

# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

## COURSE OUTLINE

**CLIENT NAME:** ASCEND HOSTING

**PROJECT NAME:** ENRICHING CUSTOMER SERVICE

### TARGET AUDIENCE:


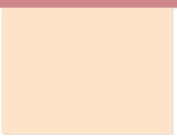






- Businesses onboarding new customer service staff
- Businesses retraining their customer service staff







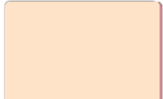


### LEARNING OBJECTIVES

1. Learners will understand that social-emotional intelligence (empathy and validation) helps to foster stronger connections and affords more productive interactions
2. Learners will understand that leveraging probing questions and paraphrasing improves understanding, provides clarity, and helps resolve issues
3. Learners will understand that using resources can improve knowledge and streamline customer issues
4. Learners will be able to differentiate between good and bad responses to customers.
5. Learners will be able to leverage socio-emotional intelligence (empathy and validation) to foster stronger connections and facilitate more productive interactions
6. Learners will be able to ask probing questions and paraphrase/restate customer issues to improve understanding, provide clarity, and help resolve issues
7. Learners will be able to leverage company resources (e.g., materials, tools) to help customers/employees understand and solve problems; refer to peers and supervisors to streamline customer issues















# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

## GRAPHIC SHOT LIST

SLIDE NO.	IMAGE DESCRIPTION	FILENAME
1-7		<a href="#">01-Main Background.png</a>
1-7;17; 21-23; 35; 29- 31;33; 37-39		<a href="#">02-Dialogue Bubble.png</a>
1-7		<a href="#">03-Progress Indicator.png</a>
6		<a href="#">03-Progress Indicator Stage 2.png</a>
6		<a href="#">03-Progress Indicator Stage 3.png</a>
1-7		<a href="#">04-Delphinium Flower.png</a>
9		<a href="#">05-Vecteezy Screen Saver.png</a>
10		<a href="#">06-Vecteezy Screen Saver Blur.png</a>

10		<a href="#">07-Screen Saver User.png</a>
11		<a href="#">08-Vecteezy Homescreen Landscape.png</a>
11-12		<a href="#">09-Ascend Hosting Logo.png</a>
10	This is an image of a loading animation.	<a href="#">10-Loading Animation.gif</a>
10		<a href="#">11-Doors Logo.png</a>
12		<a href="#">12-Workspace.png</a>
14-15; 21-23; 25; 29- 31;33;37- 39		<a href="#">13-Trainer Paige.png</a>
21-23; 29-31; 37-39		<a href="#">14-Feedback Board.png</a>
11		<a href="#">15-Dashboard Icon.png</a>
11		<a href="#">16-Folder Icon.png</a>

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

11		<a href="#">17-Internet Icon.png</a>
11		<a href="#">18-Video Icon.png</a>
11		<a href="#">19-Calculator Icon.png</a>
11		<a href="#">20-Keyboard Icon.png</a>
12		<a href="#">21 Services Icon.png</a>
12		<a href="#">22-Light Bulb Icon.png</a>
12		<a href="#">23-Ticket Icon.png</a>
12		<a href="#">24-Profile Icon.png</a>
12		<a href="#">25-Account Wallet Icon.png</a>
12		<a href="#">26-Announcements Icon.png</a>
12		<a href="#">27-Calendar Icon.png</a>
12		<a href="#">28-Chat Bubble Icon.png</a>
12		<a href="#">29-Email Icon.png</a>
12		<a href="#">30-Phone Icon.png</a>

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


### QUICK TEXT FORMATTING

Text Type	Case	Font Name	Font Weight	Font Size	Font Color	Effect
Main Title	All Caps	Proxima Nova	Bold	72 px	#1C4E60	None
Main Subtitle	All Caps	Proxima Nova	Bold	56 px	#CE888D	None
Section Title	Regular, Upper to Lower	Proxima Nova	Bold	72 px	#000000	None
Section Heading	Regular, Upper to Lower	Proxima Nova	Bold	40 px	#000000; #FFFFFF	None
Trainer Dialogue	Regular, Upper to Lower	Open Sans	Semi bold Italic	32 px	#000000	None
Dialogue Copy	Regular, Upper to Lower	Open Sans	Regular	32 px	#000000	None
Scenario Based Answer	Regular, Upper to Lower	Open Sans	Regular	24 px	#000000	None
Buttons	All Caps	Proxima Nova	Bold	32 px	#FFFFFF	Drop Shadow

### SLIDE CONTENT BREAKDOWN

Title/No.	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen) & Graphics	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


Title/No.	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen) & Graphics	Audio File Narration
Slide-1.1 Course Title Page (Title) <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">01- Main_Background.png</a> <a href="#">02-Dialogue_Bubble.png</a> <a href="#">03- Progress_Indicator.png</a> <a href="#">04- Delphinium_Flower.png</a>	<p><b>(Image)</b>            Enter in main background image at 0 seconds [<i>no animation</i>].            Aligned right and center</p>		
		<p><b>(Main Title)</b>            Enter in at 0 seconds [<i>no animation</i>].            Aligned left and center            Proxima Nova; bold; 72 px;            # #1C4E60</p>	<p>Enriching Customer Service</p>	<p>Welcome to Enriching Customer Service e-Learning course: Improving customer service for customer satisfaction.</p>
		<p><b>(Main Subtitle)</b>            Enter in 0 seconds [<i>no animation</i>].            Aligned left and center            Proxima Nova; bold; 56 px;            #CE888D</p>	<p>Improving Customer Interactions for Customer Satisfaction</p>	

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


Title/No.	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen) & Graphics	Audio File Narration
		<p><b>Get Started (button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[<i>reverse colors and create shadow; state change on mouse hover</i>].</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #FFFFFF</p>		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-1.2 Trainer Introduction & Navigation <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">01-Main Background.png</a> <a href="#">02-Dialogue Bubble.png</a> <a href="#">03-Progress Indicator.png</a> <a href="#">04-Delphinium Flower.png</a> <a href="#">02-Dialogue Bubble.png</a>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	 <p>Hi there! I'm Paige, a customer care expert. I'm so happy to have you here today! I'll assist you through today's training. At the end of the course, please rate your experience with me!</p> <p>Before we start, let's have a look at the course controls. In the bottom-left corner, you will find the navigation tools. These buttons will allow you to move forward, backward, and return home.</p>	<p>Hi there! I'm Paige, a customer care expert. I'm so happy to have you here today! I'll assist you through today's training. At the end of the course, please rate your experience with me!</p> <p>Before we start, let's have a look at the course controls. In the bottom-left corner, you will find the navigation tools. These buttons will allow you to move forward, backward, and return home.</p>
		<p><b>Main Navigation (button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[<i>reverse colors and create shadow; state change on mouse hover</i>].</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #FFFFFF</p>		

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-1.3 Course Introduction <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">01-Main Background.png</a> <a href="#">02-Dialogue Bubble.png</a> <a href="#">03-Progress Indicator.png</a> <a href="#">04-Delphinium Flower.png</a> <a href="#">02-Dialogue Bubble.png</a>	<b>(Visuals)</b> Enter in at 0 seconds [ <i>no animation</i> ].	 <p>Today, you'll take on some support tickets where the answers aren't readily apparent in communication. It's up to you to build the bridge for a positive experience and to provide a solution to the customer.</p>	Today, you'll take on some support tickets where the answers aren't readily apparent in communication. It's up to you to build the bridge for a positive experience and to provide a solution to the customer.
		<b>Main Navigation (button)</b> Enter in at 0 seconds [ <i>no animation</i> ]. <i>[reverse colors and create shadow; state change on mouse hover]</i> . Aligned bottom-left Proxima Nova; bold; 32 px; #FFFFFF		


Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-1.4 Slide Task Instructions <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">01-Main Background.png</a> <a href="#">02-Dialogue Bubble.png</a> <a href="#">03-Progress Indicator.png</a> <a href="#">04-Delphinium Flower.png</a>	<b>(Visuals)</b> Enter in at 0 seconds [ <i>no animation</i> ].	 <p>Each customer will rate their experience on a scale of one to five stars; your goal is to finish the day having resolved three customer support tickets. After completing all support tickets, you will receive a score average.</p>	Each customer will rate their experience on a scale of one to five stars; your goal is to finish the day having resolved three customer support tickets. After completing all support tickets, you will receive a score average.
		<b>Main Navigation (button)</b> Enter in at 0 seconds [ <i>no animation</i> ].  <i>[reverse colors and create shadow; state change on mouse hover]</i> .  Aligned bottom-left Proxima Nova; bold; 32 px; #FFFFFF		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-1.5 Progress Indicator <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">01-Main Background.png</a> <a href="#">02-Dialogue Bubble.png</a> <a href="#">03-Progress Indicator.png</a> <a href="#">03-Progress Indicator Stage 2.png</a> <a href="#">03-Progress Indicator Stage 3.png</a> <a href="#">04-Delphinium Flower.png</a>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	 <p>Pay attention to your potted plant. The plant serves as an indicator of your performance. It will remain healthy if you perform well with the customer. If you receive poor reviews, your plant will wither. Hover over the plant. Try it!</p> <p>That's all for now. Get settled and let's get started!</p>	<p>Pay attention to your potted plant. The plant serves as an indicator of your performance. It will remain healthy if you perform well with the customer. If you receive poor reviews, your plant will wither. Hover over the plant. Try it!</p> <p>That's all for now. Get settled and let's get started!</p>
		<p><b>Main Navigation (button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[<i>reverse colors and create shadow; state change on mouse hover</i>].</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #FFFFFF</p>		

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-2.1 Office Animation <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">07-Office Animation.mp4</a>	<b>(Visuals)</b> Enter in at 0 seconds [ <i>no animation</i> ]. Jump to slide 2.2 [ <i>when animation completes</i> ]		
		<b>Main Navigation (button)</b> Enter in at 0 seconds [ <i>no animation</i> ]. [ <i>reverse colors and create shadow; state change on mouse hover</i> ]. Aligned bottom-left Proxima Nova; bold; 32 px; #FFFFFF		

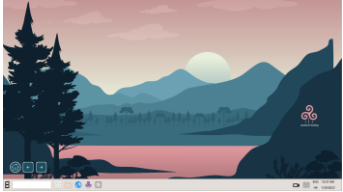
Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-2.2 Screen Saver <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz		<b>(Visuals)</b> Enter in at 0 seconds [ <i>no animation</i> ]. Jump to slide 2.3 [ <i>when user taps enter</i> ]		
		<b>Main Navigation (button)</b> Enter in at 0 seconds [ <i>no animation</i> ]. [ <i>reverse colors and create shadow; state change on mouse hover</i> ]. Aligned bottom-left Proxima Nova; bold; 32 px; #FFFFFF		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


