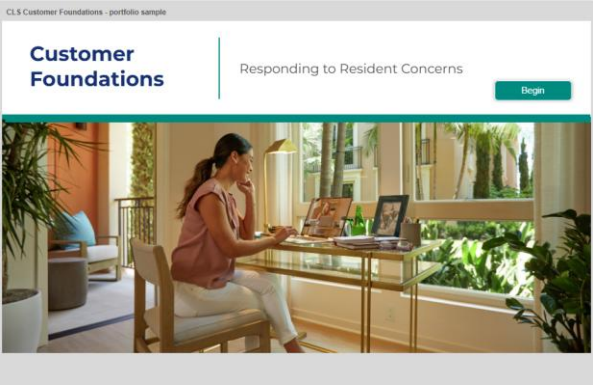
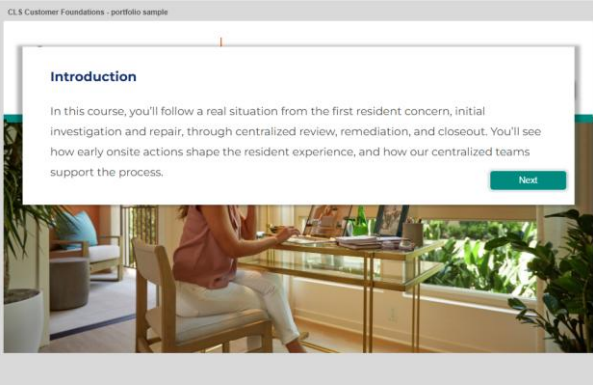


Customer Foundations

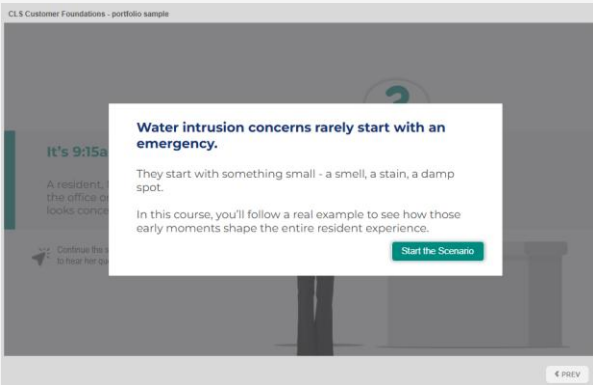
eLearning Storyboard — Template Sample

This sample illustrates the storyboard format used to design and hand off Customer Foundations, a scenario-based eLearning course. Each screen entry pairs a visual reference with the on-screen text, voiceover script, interactivity logic, and developer notes needed to build the screen in Articulate Storyline. This excerpt shows a single knowledge-check screen and its branching feedback layers.

Title Screen	
1.1 Title 	Title Slide Customer Foundations Responding to Resident Concerns
1.1 Title (Layer) 	On-screen text: In this course, you'll follow a real situation from the first resident concern, initial investigation and repair, through centralized review, remediation, and closeout. You'll see how early onsite actions shape the resident experience, and how our centralized teams support the process. [Next] Interaction: Next advances to Scenario (Intro).

Scene 1: Introduction

1.2 Scenario (Intro)



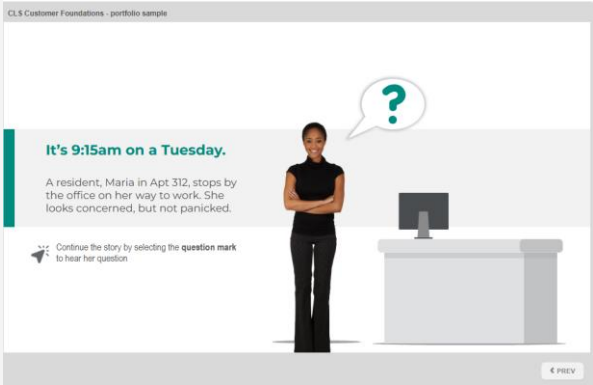
Popup: Water intrusion concerns rarely start with an emergency.

