not sure when we will be able to fix your laptop. Perhaps you should purchase a different model."

3. "We received new laptops in stock and offer a financing option. How about you purchase a new laptop today

(CORRECT ANSWER)

1. "I understand how you must be frustrated with the laptop not working. I am going to ask you a few

immediate solution, expressing disappointment with the inconvenience. Using the 5 steps for handling customer complaints, what would be the best way to respond?

	questions and notify the technical department. We will get this fixed for you right away.				
Slide (1.20a) / Menu Title: Questio	Slide (1.20a) / Menu Title: Question 5 Feedback				
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:		
6 ' 11 ' 6 61' 1	5-11 L -1 L 1				
Same visual layout for Slides	[Slide Title]		Same direction for Slides		
1.17a, 1.18a, 1.19a, 1.20a,	[Slide Title] Review		Same direction for Slides 1.17a, 1.18a, 1.19a, 1.20a,		

Slide (1.21) / Menu (hide from Menu)				
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	
Color from palette is shows as background on slide.	(Slide Title) Results Your Score: XX% Passing Score: 80%	[Narration only on layers]	Use a Result side to show Success layer 1.22a when timeline starts if results are equal to or greater than the passing score.	
			Show Failure layer 1.22b when	

	timeline starts if results are less than passing score.
	Base layer will be visible (show through) from Success or Failure slide layers.
	Results variable reference shows the percent score only. Do not show the points variable reference.
	Built in graded quiz variable reference displays learner score where XX appears on slide.

Slide [1.21a] / Menu Title:				
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	
Marcus and Jodie avatars	Congratulations, you passed.	[Joanne]	Review button: shows	
appear, both happy.		Thank you for taking the quiz.	correct/incorrect response	
	(BUTTON)	Congratulations! You passed.	when reviewing	
Green checkmark next to slide		You can review your results by	Continue button: jumps to	
text	Continue	clicking on the review quiz	Slide 1.22	
		button. If you are satisfied with		
		your results and ready to move		
		on, please click on the		
		continue button.		

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
	Sorry, %Learnername%, you	(Joanne)	Retake button: resets results
	didn't pass.	Thank you for taking the quiz. Unfortunately, you did not	slide and jumps to Slide 1.16
	[buttons]	pass. You can review your	Review button: shows
	Retake Quiz	results by clicking on the	correct/incorrect response
		review quiz button. When you	when reviewing
	Review Quiz	are ready to try again, please	
		click on the retake quiz	After the learner clicks the
		button.	Review button and flips
			through each slide to review
			answers, the feedback that
			shows will be customized
			using the Review layer.

Slide (1.22) / Menu Title: Congratulations			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
This slide has a similar design as the Welcome slide.	[Slide Title] Congratulations!	(Sarah) Congratulations, Jake! You did it! You are ready to provide	Slide begins with Jake facing Sarah and Jake faces forward and puts his arms in the air

A thick border frames the	(In the center of the screen)	exceptional customer service.	when VO says "You did it!"
slide.	You finished the course		e
Jake avatar has 2 poses:	%Username%!		The button (end course) will allow the learner to exit the
Jake is on the left side of the	(On the sign Sarah is holding)		course.
screen facing Sarah, and Jake	You are ready to provide		
is on the left side of the screen	exceptional customer service.		
1 -			
up in celebration.	(Button) End Course		
right side of the screen.			
_			