<p>Slide-2.3</p> <p>Home Screen</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">08-Vecteezy Homescreen.png</a></p> <p><a href="#">09-Ascend Hosting Logo.png</a></p> <p><a href="#">10-Loading Animation.gif</a></p> <p><a href="#">15-Dashboard Icon.png</a></p> <p><a href="#">16-Folder Icon.png</a></p> <p><a href="#">17-Internet Icon.png</a></p> <p><a href="#">18-Video Icon.png</a></p> <p><a href="#">19-Calculator Icon.png</a></p> <p><a href="#">20-Keyboard Icon.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>10-Loading_Animation.gif [<i>plays when user double clicks 09-Ascend_Hosting_logo</i>]</p>		
		<p><b>Ascend Hosting Logo (Button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>Play 10-Loading_Animation.gif [<i>when user double clicks 09-Ascend_Hosting_logo</i>]</p> <p>Jump to slide 2.4 [<i>when 09_Ascend_Hosting_logo completes playing</i>]</p>		

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>Main Navigation (button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[<i>reverse colors and create shadow; state change on mouse hover</i>].</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #FFFFFF</p>		
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Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>Slide-2.4</p> <p>Workspace Instructions (Overlay)</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>			<div style="border: 1px solid #ccc; background-color: #fff9e6; padding: 5px; margin-bottom: 10px;"> <p><small>You can find this at top of your work portal, above the hero panel, under "My Shortcuts" section, as well as the dashboard to the left of your workspace. Extend your learning with "Helpful Articles!" This is also located under "My Shortcuts." Click the  if you need to review this again.</small></p> </div> <p>You can find this at top of your work portal, above the hero panel, under "My Shortcuts" section, as well as the dashboard to the left of your workspace. Extend your learning with "Helpful Articles!" This is also located under "My Shortcuts." Click the "question" icon if you need to review this again.</p>	<p>You can find this at top of your work portal, above the hero panel, under "My Shortcuts" section, as well as the dashboard to the left of your workspace. Extend your learning with "Helpful Articles!" This is also located under "My Shortcuts." Click the "question" icon if you need to review this again.</p>


# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-2.4</p> <p>Workspace</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">12-Workspace.png</a></p> <p><a href="#">21-Services Icon.png</a></p> <p><a href="#">22-Light Bulb Icon.png</a></p> <p><a href="#">23-Ticket Icon.png</a></p> <p><a href="#">24-Profile Icon.png</a></p> <p><a href="#">25-Account Wallet Icon.png</a></p> <p><a href="#">26-Announcements Icon.png</a></p> <p><a href="#">27-Calendar Icon.png</a></p> <p><a href="#">28-Chat Bubble Icon.png</a></p> <p><a href="#">29-Email Icon.png</a></p> <p><a href="#">30-Phone Icon.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>Ascend Hosting; Services; Support Center; Submit Issue; My Tickets; Approvals; New User [menu tabs]</p> <p>Hello User, Welcome, to your Portal [aligned left under menu tabs]</p> <p>My shortcuts; My Profile; My Salary; My Tickers; Helpful Articles; Contact Us [tabs with icons]</p> <p>Personal Hub [section title]: Home, My Profile, Email, Account Settings [aligned left, stacked]</p> <p>Employee Hub [section title]: Announcements, Upcoming Events, Groups/Meets, [aligned left, stacked]</p> <p>Work Hub [section title]: Message Center, My Tickets [aligned left, stacked]</p>	 <p>ASCEND HOSTING; SERVICES; SUPPORT CENTER; SUBMIT ISSUE; MY TICKETS; APPROVALS; NEW USER</p> <p>HELLO USER; Welcome to your Portal</p> <p>MY SHORTCUTS; MY PROFILE; MY SALARY; MY TICKETS; HELPFUL ARTICLES; CONTACTS US</p> <p>Call the Service Desk for help with your IT requests, questions, and problems; 1-840-000-0000; live chat; helpdesk@company.com</p> <p>PERSONAL HUB; HOME; MY PROFILE; EMAIL; ACCOUNT SETTINGS; EMPLOYEE HUB; ANNOUNCEMENTS; UPCOMING EVENTS; GROUPS/MEETS; TASKS; EDUCATION; WORK HUB; MESSAGE CENTER; TICKETS</p>	Empty grey column
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>Main Navigation (button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[<i>reverse colors and create shadow; state change on mouse hover</i>].</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #FFFFFF</p>		
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# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

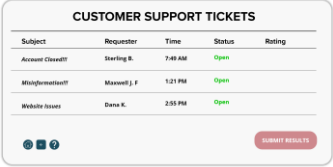
<p>Slide-2.4 (Layer)</p> <p>Helpful Article 1</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>		<p><b>Main Navigation (button)</b></p> <p>Jump to layer when user clicks "Best Customer Service Practices" at 0 seconds [<i>as overlay on slide 2.4, dim background</i>].</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #FFFFFF</p> <p><b>Exit (button)</b></p> <p>Jump to slide 2.4 at 0 seconds [<i>no animation</i>]</p>	 <p>© 2022 JAI' MIE TERRY</p>	<p><b>Best Customer Service Practices</b></p> <p>Customer service is so much more than just providing support to your customers! Effective communication, forming, and maintaining relationships with customers are integral to great customer service. To thrive in customer service, representatives must focus and consider their communication habits. This article provides some valuable pointers for how you can improve customer interactions.</p> <p>Be personable and empathetic with your customers. They are human. Let's humanize our interactions with them. A good start to this would be to acknowledge them by name at the beginning of your dialogue.</p> <p>Be patient and listen to the customers' issues. It's important to paraphrase/restate for clarification of the situation. Ask probing questions if you find yourself lost or require more information. Be thorough! Make it easy as possible for your customers. How can you simplify the learning process for your customers? Consider the resources at your disposal. Do you have video tutorials? Visual aids to send?</p>
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# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-2.4 (Layer)</p> <p>Helpful Article 2</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>		<p><b>Main Navigation (button)</b></p> <p>Jump to layer when user clicks "The Bedrock of Good Customer Service" [<i>as overlay on slide 2.4, dim background</i>].</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #FFFFFF</p> <p><b>Exit (button)</b></p> <p>Jump to slide 2.4 at 0 seconds [<i>no animation</i>]</p>	 <p>© 2022 JAI' MIE TERRY</p>	<p>The Bedrock of Great Customer Service</p> <p>Never flat-out tell the customer that they are wrong. Politely correct wrong assumptions made by customers to clarify a situation (e.g., I understand that X, is that correct. I can confirm that...is...). Do your due diligence and properly investigate the customer situation so you're able to provide accurate information when you respond.</p> <p>Sometimes customers are extremely upset and may want to express their grievances as opposed to communicating their issue. Be patient! Listen! Ask probing questions to collect the information needed to facilitate customer resolution.</p> <p>Understand What They Want</p> <p>Don't presume to know what the customer would want! Some people value money. Some value time. Some value care. Ask yourself, "what does the customer want?" Find out what they are seeking. Refrain from jumping to a solution before communicating with the customer. This may appear dismissive, impersonal, and avoidant. A solution may not be the solution.</p>
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# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

## CUSTOMER SUPPORT TICKET INBOX

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-2.5 Ticket Support <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz		<p><b>(Visuals)</b></p> <p>CUSTOMER SUPPORT TICKETS</p> <p>Subject; Requester; Time; Status; Rating</p> <p>Account Closed!!!; Sterling B.; 7:49 AM; Open</p> <p>Double Charged!!!; Maxwell J.F; 1;21 PM; Open</p> <p>Website Issues; Dana K.; 2:55 PM; Open</p> <p><i>[position all items as shown in slide 2.5]</i></p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>jump to slide 3.1 <i>[when user clicks Account Closed!!!]</i></p> <p>jump to slide 4.1 <i>[when user clicks Misinformation!!!]</i></p> <p>jump to slide 5.1 <i>[when user clicks Website Issues]</i></p>	 <p>CUSTOMER SUPPORT TICKETS</p> <p>Subject; Requester; Time; Status; Rating</p> <p>Account Closed!!!; Sterling B.; 7:49 AM; Open</p> <p>Double Charged!!!; Maxwell J.F; 1;21 PM; Open</p> <p>Website Issues; Dana K.; 2:55 PM; Open</p>	

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>Main Navigation (button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[<i>reverse colors and create shadow; state change on mouse hover</i>].</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #FFFFFF</p>		
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### SUPPORT TICKET INSTRUCTIONS

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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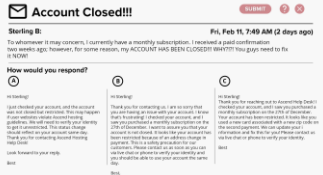
## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-2.5</p> <p>Ticket Instructions (Overlay)</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">13-Trainer Paige.png</a></p> <p><a href="#">02-Dialogue Bubble.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at .0 seconds [<i>as overlay on slide 2.5, dim background</i>].</p>	<div data-bbox="1142 207 1444 380" data-label="Image"> <p>Once you have read the customer ticket, choose the most suitable response and click <b>submit</b> to submit. If you at any point feel stuck, click the <b>question</b> icon for help. I can provide up to two hints per ticket to help you, but first, try to solve the problem yourself. Click on the <b>exit</b> icon to close the ticket and return to the inbox. You have already been assigned a few support tickets. Get started on them! You must respond to all three tickets. You will be able to view the customer's rating after you have completed the ticket. You've got this!</p> </div> <p>Once you have read the customer ticket, choose the most suitable response and click "submit" to submit. If you at any point feel stuck, click the "question" icon for help. I can provide up to two hints per ticket to help you, but first, try to solve the problem yourself. Click on the "exit" icon to close the ticket and return to the inbox. You already have a few support tickets. You must respond to all three tickets. After you complete the ticket, you can view the customer's rating. Get started on them! You've got this!</p>	<p>Once you have read the customer ticket, choose the most suitable response and click "submit" to submit. If you at any point feel stuck, click the "question" icon for help. I can provide up to two hints per ticket to help you, but first, try to solve the problem yourself. Click on the "exit" icon to close the ticket and return to the inbox. You already have a few support tickets. You must respond to all three tickets. After you complete the ticket, you can view the customer's rating. Get started on them! You've got this!</p>
		<p><b>Main Navigation (button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[<i>reverse colors and create shadow; state change on mouse hover</i>].</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #FFFFFF</p>		

# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>Exit (Button)</b></p> <p>Enter in at .0 seconds</p> <p>Jump to slide 2.5 [<i>when user clicks exit button</i>]</p>	
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## TICKET 1 SCENARIO: ACCOUNT CLOSED

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-3.1 Scenario <input type="checkbox"/> Section <input type="checkbox"/> Lesson <input checked="" type="checkbox"/> Quiz	<a href="#">29-Email Icon.png</a>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>		
		<p><b>(Quiz Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Account Closed!!!</p>	<p>Account Closed!!!</p>
		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Sterling B.</p>	<p>Sterling B.</p>

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Customer Message)</b> Enter in at 0 seconds [<i>no animation</i>].</p>	<p>To whomever it may concern, I currently have a monthly subscription. I received a paid confirmation two weeks ago; however, for some reason, my ACCOUNT HAS BEEN CLOSED!!! WHY?!?! You guys need to fix it NOW!</p>	<p>To whomever it may concern, I currently have a monthly subscription. I received a paid confirmation two weeks ago; however, for some reason, my ACCOUNT HAS BEEN CLOSED!!! WHY?!?! You guys need to fix it NOW!</p>
		<p><b>(Section Title)</b> Enter in at 0 seconds [<i>no animation</i>].</p>	<p>How do would you respond?</p>	<p>How do would you respond?</p>
		<p><b>A</b> Enter in at 0 seconds [<i>no animation</i>].  Highlight "A" button [<i>when user clicks the "A" button</i>]</p>	<p>I just checked your account, and the account was not closed but restricted. This may happen if user websites violate Ascend hosting guidelines. We will need to verify your identity to get it unrestricted. This status change should reflect on your account same day. Regards, %uName%</p>	<p>I just checked your account, and the account was not closed but restricted. This may happen if user websites violate Ascend hosting guidelines. We will need to verify your identity to get it unrestricted. This status change should reflect on your account same day. Best,</p>

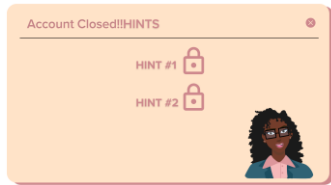
## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>B</b> Enter in at 0 seconds [<i>no animation</i>].</p> <p>Highlight "B" button [<i>when user clicks the "B" button</i>]</p>	<p>Thank you for contacting us. I am so sorry that you are having an issue with your account. I know that's frustrating! I checked your account, and I saw you that purchased a monthly subscription on the 27th of December. I want to assure you that your account is not closed. It looks like we have restricted your account because of an address and payment change. This is a safety precaution for our customers. Please contact us as soon as you can via live chat or phone to verify your identity and you should be able to use your account the same day.</p> <p>Best, %uName%</p>	<p>Thank you for contacting us. I am so sorry that you are having an issue with your account. I know that's frustrating! I checked your account, and I saw you that purchased a monthly subscription on the 27th of December. I want to assure you that your account is not closed. It looks like we have restricted your account because of an address and payment change. This is a safety precaution for our customers. Please contact us as soon as you can via live chat or phone to verify your identity and you should be able to use your account the same day.</p> <p>Best, %uName%</p>
		<p><b>C</b> Enter in at 0 seconds [<i>no animation</i>].</p> <p>Highlight "C" button [<i>when user clicks the "C" button</i>]</p>	<p>Thank you for reaching out to Ascend Help Desk! I checked your account, and I saw you purchased a monthly subscription on the 27th of December. We restricted your account. It looks like you used a new card associated with a new zip code on the second payment. We can update your information and fix this for you! Please contact us via live chat or phone to verify your identity.</p> <p>Best, %uName%</p>	<p>Thank you for reaching out to Ascend Help Desk! I checked your account, and I saw you purchased a monthly subscription on the 27th of December. We restricted your account. It looks like you used a new card associated with a new zip code on the second payment. We can update your information and fix this for you! Please contact us via live chat or phone to verify your identity.</p> <p>Best, %uName%</p>

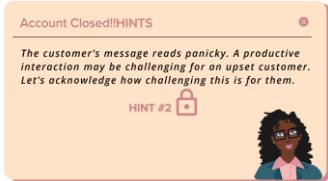
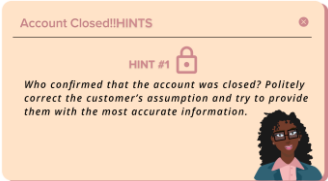
## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>Submit (Button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>Jump to slide 3.3 [<i>when user clicks "A" button and clicks "Submit"</i>]</p> <p>Jump to slide 3.4 [<i>when user clicks "B" button and clicks "Submit"</i>]</p> <p>Jump to slide 3.5 [<i>when user clicks "C" button and clicks "Submit"</i>]</p>		
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### TICKET 1 SCENARIO: HINTS

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-3.2 Ticket 1 Hints <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">13-Trainer Paige.png</a> <a href="#">02-Dialogue Bubble.png</a>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>when user clicks question icon</i>].</p> <p>Show "3.2 Slide (State) Ticket Scenario 1 Hint 1" [<i>when user clicks the "hint #1" lock graphic</i>]</p> <p>Show "3.2 Slide (State) Ticket Scenario 1 Hint 2" [<i>when user clicks the "hint #2" lock graphic</i>]</p> <p>Jump back to slide 3.1 [<i>when user clicks "X" button</i>]</p>		

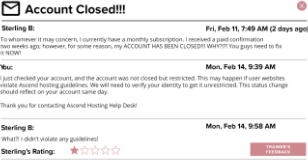
## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>Jump back to slide 3.1 [<i>when user clicks "X" button</i>]</p>	 <p>The customer's message reads panicky. A productive interaction may be challenging for an upset customer. Let's acknowledge how challenging this is for them.</p>	<p>The customer's message reads panicky. A productive interaction may be challenging for an upset customer. Let's acknowledge how challenging this is for them.</p>
		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>Jump back to slide 3.1 [<i>when user clicks "X" button</i>]</p>	 <p>Who confirmed that the account was closed? Politely correct the customer's assumption and try to provide them with the most accurate information.</p>	<p>Who confirmed that the account was closed? Politely correct the customer's assumption and try to provide them with the most accurate information.</p>
		<p><b>Exit (Button)</b></p> <p>Jump back to slide 3.1 [<i>when user clicks "X" button</i>]</p>		


### TICKET 1 SCENARIO A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-3.3</p> <p>Ticket 1 Scenario A</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">29-Email Icon.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>		
		<p><b>(Quiz Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Account Closed!!!</p>	<p>Account Closed!!!</p>
		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Sterling B.</p>	<p>Sterling B.</p>
		<p><b>(Section Title) Sterling B's Message</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>To whomever it may concern, I currently have a monthly subscription. I received a paid confirmation two weeks ago; however, for some reason, my ACCOUNT HAS BEEN CLOSED!!! WHY?!?! You guys need to fix it NOW!</p>	<p>To whomever it may concern, I currently have a monthly subscription. I received a paid confirmation two weeks ago; however, for some reason, my ACCOUNT HAS BEEN CLOSED!!! WHY?!?! You guys need to fix it</p>


## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Section Title)</b> Employee Response A</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I just checked your account, and the account was not closed but restricted. This may happen if user websites violate Ascend hosting guidelines. We will need to verify your identity to get it unrestricted. This status change should reflect on your account same day. Best, %uName%</p>	<p>I just checked your account, and the account was not closed but restricted. This may happen if user websites violate Ascend hosting guidelines. We will need to verify your identity to get it unrestricted. This status change should reflect on your account same day. Best,</p>
		<p><b>(Section Title)</b> Sterling B's Response A</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>What?! I didn't violate any guidelines!</p>	<p>What?! I didn't violate any guidelines!</p>
		<p><b>(Section Title)</b> Sterling's Rating</p> <p>[<i>one star is filled #CE888D; outline, CE888D</i>]</p>		
		<p><b>Feedback (Button)</b> Paige's Feedback</p> <p>Jump to slide 3.6 [<i>when user click "Paige's Feedback" button</i>]</p>		


### TICKET 1 SCENARIO B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

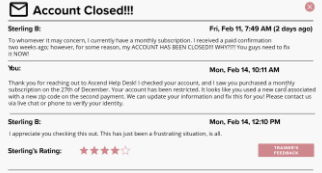
<p>Slide-3.4</p> <p>Ticket 1 Scenario B</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">29-Email Icon.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>		
		<p><b>(Quiz Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Account Closed!!!</p>	<p>Account Closed!!!</p>
		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Sterling B.</p>	<p>Sterling B.</p>
		<p><b>(Section Title) Sterling B's Message</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>To whomever it may concern, I currently have a monthly subscription. I received a paid confirmation two weeks ago; however, for some reason, my ACCOUNT HAS BEEN CLOSED!!! WHY?!?! You guys need to fix it NOW!</p>	<p>To whomever it may concern, I currently have a monthly subscription. I received a paid confirmation two weeks ago; however, for some reason, my ACCOUNT HAS BEEN CLOSED!!! WHY?!?! You guys need to fix it</p>

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


		<p><b>(Section Title)</b> Employee Response B</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Thank you for contacting us. I am so sorry that you are having an issue with your account. I know that's frustrating! I checked your account, and I saw you purchased a monthly subscription on the 27th of December. I want to assure you that your account is not closed. It looks like your account has been restricted because of an address and payment change. This is a safety precaution for our customers. Please contact us as soon as you can via live chat or phone to verify your identity and you should be able to use your account the same day.</p> <p>Best, %uName%</p>	<p>Thank you for contacting us. I am so sorry that you are having an issue with your account. I know that's frustrating! I checked your account, and I saw you purchased a monthly subscription on the 27th of December. I want to assure you that your account is not closed. It looks like your account has been restricted because of an address and payment change. This is a safety precaution for our customers. Please contact us as soon as you can via live chat or phone to verify your identity and you should be able to use your account the same day. Best,</p>
		<p><b>(Section Title)</b> Sterling B's Response B</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Thank you for checking that out for me. I had no idea why the account was restricted. Yes, I did use another card the second time. I will use the live chat to verify my identity.</p>	<p>Thank you for checking that out for me. I had no idea why the account was restricted. Yes, I did use another card the second time. I will use the live chat to verify my identity.</p>
		<p><b>(Section Title)</b> Sterling's Rating</p> <p>[<i>five stars is filled #CE888D; outline, CE888D</i>]</p>		
		<p><b>Feedback (Button)</b> Paige's Feedback</p> <p>Jump to slide 3.4 [<i>when user click "Paige's Feedback" button</i>]</p>		

# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

## TICKET 1 SCENARIO C

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide3.5 Ticket 1 Scenario C <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">29-Email Icon.png</a>	<b>(Visuals)</b> Enter in at 0 seconds [ <i>no animation</i> ].		
		<b>(Quiz Title)</b> Enter in at 0 seconds [ <i>no animation</i> ].	Account Closed!!!	Account Closed!!!
		<b>(Section Title)</b> Enter in at 0 seconds [ <i>no animation</i> ].	Sterling B.	Sterling B.
		<b>(Section Title)</b> Sterling B's Message Enter in at 0 seconds [ <i>no animation</i> ].	To whomever it may concern, I currently have a monthly subscription. I received a paid confirmation two weeks ago; however, for some reason, my ACCOUNT HAS BEEN CLOSED!!! WHY?!?! You guys need to fix it NOW!	To whomever it may concern, I currently have a monthly subscription. I received a paid confirmation two weeks ago; however, for some reason, my ACCOUNT HAS BEEN CLOSED!!! WHY?!?! You guys need to fix it

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Section Title)</b> Employee Response C</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Thank you for reaching out to Ascend Help Desk! I checked your account, and I saw you purchased a monthly subscription on the 27th of December. Your account has been restricted. It looks like you used a new card associated with a new zip code on the second payment. We can update your information and fix this for you! Please contact us via live chat or phone to verify your identity. Best, %uName%</p>	<p>Thank you for reaching out to Ascend Help Desk! I checked your account, and I saw you purchased a monthly subscription on the 27th of December. Your account has been restricted. It looks like you used a new card associated with a new zip code on the second payment. We can update your information and fix this for you! Please contact us via live chat or phone to verify your identity.</p>
		<p><b>(Section Title)</b> Sterling B's Response C</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I appreciate you checking this out. This has just been a frustrating situation, is all.</p>	<p>I appreciate you checking this out. This has just been a frustrating situation, is all.</p>
		<p><b>(Section Title)</b> Sterling's Rating</p> <p>[<i>four stars is filled #CE888D; outline, CE888D</i>]</p>		

### TICKET 1 SCENARIO A FEEDBACK

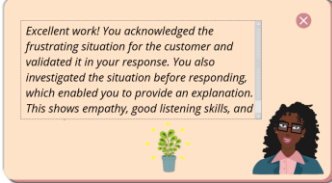
Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-3.6</p> <p>Ticket 1 Scenario A Feedback</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">13-Trainer Paige.png</a></p> <p><a href="#">14-Feedback Board.png</a></p> <p><a href="#">03-Progress Indicator.png</a></p> <p><a href="#">03-Progress Indicator Stage 2.png</a></p> <p><a href="#">03-Progress Indicator Stage 3.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [no animation]</p>	<div data-bbox="1108 196 1438 381" data-label="Image"> </div> <p>Oops! Your response did not show empathy. It is important to be sensitive to customer feelings. Think of empathy as a bridge to good communication. It provides context to a situation and helps guide us to respond appropriately. Also, we implied that the customer violated Ascend Hosting guidelines without evidence, and we did not articulate what guideline they violated. Try to avoid blaming the customer. To improve this type of interaction in the future, try to put yourself in the customer's shoes and investigate the case before communicating with the customer.</p>	<p>Oops! Your response did not show empathy. It is important to be sensitive to customer feelings. Think of empathy as a bridge to good communication. It provides context to a situation and helps guide us to respond appropriately. Also, we implied that the customer violated Ascend Hosting guidelines without evidence, and we did not articulate what guideline they violated. Try to avoid blaming the customer. To improve this type of interaction in the future, try to put yourself in the customer's shoes and investigate the case before communicating with the customer.</p>
		<p><b>Exit (Button)</b></p> <p>Jump back to slide 3.3 [when user clicks "X" button]</p>		

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

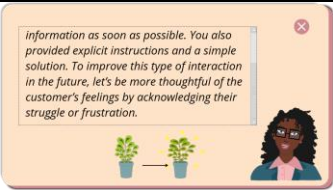
### TICKET 1 SCENARIO B FEEDBACK

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-3.7 Ticket 1 Scenario B Feedback <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">13-Trainer Paige.png</a> <a href="#">14-Feedback Board.png</a> <a href="#">03-Progress Indicator.png</a>	<b>(Visuals)</b> Enter in at 0 seconds [no animation]	 <p>Excellent work! You acknowledged the frustrating situation for the customer and validated it in your response. You also investigated the situation before responding, which enabled you to provide an explanation. This shows empathy, good listening skills, and pro-activeness.</p>	Excellent work! You acknowledged the frustrating situation for the customer and validated it in your response. You also investigated the situation before responding, which enabled you to provide an explanation. This shows empathy, good listening skills, and pro-activeness.
		<b>Exit (Button)</b> Jump back to slide 3.4 [when user clicks "X" button]		

### TICKET 1 SCENARIO C FEEDBACK

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration

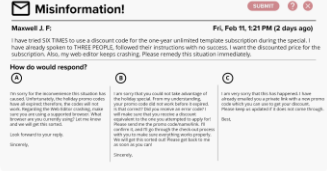
## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-3.8</p> <p>Ticket 1 Scenario C</p> <p>Feedback</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">13-Trainer Paige.png</a></p> <p><a href="#">14-Feedback Board.png</a></p> <p><a href="#">03-Progress Indicator.png</a></p> <p><a href="#">03-Progress Indicator Stage 2.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [no animation]</p>	 <p>You were on the right track! Nice job investigating the issue before talking to the customer. It is best to have accurate information as soon as possible. You also provided explicit instructions and a simple solution. To improve this type of interaction in the future, let's be more thoughtful of the customer's feelings by acknowledging their struggle or frustration.</p>	<p>You were on the right track! Nice job investigating the issue before talking to the customer. It is best to have accurate information as soon as possible. You also provided explicit instructions and a simple solution. To improve this type of interaction in the future, let's be more thoughtful of the customer's feelings by acknowledging their struggle or frustration.</p>
		<p><b>Exit (Button)</b></p> <p>Jump back to slide 3.5 [when user clicks "X" button]</p>		

### TICKET 2 SCENARIO: MISINFORMATION!!!

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-4.1</p> <p>Ticket 2 Scenario</p> <p><input type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input checked="" type="checkbox"/> Quiz</p>	<p><a href="#">29-Email Icon.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>		
		<p><b>(Quiz Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Misinformation!!!</p>	<p>Misinformation!!!</p>
		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Maxwell J. F</p>	<p>Maxwell J. F</p>
		<p><b>(Customer Message)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I have tried SIX TIMES to use a discount code for the one-year unlimited template subscription during the special. I have already spoken to THREE PEOPLE, followed their instructions with no success. I want the discounted price for the subscription. Also, my web editor keeps crashing. Please remedy this situation immediately.</p>	<p>I have tried SIX TIMES to use a discount code for the one-year unlimited template subscription during the special. I have already spoken to THREE PEOPLE, followed their instructions with no success. I want the discounted price for the subscription. Also, my web editor keeps crashing. Please remedy this situation immediately.</p>
		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>How do would you respond?</p>	<p>How do would you respond?</p>

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>A</b> Enter in at 0 seconds [no animation].</p> <p>Highlight "A" button [when user clicks the "A" button]</p>	<p>I'm sorry for the inconvenience this situation has caused. Unfortunately, the holiday promo codes have all expired; therefore, the codes will not work. Regarding the Web Editor crashing, make sure you are using a supported browser. What browser are you currently using? Let me know and we will get this sorted. %uName%</p>	<p>I'm sorry for the inconvenience this situation has caused. Unfortunately, the holiday promo codes have all expired; therefore, the codes will not work. Regarding the Web Editor crashing, make sure you are using a supported browser. What browser are you currently using? Let me know and we will get this sorted.</p>
		<p><b>B</b> Enter in at 0 seconds [no animation].</p> <p>Highlight "B" button [when user clicks the "B" button]</p>	<p>I am sorry that you could not take advantage of the holiday special. From my understanding, your promo code did not work before it expired. Is that correct? Did you receive an error code? I will make sure that you receive a discount equivalent to the one you attempted to apply for! Please send me the promo code/name/link. I'll confirm it, and I'll go through the check-out process with you to make sure everything works properly. We'll sort this out! Please get back to me as soon as you can! Sincerely, %uName%</p>	<p>I am sorry that you could not take advantage of the holiday special. From my understanding, your promo code did not work before it expired. Is that correct? Did you receive an error code? I will make sure that you receive a discount equivalent to the one you attempted to apply for! Please send me the promo code/name/link. I'll confirm it, and I'll go through the check-out process with you to make sure everything works properly. We'll sort this out! Please get back to me as soon as you can! Sincerely,</p>
		<p><b>C</b> Enter in at 0 seconds [no animation].</p> <p>Highlight "C" button [when user clicks the "C" button]</p>	<p>I am very sorry about this situation. I have already emailed you a private link with a new promo code which you can use to get your discount. Please let us know if it does not come through. Best, %uName%</p>	<p>I am very sorry about this situation. I have already emailed you a private link with a new promo code which you can use to get your discount. Please let us know if it does not come through.</p>

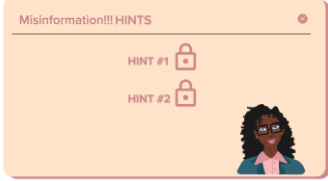
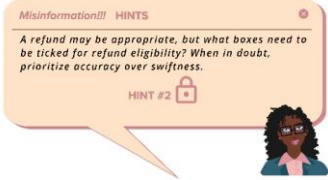
## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>Submit (Button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>Jump to slide 4.3 [<i>when user clicks "A" button and clicks "Submit"</i>]</p> <p>Jump to slide 4.4 [<i>when user clicks "B" button and clicks "Submit"</i>]</p> <p>Jump to slide 4.5 [<i>when user clicks "C" button and clicks "Submit"</i>]</p>		
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### TICKET 2 SCENARIO: HINTS