They start with something small — a smell, a stain, a damp spot.

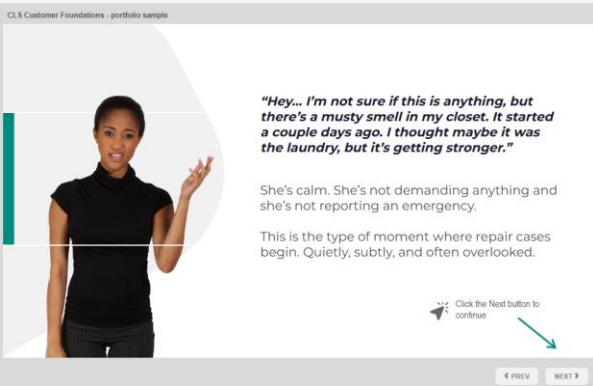
In this course, you'll follow a real example to see how those early moments shape the entire resident experience. [Start the Scenario]

On-screen text: It's 9:15a... A resident, Maria, in Apt 312, stops by the office on her way to work. She looks concerned, but not panicked.

Interaction: Learner selects the exclamation/question icon to reveal the next screen.



1.3 Scenario (Maria)



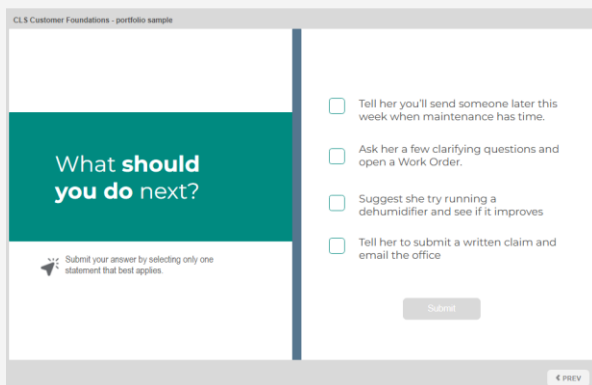
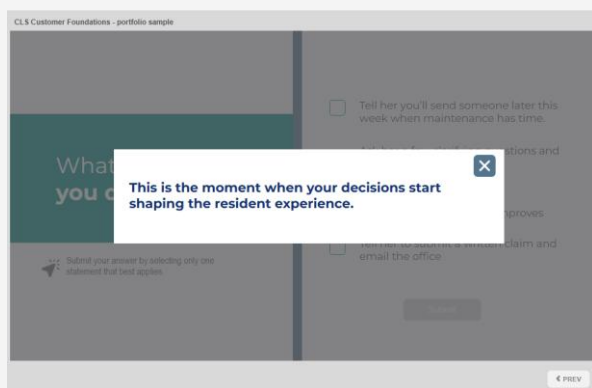
On-screen text: "Hey... I'm not sure if this is anything, but there's a musty smell in my closet. It started a couple days ago. I thought maybe it was the laundry, but it's getting stronger."

She's calm. She's not demanding anything and she's not reporting an emergency.

This is the type of moment where repair cases begin. Quietly, subtly, and often overlooked.

Interaction: Learner clicks Next to continue.

1.4 Knowledge Check 1-1



Popup: This is the moment when your decisions start shaping the resident experience.

Question: What should you do next?

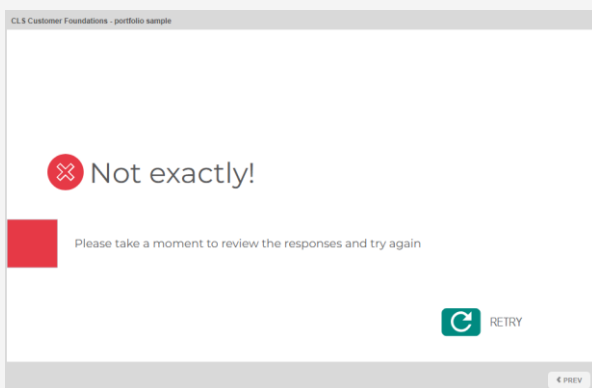
- Tell her you'll send someone later this week when maintenance has time.
- **Ask her a few clarifying questions and open a Work Order. (correct)**
- Suggest she try running a dehumidifier and see if it improves.
- Tell her to submit a written claim and email the office.

