Project Title: Improving Customer Satisfaction

Project Font: Open Sans

Font Styles: Open Sans Regular, Open Sans Semibold

Player Settings

Menu, Glossary, Notes (Sidebar); Resources (Topbar): Disabled

Title (Sidebar: On Left): Enabled

Slide Navigation and Gestures: Disabled

Project Color Scheme:

#FCF8F5

#E6EBE5

#B4DCE3

#20233D

Button States (Normal / Hover):

#20233D

#707179

SLIDE	VISUALS	TEXT	BUTTONS/DEVELOPER NOTES	РНОТО
1.1 Welcon	-customer-	-Improving Customer Satisfaction -Start	-Start: Jump to next slide Animations: 1. Title rectangle: Fade from right at 0s 2. Text box: Fade from right at 0s 3. Start button: Fade from bottom at 1s	Improving Customer Satisfaction

1.2 Introduction	-slide-background.png -thinking-man.png -woman.png Images: Images of a man in a thinking pose and a woman with out-stretched arms	-Caption text (man): What can we do to improve customer satisfaction? -Caption text (woman): I have some great ideas. Let me go through some ways to improve customer satisfactionLet's Begin	-Let's Begin: Jump to Main Menu slide Animations: 1. Let's Begin button: Fade from bottom at 1s	Official contracts on dis lies interpreted in the contract of
1.3 Main Menu	-banner.jpg Image: Image of two people holding a banner	-MAIN MENU -How to Improve Customer Satisfaction -Personalize -Encourage Feedback -Maintain Etiquette -FINISH	-Personalize: Jump to Personalize slide -Encourage Feedback: Jump to Encourage Feedback slide -Maintain Etiquette: Jump to Maintain Etiquette slide -FINISH: Jump to Finish slide Animations: 1. MAIN MENU: Fade from top at 0s Slide Properties Setting: 1. When revisiting: Reset to initial state	And to be more size classification. To discharge the control of th

1.4	-banner-
Maintain	architecture-
Etiquette	horizontal-up- wall-
	transparent.png
	Image:
	Transparent
	image of two
	frames on a wall

Base Layer:

- -Maintain Etiquette
- -Maintain customer service etiquette to increase customer satisfaction and maintain long-term customer relationships. Set ground rules for how to interact with customers.
- -Learn How
- -Back
- -Next

Examples Layer:

-1. Use positive words and phrases (e.g., "My apologies", "You're welcome") to create a positive impression -2. Maintain transparency and give authentic

information about your

confusion and gain trust

products to avoid

Base Layer:

- -Learn How: Show Examples Layer
- -Back: Jump to Main Menu slide
- -Next: Jump to Etiquette Scenario slide

Examples Layer:

Animations:

1. Text box: Fade from right at 0s

Animation Notes:

1. Sequence text for #1 and #2 By Paragraph under Effect Options, so that each numbered text fades in after the other, rather than both at once



1.5	-slide-
Etiquette	background.png
Scenario	-bearded-man.png
	-friendly-
	woman.png
	-Arrow illustration
	from Content
	Library 360
	-X icon from
	Content Library
	360
	-Checkmark icon
	from Content
	Library 360
	Images:
	Images of a
	bearded man and
	a friendly woman
	with arms crossed

Base Layer: -Customer

-Salesperson

Dialogue text:

-"Excuse, me. I'd like to return these items I bought here a couple days ago. I'm not satisfied with them. I have my receipt."

Prompt text:

-How should the salesperson respond? (click on the answer)

Choice 1 text:

-I'm going on my lunch break now. Can you ask someone else to help you?

Choice 2 text:

-Oh, I'm sorry about that. Let me see your receipt so I can help you.

Incorrect Layer:

-Incorrect

Feedback text:

Base Layer:

Animations:

- 1. Man: Fade from left at 2s
- 2. Woman: Fade from right at 1s
- 3. Customer text and arrow illustration: Fade at 3.5s; Fade (out) at 6s
- 4. Salesperson text and arrow illustration: Fade at 3.5s; Fade (out) at 6s
- 5. Dialogue text: Fade at 6s
- 6. Prompt text: Fade at 6s
- 7. Rectangle shape 1 and Choice 1 text: Fade at 6s
- 8. Rectangle shape 2 and Choice 2 text: Fade at 6s

Rectangle Shape Notes:

Color: #000000
 Fill: Solid Fill

3. Transparency: 80%

Trigger Notes:

- Rectangle shape 1: Show Incorrect Layer when clicked
- 2. Choice 1 text: Show Incorrect Layer when clicked









- -That's not the best choice. Be sure to use positive words and phrases, like "I'm sorry" or "My apologies", to create a positive impression.
- -Back
- -Main Menu

Correct Layer:

-Correct

Feedback text:

- -Use positive words and phrases, like "I'm sorry" or "My apologies", to create a positive impression.
- -Back
- -Main Menu