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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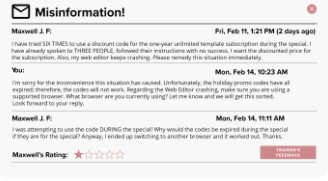
## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-4.2</p> <p>Ticket 2 Hints</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">13-Trainer Paige.png</a></p> <p><a href="#">02-Dialogue Bubble.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [when user clicks question icon].</p> <p>Show "4.2 Slide (State) Ticket Scenario 1 Hint 1" [when user clicks the "hint #1" lock graphic]</p> <p>Show "4.2 Slide (State) Ticket Scenario 1 Hint 2" [when user clicks the "hint #2" lock graphic]</p> <p>Jump back to slide 4.1 [when user clicks "X" button]</p>		
		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [no animation].</p> <p>Jump back to slide 4.1 [when user clicks "X" button]</p>	 <p>A refund may be appropriate, but what boxes do we need to tick for refund eligibility? When in doubt, prioritize accuracy over swiftness.</p>	<p>A refund may be appropriate, but what boxes do we need to tick for refund eligibility? When in doubt, prioritize accuracy over swiftness.</p>

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>Jump back to slide 4.1 [<i>when user clicks "X" button</i>]</p>	 <p>An excellent customer service experience involves addressing all customer needs. You may need to ask clarifying questions for more details.</p>	An excellent customer service experience involves addressing all customer needs. You may need to ask clarifying questions for more details.
		<p><b>Exit (Button)</b></p> <p>Jump back to slide 4.1 [<i>when user clicks "X" button</i>]</p>		


### TICKET 2 SCENARIO A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>4.3-Slide</p> <p>Ticket 2 Scenario A</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">29-Email Icon.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>		

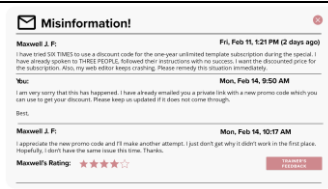
## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Quiz Title)</b> Enter in at 0 seconds [<i>no animation</i>].</p>	Misinformation!!!	Misinformation!!!
		<p><b>(Section Title)</b> Enter in at 0 seconds [<i>no animation</i>].</p>	Maxwell J. F	Maxwell J. F
		<p><b>(Section Title)</b> Maxwell's message Enter in at 0 seconds [<i>no animation</i>].</p>	I have tried SIX TIMES to use a discount code for the one-year unlimited template subscription during the special. I have already spoken to THREE PEOPLE, followed their instructions with no success. I want the discounted price for the subscription. Also, my web editor keeps crashing. Please remedy this situation immediately.	I have tried SIX TIMES to use a discount code for the one-year unlimited template subscription during the special. I have already spoken to THREE PEOPLE, followed their instructions with no success. I want the discounted price for the subscription. Also, my web editor keeps crashing. Please remedy this situation immediately.
		<p><b>(Section Title)</b> Employee Response A Enter in at 0 seconds [<i>no animation</i>].</p>	I'm sorry for the inconvenience this situation has caused. Unfortunately, the holiday promo codes have all expired; therefore, the codes will not work. Regarding the Web Editor crashing, make sure you are using a supported browser. What browser are you currently using? Let me know and we'll sort this out.	I'm sorry for the inconvenience this situation has caused. Unfortunately, the holiday promo codes have all expired; therefore, the codes will not work. Regarding the Web Editor crashing, make sure you are using a supported browser. What browser are you currently using? Let me know and we'll sort this out.

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Section Title)</b> Maxwell's Response A</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I was attempting to use the code DURING the special! Why would the codes be expired during the special if they are for the special? Anyway, I ended up switching to another browser and it worked out. Thanks.</p>	<p>I was attempting to use the code DURING the special! Why would the codes be expired during the special if they are for the special? Anyway, I ended up switching to another browser and it worked out. Thanks.</p>
		<p><b>(Section Title)</b> Maxwell's Rating</p> <p>[<i>one star is filled #CE888D; outline, CE888D</i>]</p>		
		<p><b>Feedback (Button)</b> Paige's Feedback</p> <p>Jump to slide2.5 [<i>when user click "Paige's Feedback" button</i>]</p>		


### TICKET 2 SCENARIO B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>4.4-Slide</p> <p>Ticket 2 Scenario B</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">29-Email Icon.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>		

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


		<p><b>(Quiz Title)</b> Enter in at 0 seconds [<i>no animation</i>].</p>	Misinformation!!!	Misinformation!!!
		<p><b>(Section Title)</b> Enter in at 0 seconds [<i>no animation</i>].</p>	Maxwell J. F	Maxwell J. F
		<p><b>(Section Title)</b> Maxwell's message Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I have tried SIX TIMES to use a discount code for the one-year unlimited template subscription during the special. I have already spoken to THREE PEOPLE, followed their instructions with no success. I want the discounted price for the subscription. Also, my web editor keeps crashing. Please remedy this situation immediately. Sincerely, %uName%</p>	<p>I have tried SIX TIMES to use a discount code for the one-year unlimited template subscription during the special. I have already spoken to THREE PEOPLE, followed their instructions with no success. I want the discounted price for the subscription. Also, my web editor keeps crashing. Please remedy this situation immediately.</p>

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


		<p><b>(Section Title)</b> Employee Response B</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I am sorry that you could not take advantage of the holiday special. From my understanding, your promo code did not work before it expired. Is that correct? Did you receive an error code? I will make sure that you receive a discount equivalent to the one you attempted to apply for! Please send me the promo code/name/link. I'll confirm it, and I'll go through the check-out process with you to make sure everything works properly. We'll sort this out! Please get back to me as soon as you can! Sincerely,</p>	<p>I am sorry that you could not take advantage of the holiday special. From my understanding, your promo code did not work before it expired. Is that correct? Did you receive an error code? I will make sure that you receive a discount equivalent to the one you attempted to apply for! Please send me the promo code/name/link. I'll confirm it, and I'll go through the check-out process with you to make sure everything works properly. We'll sort this out! Please get back to me as soon as you can! Sincerely,</p>
		<p><b>(Section Title)</b> Maxwell's Response B</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I appreciate the new promo code and I'll make another attempt. I just don't get why it didn't work in the first place. Hopefully, I don't have the same issue this time. Thanks.</p>	<p>I appreciate the new promo code and I'll make another attempt. I just don't get why it didn't work in the first place. Hopefully, I don't have the same issue this time. Thanks.</p>
		<p><b>(Section Title)</b> Maxwell's Rating</p> <p>[<i>four stars is filled #CE888D; outline, CE888D</i>]</p>		
		<p><b>Feedback (Button)</b> Paige's Feedback</p> <p>Jump to slide 2.5 [<i>when user click "Paige's Feedback" button</i>]</p>		

# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

## TICKET 2 SCENARIO C

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
4.5-Slide Ticket 2 Scenario C  <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">29-Email_Icon.png</a>	<b>(Visuals)</b> Enter in at 0 seconds [ <i>no animation</i> ].		
		<b>(Quiz Title)</b> Enter in at 0 seconds [ <i>no animation</i> ].	Misinformation!!!	Misinformation!!!
		<b>(Section Title)</b> Enter in at 0 seconds [ <i>no animation</i> ].	Maxwell J. F	Maxwell J. F
		<b>(Section Title)</b> Maxwell's message Enter in at 0 seconds [ <i>no animation</i> ].	I have tried SIX TIMES to use a discount code for the one-year unlimited template subscription during the special. I have already spoken to THREE PEOPLE, followed their instructions with no success. I want the discounted price for the subscription. Also, my web editor keeps crashing. Please remedy this situation immediately. Best, %uName%	I have tried SIX TIMES to use a discount code for the one-year unlimited template subscription during the special. I have already spoken to THREE PEOPLE, followed their instructions with no success. I want the discounted price for the subscription. Also, my web editor keeps crashing. Please remedy this situation immediately.

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Section Title)</b> Employee Response C</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I am very sorry about this situation. I have already emailed you a private link with a new promo code which you can use to get your discount. Please let us know if it does not come through.</p>	<p>I am very sorry about this situation. I have already emailed you a private link with a new promo code which you can use to get your discount. Please let us know if it does not come through.</p>
		<p><b>(Section Title)</b> Maxwell's Response C</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Hi thank you! Yes, I couldn't get my code to work. I kept getting a "code not valid" error. I really appreciate your honoring the discount! The promo code was 25RAININGTEMPLATES. Thanks again!</p>	<p>Hi thank you! Yes, I couldn't get my code to work. I kept getting a "code not valid" error. I really appreciate your honoring the discount! The promo code was 25RAININGTEMPLATES. Thanks again!</p>
		<p><b>(Section Title)</b> Maxwell's Rating</p> <p>[<i>five stars is filled #CE888D; outline, CE888D</i>]</p>		
		<p><b>Feedback (Button)</b> Paige's Feedback</p> <p>Jump to slide 2.5 [<i>when user click "Paige's Feedback" button</i>]</p>		

### TICKET 2 SCENARIO FEEDBACK A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-4.6</p> <p>Ticket 2 Scenario A Feedback</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">13-Trainer Paige.png</a></p> <p><a href="#">14-Feedback Board.png</a></p> <p><a href="#">03-Progress Indicator.png</a></p> <p><a href="#">03-Progress Indicator Stage 2.png</a></p> <p><a href="#">03-Progress Indicator Stage 3.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds as screen overlay [no animation]</p>	<div data-bbox="1171 191 1444 344" data-label="Image"> <p>The image shows a feedback message box with a close button (X) in the top right corner. The text inside reads: "You were on the right track! You acknowledged the customer's frustration and resolved the crashing issue; however, you bypassed one of the customer's issues. The customer mentioned that the code did not work during the special, which means an". Below the text is a small illustration of a person with dark hair and a blue top, standing next to three potted plants.</p> </div> <p>You were on the right track! You acknowledged the customer's frustration and resolved the crashing issue; however, you bypassed one of the customer's issues. The customer mentioned that the code did not work during the special, which means an expired code was not the problem. Make sure you are paying attention, thoroughly responding, addressing all customer concerns. To improve this type of interaction in the future, be sure to ask paraphrase, restate customer situations, or ask probing questions.</p>	<p>You were on the right track! You acknowledged the customer's frustration and resolved the crashing issue; however, you bypassed one of the customer's issues. The customer mentioned that the code did not work during the special, which means an expired code was not the problem. Make sure you are paying attention, thoroughly responding, addressing all customer concerns. To improve this type of interaction in the future, be sure to ask paraphrase, restate customer situations, or ask probing questions.</p>
		<p><b>Exit (Button)</b></p> <p>Jump back to slide 4.3 [when user clicks "X" button]</p>		