Interaction: Pick One, unlimited attempts.

Submit disabled until an option is selected.

- Correct answer triggers the Correct layer;
- Incorrect triggers Try Again.

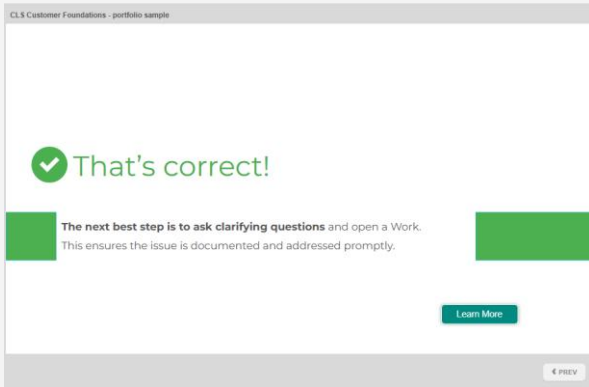
1.4 Try Again (Layer)



On-screen text: Not exactly! Please take a moment to review the responses and try again. [Retry]

Interaction: Retry clears the selection and returns to the base question.

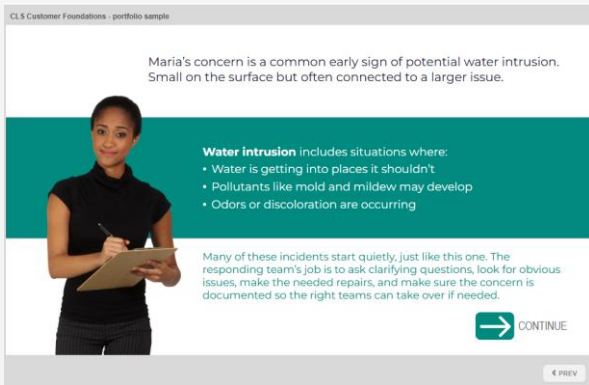
1.4 Correct (Layer)



On-screen text: That's correct! The next best step is to ask clarifying questions and open a Work Order. This ensures the issue is documented and addressed promptly. [Learn More]

Interaction: Learn More opens the supplemental layer below.

1.4 Learn More (Layer)



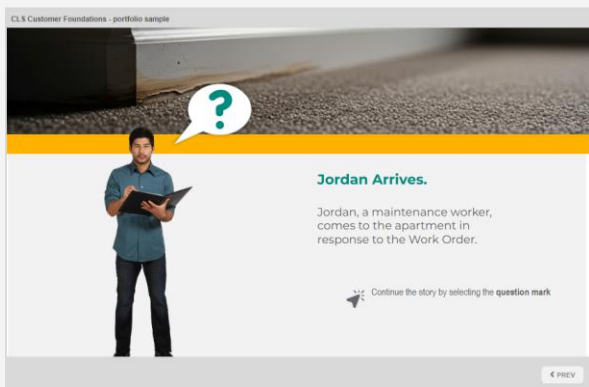
On-screen text: Maria's concern is a common early sign of potential water intrusion. Small on the surface but often connected to a larger issue.

Water intrusion includes situations where: Water is getting into places it shouldn't; Pollutants like mold and mildew may develop; Odors or discoloration are occurring.

Many of these incidents start quietly, just like this one. The responding team's job is to ask clarifying questions, look for obvious issues, make the needed repairs, and make sure the concern is documented so the right teams can take over if needed. [Continue]

Interaction: Optional layer, accessed only via Learn More. Continue closes the layer.