- 3. Rectangle shape 2: Show Correct Layer when clicked
- 4. Choice 2 text: Show Correct Layer when clicked

Incorrect Layer:

-Back: Jump to Maintain

Etiquette slide

-Main Menu: Jump to Main

Menu slide

Animations:

- Rectangle shape: Fade at 0s
- 2. X icon: Fade at 0s
- 3. "Incorrect" text: Fade at Os
- 4. Feedback text: Fade at 0s
- 5. Back button: Fade from bottom at 1s
- 6. Main Menu button: Fade from bottom at 2s

Rectangle Shape Notes:

1. Color: #000000

2. Fill: Solid Fill

3. Transparency: 80%

			Correct Layer: -Back: Jump to Maintain Etiquette slide -Main Menu: Jump to Main Menu slide Animations: 1. Rectangle shape: Fade at 0s 2. Checkmark icon: Fade at 0s 3. "Correct" text: Fade at 0s 4. Feedback text: Fade at 0s 5. Back button: Fade from bottom at 1s 6. Main Menu button: Fade from bottom at 2s Rectangle Shape Notes: 1. Color: #000000 2. Fill: Solid Fill 3. Transparency: 80%	
1.6 Personalize	-banner- architecture- horizontal-up- wall- transparent.png	Base Layer: -Personalize -Customers prefer to have a more personalized experience. Build relationships with customers by taking the time to get to know them.	Base Layer: -Learn How: Show Examples Layer -Back: Jump to Main Menu slide -Next: Jump to Personalize Scenario slide	Nestamatas Copyriment parties (a) Copyriment parties (a) Copyriment parties (a) Copyriment parties (a) Extra de a copyriment, beat extra development and parties (a) Per transity (a)

	Image:		Examples Layer:	
	Transparent	-Learn How	Animations:	
	image of two		1. Text box: Fade from right	
	frames on a wall	-Back	at Os	
		-Next		
			Animation Notes:	
		Examples Layer:	 Sequence text for #1 and 	
		-1. Use the customer's	#2 By Paragraph under	
		name and order details	Effect Options, so that	
		when speaking	each numbered text	
		-2. Use the customer's	fades in after the other,	
		personal information to	rather than both at once	
		make the experience more		
		relevant (e.g., congratulate		
		a customer on his or her		
		birthday)		
1.7	-slide-	Base Layer:	Base Layer:	
Personalize	background.png	-Customer	Animations:	
Scenario	-bearded-man.png	-Salesperson	1. Man: Fade from left at 2s	Customer
	-friendly-		2. Woman: Fade from right	Salesperson
	woman.png	Dialogue text:	at 1s	
		-"Excuse, me. Can	3. Customer text and arrow	2 L 3:
	-Arrow illustration	somebody help me? I	illustration: Fade at 3.5s;	
	from Content	called earlier and I was told	Fade (out) at 6s	Names, Not Carl Annability Logican's Confederation and Logical State on
	Library 360	that my order was ready to	4. Salesperson text and	enter thought the sale over response.
	-X icon from	pick up."	arrow illustration: Fade at	Modern Law was not also from the Law of the Contract of the Co
	Content Library	Durant tout	3.5s; Fade (out) at 6s	Mileston. Therese Last, John, Parcondent Co.
	360	Prompt text:	5. Dialogue text: Fade at 6s	Penn Physics (1993) (Physics from a color law for grant to
	-Checkmark icon from Content	-How should the	6. Prompt text: Fade at 6s	
		salesperson respond? (click on the answer)	7. Rectangle shape 1 and Choice 1 text: Fade at 6s	
	Library 360	(click off the allswer)	CHOICE I LEXT. Faue at 65	

Images:

Images of a bearded man and a friendly woman with arms crossed

Choice 1 text:

-Hold on. Let me see what this customer wants, and then I'll see who to help first.

Choice 2 text:

-Welcome back, John. You ordered the new iPhone, right? Please have a seat while I go grab it.

Incorrect Layer:

-Incorrect

Feedback text:

- -That's not the best choice. Be sure to use the customer's name and order details for a more personalized experience.
- -Back
- -Main Menu

Correct Layer:

-Correct

Feedback text:

8. Rectangle shape 2 and Choice 2 text: Fade at 6s

Rectangle Shape Notes:

1. Color: #000000

2. Fill: Solid Fill

3. Transparency: 80%

Trigger Notes:

- Rectangle shape 1: Show Incorrect Layer when clicked
- 2. Choice 1 text: Show Incorrect Layer when clicked
- 3. Rectangle shape 2: Show Correct Layer when clicked
- 4. Choice 2 text: Show Correct Layer when clicked

Incorrect Layer:

-Back: Jump to Personalize slide

-Main Menu: Jump to Main

Menu slide

Animations:

1. Rectangle shape: Fade at Os

2. X icon: Fade at 0s





-Use the customer's name and order details for a more personalized experience. -Back -Main Menu	 "Incorrect" text: Fade at Os Feedback text: Fade at 0s Back button: Fade from bottom at 1s Main Menu button: Fade from bottom at 2s 	
	Rectangle Shape Notes: 1. Color: #000000 2. Fill: Solid Fill 3. Transparency: 80% Correct Layer: -Back: Jump to Personalize slide -Main Menu: Jump to Main Menu slide	
	Animations: 1. Rectangle shape: Fade at	
	Rectangle Shape Notes: 1. Color: #000000	

			 Fill: Solid Fill Transparency: 80% 	
1.8 Encourage Feedback	-banner- architecture- horizontal-up- wall- transparent.png Image: Transparent image of two frames on a wall	Base Layer: -Encourage Feedback -To maintain high levels of customer satisfaction, ask your customers for feedback continuously at multiple points of their customer journey to get an overall view of their experience. -Learn How -Back -Next Examples Layer: -1. Make it easier for customers to provide feedback by providing an appropriate platform for feedback, such as a contact form or email address -2. Use surveys to check how customers feel about their customer experience	Base Layer: -Learn How: Show Examples Layer -Back: Jump to Main Menu slide -Next: Jump to Personalize Scenario slide Examples Layer: Animations: 1. Text box: Fade from right at 0s Animation Notes: 1. Sequence text for #1 and #2 By Paragraph under Effect Options, so that each numbered text fades in after the other, rather than both at once	Internal type freedback The validation rape freedback of CAUCHO and a least on the control of t

1.9 Feedback Scenario

-call-center.png Ba

- -Arrow illustration from Content Library 360
- -X icon from Content Library 360
- -Checkmark icon from Content Library 360

Image:

Image of a woman at a call center on the phone with a customer

Base Layer:

- -Customer
- -Customer Service Representative

Dialogue text:

-"Thank you for helping me out. You were very helpful. I really appreciate it."

Prompt text:

-What is the best way for the customer service representative to respond? (click on the answer)

Choice 1 text:

- Glad to hear it. If you'd like, feel free to share that feedback on our survey at the end of this call.

Choice 2 text:

- Thank you. We look forward to helping you again in the future. Have a great day.

Incorrect Layer:

-Incorrect

Base Layer:

Animations:

- 1. Call center image: Fade from left at 1s
- Customer text and arrow illustration: Fade at 2.5s;
 Fade (out) at 5s
- Customer Service
 Representative text and arrow illustration: Fade at 2.5s; Fade (out) at 5s
- 4. Dialogue text: Fade at 5s
- 5. Prompt text: Fade at 7s
- 6. Rectangle shape 1 and Choice 1 text: Fade at 7s
- 7. Rectangle shape 2 and Choice 2 text: Fade at 7s

Rectangle Shape Notes:

1. Color: #000000

2. Fill: Solid Fill

3. Transparency: 80%

Trigger Notes:

- Rectangle shape 1: Show Correct Layer when clicked
- 2. Choice 1 text: Show Correct Layer when clicked









Feedback text:

- -That's not the best choice. Be sure to ask your customers for feedback to maintain customer satisfaction.
- -Back
- -Main Menu

Correct Layer:

-Correct

Feedback text:

- To maintain high levels of customer satisfaction, ask your customers for feedback.
- -Back
- -Main Menu

- 3. Rectangle shape 2: Show Incorrect Layer when clicked
- 4. Choice 2 text: Show Incorrect Layer when clicked

Incorrect Layer:

-Back: Jump to Encourage

Feedback slide

-Main Menu: Jump to Main

Menu slide

Animations:

- Rectangle shape: Fade at 0s
- 2. X icon: Fade at 0s
- 3. "Incorrect" text: Fade at Os
- 4. Feedback text: Fade at 0s
- 5. Back button: Fade from bottom at 1s
- 6. Main Menu button: Fade from bottom at 2s

Rectangle Shape Notes:

- 1. Color: #000000
- 2. Fill: Solid Fill
- 3. Transparency: 80%

Correct Layer: -Back: Jump to Encourage Feedback slide -Main Menu: Jump to Main Menu slide Animations: 1. Rectangle shape: Fade at 0s 2. Checkmark icon: Fade at 3. "Correct" text: Fade at 0s 4. Feedback text: Fade at 0s 5. Back button: Fade from bottom at 1s 6. Main Menu button: Fade from bottom at 2s **Rectangle Shape Notes:** 1. Color: #000000 2. Fill: Solid Fill 3. Transparency: 80%

1.10	-slide-	-Caption text (man): Thank	-Exit: Exit course	
Finish	background.png -crossed-armed- man.png -woman.png	you! Those are some great ideas! -Caption text (woman): You're welcome. I'm glad I was able to	Animations: 1. Exit button: Fade from bottom at 1s	Please year three we serve great where years are considered from the considered from t
	Images: Images of a man	help out.		
	with arms crossed and a woman with	-Exit		
	out-stretched arms			