### TICKET 2 SCENARIO FEEDBACK B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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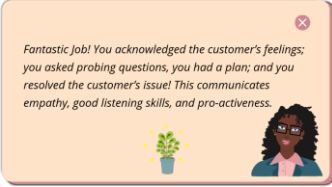
## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-4.7</p> <p>Ticket 2 Scenario B Feedback</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">13-Trainer Paige.png</a></p> <p><a href="#">14-Feedback Board.png</a></p> <p><a href="#">03-Progress Indicator.png</a></p> <p><a href="#">03-Progress Indicator Stage 2.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds as screen overlay [no animation]</p>	<div data-bbox="1136 191 1470 378" data-label="Image"> </div> <p>Not bad! You were empathetic and provided a solution; however, you missed an opportunity to show that you can directly handle customer issues. We want to help the customer as soon as possible and maintain their confidence in our ability to tackle their problems. If you are unsure about the situation, be sure to ask paraphrase/restate customer situations or ask probing questions.</p>	<p>Not bad! You were empathetic and provided a solution; however, you missed an opportunity to show that you can directly handle customer issues. We want to help the customer as soon as possible and maintain their confidence in our ability to tackle their problems. If you are unsure about the situation, be sure to ask paraphrase/restate customer situations or ask probing questions.</p>
		<p><b>Exit (Button)</b></p> <p>Jump back to slide 4.4 [when user clicks "X" button]</p>		

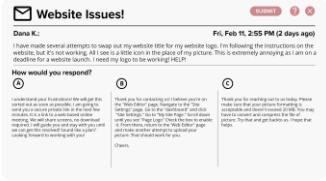
### TICKET 2 SCENARIO FEEDBACK C

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-4.8</p> <p>Ticket 2 Scenario C Feedback</p> <p><input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p><a href="#">13-Trainer Paige.png</a></p> <p><a href="#">14-Feedback Board.png</a></p> <p><a href="#">03-Progress Indicator.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds as screen overlay [<i>no animation</i>]</p>	 <p>Fantastic Job! You acknowledged the customer's feelings; you asked probing questions, you had a plan; and you resolved the customer's issue! This communicates empathy, good listening skills, and pro-activeness.</p>	<p>Fantastic Job! You acknowledged the customer's feelings; you asked probing questions, you had a plan; and you resolved the customer's issue! This communicates empathy, good listening skills, and pro-activeness.</p>
		<p><b>Exit (Button)</b></p> <p>Jump back to slide 4.3 [<i>when user clicks "X" button</i>]</p>		

### TICKET 3 SCENARIO: WEBSITE ISSUES!

<p>Slide-5.1</p> <p>Ticket 3 Scenario</p> <p><input type="checkbox"/> Section <input type="checkbox"/> Lesson <input checked="" type="checkbox"/> Quiz</p>	<p><a href="#">29-Email Icon.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>		
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

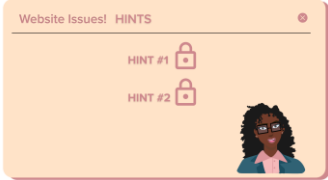
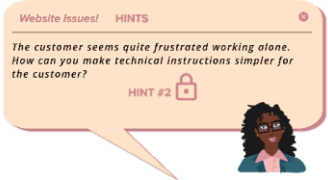
		<p><b>(Quiz Title)</b> Enter in at 0 seconds [<i>no animation</i>].</p>	Website Issues!	Website Issues!
		<p><b>(Section Title)</b> Enter in at 0 seconds [<i>no animation</i>].</p>	Dana K.	Dana K.
		<p><b>(Customer Message)</b> Enter in at 0 seconds [<i>no animation</i>].</p>	I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!	I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!
		<p><b>(Section Title)</b> Enter in at 0 seconds [<i>no animation</i>].</p>	How do would you respond?	How do would you respond?
		<p><b>A</b> Enter in at 0 seconds [<i>no animation</i>].</p> <p>Highlight "A" button [<i>when user clicks the "A" button</i>]</p>	I understand your frustrations! We will sort this out as soon as possible. I am going to send you a secure private link in the next few minutes. It is a link to a web-based online meeting. We will share screens, no download required. I will guide you and stay with you until we resolve this issue! Sound like a plan? %uName%	I understand your frustrations! We will sort this out as soon as possible. I am going to send you a secure private link in the next few minutes. It is a link to a web-based online meeting. We will share screens, no download required. I will guide you and stay with you until we resolve this issue! Sound like a plan?

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


		<p><b>B</b> Enter in at 0 seconds [<i>no animation</i>].</p> <p>Highlight "B" button [<i>when user clicks the "B" button</i>]</p>	<p>Thank you for contacting us! I believe you're on the "Web Editor" page. Navigate to the "Site Settings" page. Go to the "dashboard" and click "Site Settings." Go to "My Site Page." Scroll down until you see "Page Logo" Check the box to enable it. From there, return to the 'Web Editor" page and make another attempt to upload your picture. That should work for you.</p> <p>Cheers, %uName%</p>	<p>Thank you for contacting us! I believe you're on the "Web Editor" page. Navigate to the "Site Settings" page. Go to the "dashboard" and click "Site Settings." Go to "My Site Page." Scroll down until you see "Page Logo" Check the box to enable it. From there, return to the 'Web Editor" page and make another attempt to upload your picture. That should work for you.</p> <p>Cheers,</p>
		<p><b>C</b> Enter in at 0 seconds [<i>no animation</i>].</p> <p>Highlight "C" button [<i>when user clicks the "C" button</i>]</p>	<p>Thank you for reaching out to us today. Please make sure that your picture formatting is acceptable and doesn't exceed 20 MB. You may have to convert and compress the file of the picture. Try that and get back to us. I hope that helps. Best, %uName%</p>	<p>Thank you for reaching out to us today. Please make sure that your picture formatting is acceptable and doesn't exceed 20 MB. You may have to convert and compress the file of the picture. Try that and get back to us. I hope that helps. Best,</p>
		<p><b>Submit (Button)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>Jump to slide 5.3 [<i>when user clicks "A" button and clicks "Submit"</i>]</p> <p>Jump to slide 5.4 [<i>when user clicks "B" button and clicks "Submit"</i>]</p> <p>Jump to slide 5.5 [<i>when user clicks "C" button and clicks "Submit"</i>]</p>		

# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

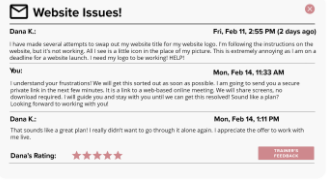
## TICKET 3 HINTS

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-33 Ticket 3 Hints <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">13-Trainer Paige.png</a>  <a href="#">02-Dialogue Bubble.png</a>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds  <i>[ when user clicks question icon].</i></p> <p>Show "5.2 Slide (State)            Ticket Scenario 1 Hint 1"  <i>[ when user clicks the "hint #1" lock graphic]</i></p> <p>Show "5.2 Slide (State)            Ticket Scenario 1 Hint 2"  <i>[ when user clicks the "hint #2" lock graphic]</i></p> <p>Jump back to slide 5.1  <i>[ when user clicks "X" button]</i></p>		
		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds <i>[ no animation].</i></p> <p>Jump back to slide 5.1  <i>[ when user clicks "X" button]</i></p>	 <p>The customer seems quite frustrated working alone. How can you make technical instructions simpler for the customer?</p>	<p>The customer seems quite frustrated working alone. How can you make technical instructions simpler for the customer?</p>


## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>Jump back to slide 5.1 [<i>when user clicks "X" button</i>]</p>	 <p>What company resources are at your disposal to make this easier for the customer?</p>	<p>What company resources are at your disposal to make this easier for the customer?</p>
		<p><b>Exit (Button)</b></p> <p>Jump back to slide 5.1 [<i>when user clicks "X" button</i>]</p>		

### TICKET 3 SCENARIO A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>Slide-5.3</p> <p>Ticket 3 Scenario A</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">29-Email Icon.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>		
		<p><b>(Quiz Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Website Issues!</p>	<p>Website Issues!</p>


## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	Dana K.	Dana K.
		<p><b>(Section Title)</b> Dana's message</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!	I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!
		<p><b>(Section Title)</b> Employee Response A</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	I understand your frustrations! We will sort this out as soon as possible. I am going to send you a secure private link in the next few minutes. It is a link to a web-based online meeting. We will share screens, no download required. I will guide you and stay with you until we resolve this issue! Sound like a plan? %uName%	I understand your frustrations! We will sort this out as soon as possible. I am going to send you a secure private link in the next few minutes. It is a link to a web-based online meeting. We will share screens, no download required. I will guide you and stay with you until we resolve this issue! Sound like a plan?
		<p><b>(Section Title)</b> Dana's Response A</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	That sounds like a great plan! I really didn't want to go through it alone again. I appreciate the offer to work with me live.	That sounds like a great plan! I really didn't want to go through it alone again. I appreciate the offer to work with me live.
		<p><b>(Section Title)</b> Dana's Rating</p> <p>[<i>five stars are filled #CE888D; outline, CE888D</i>]</p>		


# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>Feedback (Button) Paige's Feedback</b></p> <p>Jump to slide 5.6 [<i>when user click "Paige's Feedback" button</i>]</p>		
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## TICKET 3 SCENARIO B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>5.4-Slide Ticket 3 Scenario B</p> <p><input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p><a href="#">29-Email Icon.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>		
		<p><b>(Quiz Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Website Issues!</p>	<p>Website Issues!</p>
		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Dana K.</p>	<p>Dana K.</p>


## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Section Title)</b> Dana's message</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!</p>	<p>I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!</p>
		<p><b>(Section Title)</b> Employee Response B</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Thank you for contacting us! I believe you're on the "Web Editor" page. Navigate to the "Site Settings" page. Go to the "dashboard" and click "Site Settings." Go to "My Site Page." Scroll down until you see "Page Logo" Check the box to enable it. From there, return to the 'Web Editor" page and make another attempt to upload your picture. That should work for you.</p> <p>Cheers, %uName%</p>	<p>Thank you for contacting us! I believe you're on the "Web Editor" page. Navigate to the "Site Settings" page. Go to the "dashboard" and click "Site Settings." Go to "My Site Page." Scroll down until you see "Page Logo" Check the box to enable it. From there, return to the 'Web Editor" page and make another attempt to upload your picture. That should work for you.</p> <p>Cheers,</p>
		<p><b>(Section Title)</b> Dana's Response B</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I didn't see the "Page Logo" section you mentioned. I'm really confused! I only have one more day to get this fixed before my website launch!</p>	<p>I didn't see the "Page Logo" section you mentioned. I'm really confused! I only have one more day to get this fixed before my website launch!</p>
		<p><b>(Section Title)</b> Dana's Rating</p> <p>[two stars are filled #CE888D; outline, CE888D]</p>		


## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>Feedback (Button) Paige's Feedback</b></p> <p>Jump to slide 5.7 [<i>when user click "Paige's Feedback" button</i>]</p>		
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### TICKET 3 SCENARIO C


Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-5.5 Ticket 3 Scenario C  <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">29-Email Icon.png</a>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>		
		<p><b>(Quiz Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	Website Issues!	Website Issues!
		<p><b>(Section Title)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	Dana K.	Dana K.