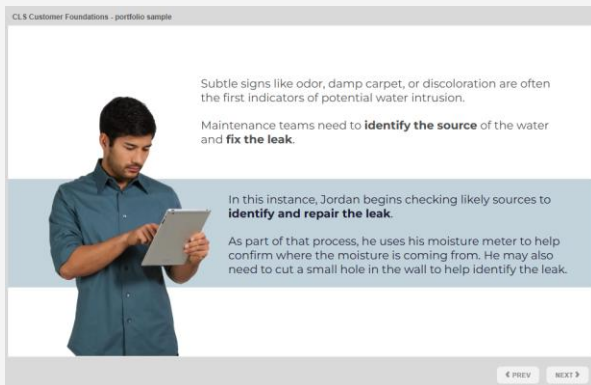
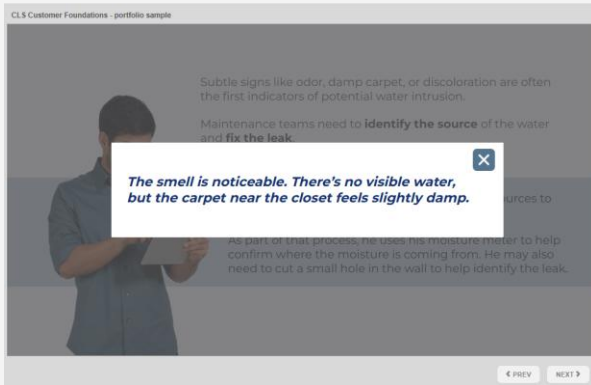
1.5 Scenario (Jordan)



On-screen text: Jordan Arrives. Jordan, a maintenance worker, comes to the apartment in response to the Work Order.

Interaction: Learner clicks the question-mark icon to continue the story.

1.6 Scenario (Jordan 2)



Popup: The smell is noticeable. There's no visible water, but the carpet near the closet feels slightly damp.

Interaction: Learner closes the Popup to reveal the screen with investigation detail.

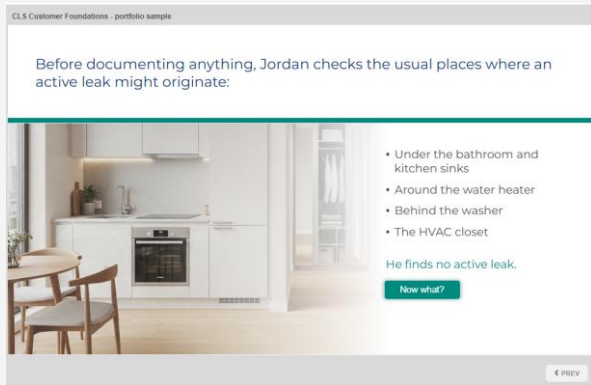
On-screen text: Subtle signs like odor, damp carpet, or discoloration are often the first indicators of potential water intrusion.

Maintenance teams need to identify the source of the water and fix the leak.

In this instance, Jordan begins checking likely sources to identify and repair the leak.

As part of that process, he uses his moisture meter to help confirm where the moisture is coming from. He may also need to cut a small hole in the wall to help identify the leak.

1.7 Base



On-screen text: Before documenting anything, Jordan checks the usual places where an active leak might originate:

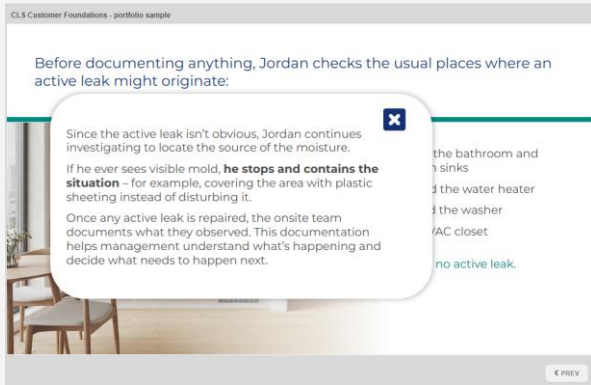
- Under the bathroom and kitchen sinks
- Around the water heater
- Behind the washer
- The HVAC closet.

