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| Slide | Script/Interaction | Notes |
| 1 | Welcome to Customer Service Basics enter your name and click the start button to begin | Text entry boxValidation layerStart button disabled until name variable changeAlert if user fails to enter name |
| 2 | Learning GoalsFirst ObjectiveIdentify Exceptional Customer ServiceUpon completion of this course, you will be able to identify and apply exceptional customer service skills.Second ObjectiveRecognize Barriers to Great Customer ServiceUpon completion of this course, you will have the knowledge and skills at your disposal to recognize the barriers that prevent great customer service.Third ObjectiveMeasure SuccessUpon completion of this course, you will demonstrate how to effectively measure customer satisfaction and confidently take corrective actions. | Click and RevealSlide from bottomUser clicks Next to continue |
| 3 | Character SelectorMove the slider toward the character you would like to guide you through your course! Then click on character!BrandonLaura | Slider approachCharacter welcomes user |
| 4 | Section 1: What is Customer Service to you?Good customer service requires work and alignment across the entire organization. If we want the company to be successful, it’s important that we adhere to the same principles. Click “Respond” below and tell us a bit about what customer service means to you. | User clicks Respond to continueCharacter Animation |
| 5 | Customer Service DefinedRight Side: Good customer service typically means providing timely, attentive, upbeat service, both before and after a sale, to a customer, and making sure their needs are met in a manner that reflects positively on the company or business and provides an enjoyable experience for the customer. | Two sidesLeft side: Text entry box“This is what you told us” Validation LayerRight side: Our definition of Customer Service |
| 6 | Customer Service Experience | Dial Interaction4 Levels0 – Product Knowledge2 – Communication4 – Patience6 - Attentiveness |
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| 7 | Review or Check?Congratulations! Keep up the great work! Let’s check your knowledge. If you would like to review some of the content move the slider below to REVIEW. Otherwise, let’s get checking! | User can review course prior to knowledge checkTakes them back to previous screen.Slider interaction |
| 8 | Knowledge Check 1One of the most important aspects of customer service is: **Communication**Voice MailLanguagePunctualityKnowledge Check 2 Without \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, the customer is not likely to find you reliable.Name Badge**Product Knowledge**A TabletClarity | Convert to freeformMultiple Choice Interaction |
| 9 | Call to ActionOver the course of the next month, commit to improving in these areas. Working together, with the same goals in mind, we can improve the quality of our customer service section and promote a a more productive work environment for us and better outcomes for our customers! | Let’s Put These Goals into Action!User clicks: Keep Going Navigation  |
|  | Quiz ReviewOn the next page, you will be asked to review the four principles covered in this course. You may want to review them first.  | User clicks Review or Next |
| 9 | QuizPlease identify the Four Customer Service Objectives covered in this course.  | Click multipleSubmitResultsClose Course |
| 10 | Final Quiz Welcome to the final quiz. Please choose True or False for each question and hit submit when you are done. | SCORM 1.2True/False 5 QuestionsQuestion Bank DrawUser clicks submit after each questionCourse exit when done. |