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<p><b>(Section Title)</b> Dana's message</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!</p>	<p>I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!</p>
		<p><b>(Section Title)</b> Employee Response C</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>Thank you for reaching out to us today. Please make sure that your picture formatting is acceptable and doesn't exceed 20 MB. You may have to convert and compress the file of the picture. Try that and get back to us. I hope that helps. Best, %uName%</p>	<p>Thank you for reaching out to us today. Please make sure that your picture formatting is acceptable and doesn't exceed 20 MB. You may have to convert and compress the file of the picture. Try that and get back to us. I hope that helps.</p>
		<p><b>(Section Title)</b> Dana's Response C</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p>	<p>It's PNG file and it's 897 KB. So what now?</p>	<p>It's PNG file and it's 897 KB. So what now?</p>
		<p><b>(Section Title)</b> Dana's Rating</p> <p>[<i>five stars are filled #CE888D; outline, CE888D</i>]</p>		
		<p><b>Feedback (Button)</b> Paige's Feedback</p> <p>Jump to slide 5.8 [<i>when user click "Paige's Feedback" button</i>]</p>		

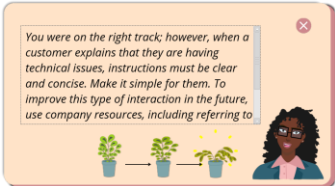
# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

## TICKET 3 FEEDBACK A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-5.6 Ticket 3 Scenario A Feedback <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">13-Trainer Paige.png</a> <a href="#">14-Feedback Board.png</a> <a href="#">03-Progress Indicator.png</a>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds as screen overlay [<i>no animation</i>].</p>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">  </div> <p>Outstanding work! Nice job acknowledging the customer's feelings and their time-sensitive problem. Great idea using company tools to improve customer service. This showed good listening skills, as the customer email expressed technical challenges, and your ability to tackle the issue promptly.</p>	<p>Outstanding work! Nice job acknowledging the customer's feelings and their time-sensitive problem. Great idea using company tools to improve customer service. This showed good listening skills, as the customer email expressed technical challenges, and your ability to tackle the issue promptly.</p>
		<p><b>Exit (Button)</b></p> <p>Jump back to slide 5.3 [<i>when user clicks "X" button</i>]</p>		

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


### TICKET 3 FEEDBACK B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-5.7 Ticket 3 Scenario B Feedback <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">13-Trainer Paige.png</a> <a href="#">14-Feedback Board.png</a> <a href="#">03-Progress Indicator.png</a> <a href="#">03-Progress Indicator Stage 2.png</a> <a href="#">03-Progress Indicator Stage 3.png</a>	<b>(Visuals)</b> Enter in at 0 seconds as screen overlay [ <i>no animation</i> ].	 <p>You were on the right track; however, when a customer explains that they are having technical issues, instructions must be clear and concise. Make it simple for them. To improve this type of interaction in the future, use company resources, including referring to</p> <p>You were on the right track; however, when a customer explains that they are having technical issues, instructions must be clear and concise. Make it simple for them. To improve this type of interaction in the future, use company resources, including referring to your peers. Visual aids go a long way! Think screenshots. Refer them to short video tutorials.</p>	You were on the right track; however, when a customer explains that they are having technical issues, instructions must be clear and concise. Make it simple for them. To improve this type of interaction in the future, use company resources, including referring to your peers. Visual aids go a long way! Think screenshots. Refer them to short video tutorials.
		<b>Exit (Button)</b> Jump back to slide 5.4 [ <i>when user clicks "X" button</i> ]		

### TICKET 3 FEEDBACK C

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-5.8</p> <p>Ticket 3 Scenario C</p> <p>Feedback</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">13-Trainer Paige.png</a></p> <p><a href="#">14-Feedback Board.png</a></p> <p><a href="#">03-Progress Indicator.png</a></p> <p><a href="#">03-Progress Indicator Stage 2.png</a></p> <p><a href="#">03-Progress Indicator Stage 3.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds as screen overlay [<i>no animation</i>].</p>	 <p>You provided explicit instructions, but unfortunately; the solution was wrong. Also, some steps involved using external programs and extra work. We want to resolve the issue with customer service and company products. Do not take what the customer says at face value. Make sure that you are doing your due diligence; to improve this type of interaction in the future, make sure you are investigating the situation, use company resources, including referring to your peers.</p>	<p>You provided explicit instructions, but unfortunately; the solution was wrong. Also, some steps involved using external programs and extra work. We want to resolve the issue with customer service and company products. Do not take what the customer says at face value. Make sure that you are doing your due diligence; to improve this type of interaction in the future, make sure you are investigating the situation, use company resources, including referring to your peers.</p>
		<p><b>Exit (Button)</b></p> <p>Jump back to slide 5.5 [<i>when user clicks "X" button</i>]</p>		

### COURSE COMPLETION

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-6.1</p> <p>Average Score State 1</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">01-Main Background.png</a></p> <p><a href="#">02-Dialogue Bubble.png</a></p> <p><a href="#">03-Progress Indicator.png</a></p> <p><a href="#">04-Delphinium Flower.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>]</p>	<div data-bbox="1129 207 1436 370" data-label="Image"> </div> <p>You did it!</p> <p>Customer relationships are like plants, and your plant is in good shape! Like plants, customer relationships need to be handled with care. To thrive, water your customers with attention, radiate empathy and compassion for them, and nourish them with competency, professionalism, and hard work.</p> <p>Here are some key points to remember:</p> <ul style="list-style-type: none"> <li>• Leverage socio-emotional intelligence to foster stronger connections and facilitate more productive interactions.</li> <li>• Ask probing questions and paraphrase/restate customer issues to improve understanding and provide clarity.</li> <li>• Leverage company resources to help improve understanding and streamline customer issues.</li> <li>• It was a pleasure to work with you today! Be sure to refer to your supervisor for further instruction.</li> </ul>	<p>You did it!</p> <p>Customer relationships are like plants, and your plant is in good shape! Like plants, customer relationships need to be handled with care. To thrive, water your customers with attention, radiate empathy and compassion for them, and nourish them with competency, professionalism, and hard work.</p> <p>Here are some key points to remember:</p> <ul style="list-style-type: none"> <li>• Leverage socio-emotional intelligence to foster stronger connections and facilitate more productive interactions.</li> <li>• Ask probing questions and paraphrase/restate customer issues to improve understanding and provide clarity.</li> <li>• Leverage company resources to help improve understanding and streamline customer issues.</li> </ul> <p>It was a pleasure to work with you today! Be sure to refer to your supervisor for further instruction.</p>
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<b>Next (Button)</b> Jump back to slide 6.5 <i>[ when user clicks the next button]</i>		
		<b>Back (Button)</b> Jump back to slide 2.5 <i>[ when user clicks the back button]</i>		
		<b>Exit (Button)</b> Jump back to slide 1.1 <i>[ when user clicks the home button]</i>		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO


<p>Slide-6.2</p> <p>Average Score State 2</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">01-Main Background.png</a></p> <p><a href="#">02-Dialogue Bubble.png</a></p> <p><a href="#">03-Progress Indicator Stage 2.png</a></p> <p><a href="#">04-Delphinium Flower.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>]</p>	<div data-bbox="1150 207 1459 370" data-label="Image"> </div> <p>You did it!</p> <p>Customer relationships are like plants, and your plant is in good shape! Like plants, customer relationships need to be handled with care. To thrive, water your customers with attention, radiate empathy and compassion for them, and nourish them with competency, professionalism, and hard work.</p> <p>Here are some key points to remember:</p> <ul style="list-style-type: none"> <li>• Leverage socio-emotional intelligence to foster stronger connections and facilitate more productive interactions.</li> <li>• Ask probing questions and paraphrase/restate customer issues to improve understanding and provide clarity.</li> <li>• Leverage company resources to help improve understanding and streamline customer issues.</li> </ul> <p>It was a pleasure to work with you today! Be sure to refer to your supervisor for further instruction.</p>	<p>You did it!</p> <p>Customer relationships are like plants, and your plant is in good shape! Like plants, customer relationships need to be handled with care. To thrive, water your customers with attention, radiate empathy and compassion for them, and nourish them with competency, professionalism, and hard work.</p> <p>Here are some key points to remember:</p> <ul style="list-style-type: none"> <li>• Leverage socio-emotional intelligence to foster stronger connections and facilitate more productive interactions.</li> <li>• Ask probing questions and paraphrase/restate customer issues to improve understanding and provide clarity.</li> <li>• Leverage company resources to help improve understanding and streamline customer issues.</li> </ul> <p>It was a pleasure to work with you today! Be sure to refer to your supervisor for further instruction.</p>
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<b>Next (Button)</b> Jump back to slide 6.5 <i>[when user clicks the next button]</i>		
		<b>Back (Button)</b> Jump back to slide 2.5 <i>[when user clicks the back button]</i>		
		<b>Exit (Button)</b> Jump back to slide 1.1 <i>[when user clicks the home button]</i>		


Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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# ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