He finds no active leak.

[Now what?]

Interaction: Now what? triggers the layer below.

1.7 (Layer)



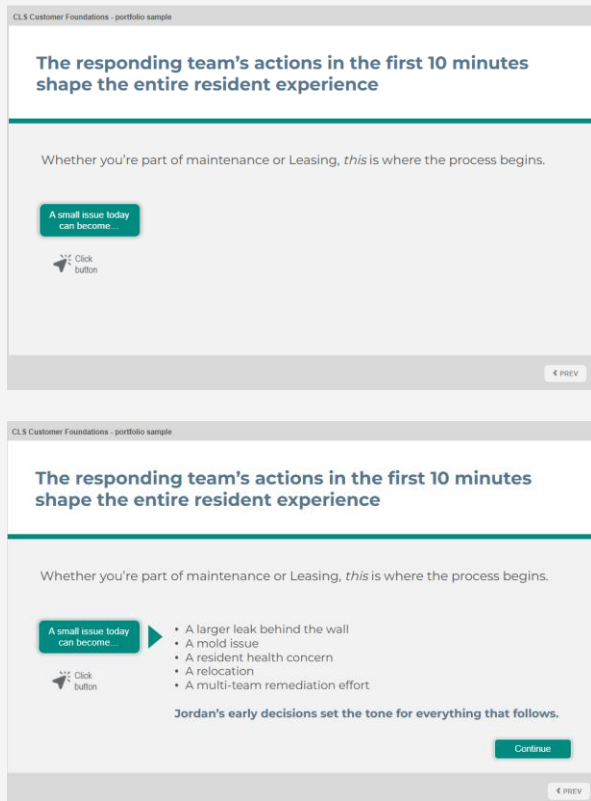
On-screen text: Since the active leak isn't obvious, Jordan continues investigating to locate the source of the moisture.

If he ever sees visible mold, he stops and contains the situation — for example, covering the area with plastic sheeting instead of disturbing it.

Once any active leak is repaired, the onsite team documents what they observed. This documentation helps management understand what's happening and decide what needs to happen next.

Interaction: Continue (implied) advances to Resolution.

1.8 "10 minutes"



On-screen text: The responding team's actions in the first 10 minutes shape the entire resident experience.

Whether you're part of maintenance or Leasing, this is where the process begins.

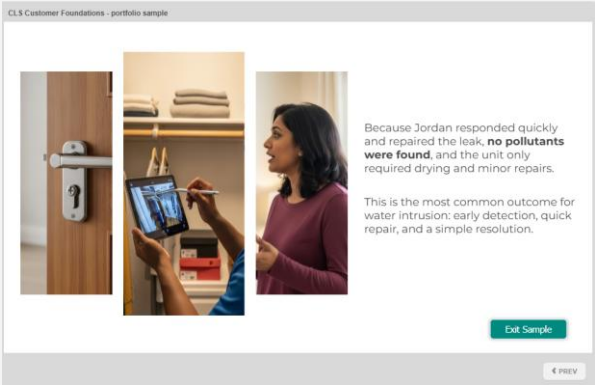
[Button: "A small issue today can become..."]

- A larger leak behind the wall
- A mold issue
- A resident health concern
- A relocation
- A multi-team remediation effort.

Jordan's early decisions set the tone for everything that follows. [Continue]

Interaction: Learner clicks the button to reveal the consequence list, then Continue to proceed.

1.9 Resolution



On-screen text: Because Jordan responded quickly and repaired the leak, no pollutants were found, and the unit only required drying and minor repairs.

This is the most common outcome for water intrusion: early detection, quick repair, and a simple resolution. [Exit Sample]

Interaction: Exit Sample ends the portfolio excerpt.

— End of sample excerpt —