

**Storyboard:**

ID: Scott McKinney

Date: 2/12/2016

SME:

<b>Screen Title: Match the Terms to the Type of Response</b>	<b>Screen Number:</b>
<b>Screen Type: Drag-and-Drop Sorting</b>	<b>Time:</b>
<b>On-Screen Text:</b>  <b>Headline:</b> Match the Terms to the Type of Response  <b>Learner Instructions:</b> Drag the response to the corresponding inbox.  <b>Responses:</b>  <b>Response 1:</b> “That would be frustrating. I'd feel the same way.” <b>Response 2:</b> “Let me take care of that right now.” <b>Response 3:</b> “Let me make sure I understand. You would like me to remove the double charge from your bill. Is that correct?” <b>Response 4:</b> “Thank you for calling today. We appreciate you as a customer. Is there anything else I can do for you today?” <b>Response 5:</b> “I'd be happy to help you with that.”	<b>Graphics/Video:</b>  <b>1. The facilitator character on the left.</b>  <b>2. Five Responses in text boxes, lined up horizontally across the bottom of the screen.</b>  <b>3. Blue text box with learning instructions. (“Drag the responses to the corresponding box.”)</b>  <b>4. Five boxes, in green, blue, red, maroon, and black, at the top of the screen, labeled, 'Empathy,' 'Helpfulness,' 'Clarifying,' 'Friendliness,' Problem-Solving.'</b>
<b>Voiceover:</b>  Here are some helpful types of responses you can use when interacting with customers. See if you can match each response to the corresponding skill type. Drag and drop each tip to the corresponding “in box” for the response types. Then click submit.	<b>Interactivity or Animation:</b>
	Character is animated as she explains how to complete the task, and is removed from the screen when learners drag responses to the corresponding boxes.
	<b>Instructions for the Developer:</b>

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	<p><b>Correct answers:</b> Response 1 dragged to 'Empathy' box Response 2 dragged to 'Helpfulness,' Response 3 dragged to 'Clarify,' Response 4 dragged to 'Friendliness,' Response 5 dragged to 'Problem-Solving.'</p> <p><b>Reject incorrect drops automatically.</b></p> <p><b>If learner drops a response into the incorrect inbox, have the response “bounce” out of the inbox and back to its original position.</b></p> <p><b>If the learner drops the response into the correct inbox, have the response stay in the inbox.</b></p>
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