<p>Slide-6.3</p> <p>Average Score State 3</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p><a href="#">01-Main Background.png</a></p> <p><a href="#">02-Dialogue Bubble.png</a></p> <p><a href="#">03-Progress Indicator Stage 3.png</a></p> <p><a href="#">04-Delphinium Flower.png</a></p>	<p><b>(Visuals)</b></p> <p>Enter in at 0 seconds [<i>no animation</i>]</p>	 <p>Congratulations! You completed the course.</p> <p>Like plants, customer relationships need to be handled with care. Your plant survived, but it is withering. Survival is great, but thriving is the goal. To thrive, water your customers with attention, radiate empathy and compassion for them, and nourish them with competency, professionalism, and hard work.</p> <p>Here are some key points to remember:</p> <ul style="list-style-type: none"> <li>• Leverage socio-emotional intelligence to foster stronger connections and facilitate more productive interactions.</li> <li>• Ask probing questions and paraphrase/restate customer issues to improve understanding and provide clarity.</li> <li>• Leverage company resources to help improve understanding and streamline customer issues.</li> </ul> <p>It was a pleasure to work with you today! Be sure to refer to your supervisor for further instruction</p>	<p>Congratulations! You completed the course.</p> <p>Like plants, customer relationships need to be handled with care. Your plant survived, but it is withering. Survival is great, but thriving is the goal. To thrive, water your customers with attention, radiate empathy and compassion for them, and nourish them with competency, professionalism, and hard work.</p> <p>Here are some key points to remember:</p> <ul style="list-style-type: none"> <li>• Leverage socio-emotional intelligence to foster stronger connections and facilitate more productive interactions.</li> <li>• Ask probing questions and paraphrase/restate customer issues to improve understanding and provide clarity.</li> <li>• Leverage company resources to help improve understanding and streamline customer issues.</li> </ul> <p>It was a pleasure to work with you today! Be sure to refer to your supervisor for further instruction.</p>
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## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<b>Next (Button)</b> Jump back to slide 6.5 <i>[when user clicks the next button]</i>		
		<b>Back (Button)</b> Jump back to slide 2.5 <i>[when user clicks the back button]</i>		
		<b>Exit (Button)</b> Jump back to slide 1.1 <i>[when user clicks the home button]</i>		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-6.4 Trainer Rating <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">01-Main Background.png</a> <a href="#">02-Dialogue Bubble.png</a> <a href="#">03-Progress Indicator Stage 3.png</a> <a href="#">04-Delphinium Flower.png</a>	<b>(Visuals)</b> Enter in at 0 seconds [ <i>no animation</i> ]	 <p>Please rate your experience with me!</p>	Please rate your experience with me!

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<b>Next (Button)</b> Jump back to slide 6.5 <i>[when user clicks the next button]</i>		
		<b>Back (Button)</b> Jump back to slide 2.5 <i>[when user clicks the back button]</i>		
		<b>Exit (Button)</b> Jump back to slide 1.1 <i>[when user clicks the home button]</i>		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-6.5 Completion Certificate <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	<a href="#">ESC_Completion_Certificate.png</a>	<b>(Visuals)</b> Enter in at 0 seconds [ <i>no animation</i> ]	 <p>Certificate of Achievement            Presented to            For Successful Completion of            Enriching Customer Service at            Ascend Hosting            Date</p>	Certificate of Achievement Presented to For Successful Completion of Enriching Customer Service at Ascend Hosting Date

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

		<b>Exit (Button)</b> Jump back to slide 1.1 <i>[when user clicks the home button]</i>		
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### QUICK TEST OVERVIEW

Details	Question Text	Choices	Answer/Feedback
<p><b>SLIDE NO:</b> 3.1</p> <p><b>Type:</b> Multiple Choice</p> <p><b>Title:</b> Account Closed!!!</p> <p><b>Force Answer:</b> YES</p> <p><b>Randomize:</b> NO</p> <p><b>Weight:</b> N/A</p> <p><b>Choice Labels:</b> A, B, C...</p> <p><b>Objective ID:</b></p> <p><b>Associated Topic:</b></p> <p><b>Score by:</b></p> <p><input type="checkbox"/> Question</p> <p><input checked="" type="checkbox"/> Choice</p>	<p>Sterling B.</p> <p>I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!</p> <p>How would you respond?</p>	<p><b>A.</b> just checked your account, and the account was not closed but restricted. This may happen if user websites violate Ascend hosting guidelines. We will need to verify your identity to get it unrestricted. This status change should reflect on your account same day.</p> <p>Thank you for contacting Ascend Hosting Help Desk!</p>	<p>Oops! Your response did not show empathy. It is important to be sensitive to customer feelings. Think of empathy as a bridge to good communication. It provides context to a situation and helps guide us to respond appropriately. Also, we implied the customer violated Ascend Hosting guidelines without evidence, and we did not articulate what guideline was violated. We should have the facts before implying blame. To improve this type of interaction in the future, try to put yourself in the customer's shoes and investigate the case before communicating with the customer.</p>

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

Details	Question Text	Choices	Answer/Feedback
		<p><b>B.</b> Thank you for contacting us. I am so sorry that you are having an issue with your account. I know that's frustrating! I checked your account, and I saw you that purchased a monthly subscription on the 27th of December. I want to assure you that your account is not closed. It looks like we have restricted your account because of an address and payment change. This is a safety precaution for our customers. Please contact us as soon as you can via live chat or phone to verify your identity and you should be able to use your account the same day. Best,</p>	<p>Excellent work! You acknowledged the frustrating situation for the customer and validated it in your response. You also investigated the situation before responding which enabled you to provide an explanation. This shows care, thoughtfulness, and pro-activeness.</p>
		<p><b>C.</b> Thank you for reaching out to Ascend Help Desk! I checked your account, and I saw you purchased a monthly subscription on the 27th of December. We restricted your account. It looks like you used a new card associated with a new zip code on the second payment. We can update your information and fix this for you! Please contact us via live chat or phone to verify your identity.</p>	<p>You're on the right track. Nice job investigating the issue before talking to the customer. It is best to have accurate information as soon as possible. You also provided explicit instructions and a simple solution. To improve this type of interaction in the future, let's be more thoughtful of the customer's feelings by acknowledging their struggle or frustration.</p>

## ENRICHING CUSTOMER SERVICE STORYBOARD DEMO

Details	Question Text	Choices	Answer/Feedback
<p><b>SLIDE NO:</b> 4.1  <b>Type:</b> Multiple Choice  <b>Title:</b> Misinformation!!!  <b>Force Answer:</b> YES  <b>Randomize:</b> NO  <b>Weight:</b> N/A  <b>Choice Labels:</b> A, B, C...  <b>Objective ID:</b>  <b>Associated Topic:</b>  <b>Score by:</b>  <input type="checkbox"/> Question  <input checked="" type="checkbox"/> Choice</p>	<p>Maxwell J. F</p> <p>I have tried SIX TIMES to use a discount code for the one-year unlimited template subscription during the special. I have already spoken to THREE PEOPLE, followed their instructions with no success. I want the discounted price for the subscription. Also, my web editor keeps crashing. Please remedy this situation immediately.</p>	<p><b>A.</b> I'm sorry for the inconvenience this situation has caused. Unfortunately, the holiday promo codes have all expired; therefore, the codes will not work. Regarding the Web Editor crashing, make sure you are using a supported browser. What browser are you currently using? Let me know and we'll sort this out. Sincerely,</p>	<p>You were on the right track! You acknowledged the customer's frustration and resolved the crashing issue; however, you bypassed one of the customer's issues. The customer mentioned that the code did not work during the special, which means an expired code was not the problem. Make sure you are paying attention, thoroughly responding, addressing all customer concerns. To improve this type of interaction in the future, be sure to ask paraphrase, restate customer situations, or ask probing questions.</p>
	<p>How would you respond?</p>	<p><b>B.</b> I am sorry that you could not take advantage of the holiday special. From my understanding, your promo code did not work before it expired. Is that correct? Did you receive an error code? I will make sure that you receive a discount equivalent to the one you attempted to apply for! Please send me the promo code/name/link. I'll confirm it, and I'll go through the check-out process with you to make sure everything works properly. We'll sort this out! Please get back to me as soon as you can! Sincerely,</p>	<p>Not bad! You were empathetic and provided a solution; however, you missed an opportunity to show that you can directly handle customer issues. We want to help the customer as soon as possible and maintain their confidence in our ability to tackle their problems. If you are unsure about the situation, be sure to ask paraphrase/restate customer situations or ask probing questions.</p>

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		<p>C. I am sorry that you could not take advantage of the holiday special. From my understanding, your promo code did not work before it expired. Is that correct? Did you receive an error code? I will make sure that you receive a discount equivalent to the one you attempted to apply for! Please send me the promo code/name/link. I'll confirm it, and I'll go through the check-out process with you to make sure everything works properly. We will get this sorted out! Please get back to me as soon as you can!</p> <p>Sincerely,</p>	<p>Fantastic Job! You acknowledged the customer's feelings; you asked probing questions, you had a plan; and you resolved the customer's issue! This communicates empathy, good listening skills, and pro-activeness.</p>

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<p><b>SLIDE NO:</b> 5.1  <b>Type:</b> Multiple Choice  <b>Title:</b> Website Issues!  <b>Force Answer:</b> YES  <b>Randomize:</b> NO  <b>Weight:</b> N/A  <b>Choice Labels:</b> A, B, C...  <b>Objective ID:</b>  <b>Associated Topic:</b>  <b>Score by:</b>  <input type="checkbox"/> Question  <input checked="" type="checkbox"/> Choice</p>	<p>Dana K: I have made several attempts to swap out my website title for my website logo. I'm following the instructions on the website, but it's not working. All I see is a little icon in the place of my picture. This is extremely annoying as I am on a deadline for a website launch. I need my logo to be working! HELP!</p>	<p><b>A.</b> I understand your frustrations! We will sort this out as soon as possible. I am going to send you a secure private link in the next few minutes. It is a link to a web-based online meeting. We will share screens, no download required. I will guide you and stay with you until we resolve this issue! Sound like a plan?</p>	<p>Outstanding work! Nice job acknowledging the customer's feelings and their time-sensitive problem. Great idea using company tools to improve customer service. This showed good listening skills, as the customer email expressed technical challenges, and your ability to tackle the issue promptly.</p>
		<p><b>B.</b> Thank you for contacting us! I believe you're on the "Web Editor" page. Navigate to the "Site Settings" page. Go to the "dashboard" and click "Site Settings." Go to "My Site Page." Scroll down until you see "Page Logo" Check the box to enable it. From there, return to the "Web Editor" page and make another attempt to upload your picture. That should work for you.</p> <p>Cheers,</p>	<p>You are on the right track; however, when a customer explains that they are having technical issues, instructions must be clear and concise. Make it simple for them. To improve this type of interaction in the future, use company resources, including referring to your peers. Visual aids go a long way! Think screenshots. Refer them to short video tutorials.</p>

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		<p>C. Thank you for reaching out to us today. Please make sure that your picture formatting is acceptable and doesn't exceed 20 MB. You may have to convert and compress the file of the picture. Try that and get back to us. I hope that helps.</p>	<p>You provided explicit instructions, but unfortunately; the solution was wrong. Also, some steps involved using external programs and extra work. We want to resolve the issue with customer service and company products. Do not take what the customer says at face value. Make sure that you are doing your due diligence; to improve this type of interaction in the future, make sure you are investigating the situation, use company resources, including referring to your peers.</p>