

Responsive E-Learning Guide



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What are the Responsive E-learning Components?

The past few years have seen a huge rise in the e-learning industry. There is a demand for easily viewable content across devices. This makes for a flexible e-learning environment in which the student can learn in many different scenarios.

Adobe Flash has traditionally been the standard technology for rich web content. However, Flash is no longer supported on many of the devices we use on a daily basis and the expectation for rich web contents is ever increasing. An alternative to Flash is needed in creating lessons in an interactive manner. This is where our Responsive E-learning Components come to place.

With Responsive E-learning Components, you can

- Create your own lessons in richer HTML5
- Create interactive web experiences more efficiently
- Show different content on different devices
- Reuse and modify the content

Responsive E-learning Components enable you to create and edit interactive videos, presentations, games, advertisements and more. Users experience the same rich, interactive lessons on computers, smart phones and tablets alike. You can add exercises, quizzes, interactive videos etc., so that the students can understand the lessons better. By making it easy for professional content creators and publishers to create, maintain and reuse rich internet content, we will empower creators to create richer and better experiences more efficiently.

With Responsive E-learning Components, you can easily create lessons without needing any programming skills. Any teacher or tutor can easily create their own lessons with their own contents. They can just type their lessons and upload images and videos in appropriate fields. The lesson will be created easily and the resultant lesson will look so smooth and beautiful. The best part is that they can create lessons in an interactive manner. Thus, the students will learn their lessons by doing some interesting tasks interactively. The Responsive E-learning Components are full of fun, and all the students will love to learn the lessons created with these components.

The Responsive E-learning Components are listed below.

Presentation: The basic component on which the other components are placed to create lessons.

Conversations: Place questions and answers in a conversational style with images and feedbacks.

Picture Slider: A simple picture slider with a heading and sub-heading.

Text with Image: Create a page with some text on one side and an image on the other side of the page.

Text with Image at bottom: Create pages with two text areas with an optional image at the lower right side of the screen.

Text with Video: Lesson with a YouTube video and description text.

Click to reveal Text: A component where you will click on images to reveal corresponding texts.

Click to reveal Images: A component where you will click on images to reveal the corresponding images, answers and feedbacks.

Click to reveal Tables: This is a component where you will click on the rows in a table to reveal corresponding answers in columns.

Multichoice Questions: Type 1: This is a multichoice question type where you can select only one correct answer to view feedbacks without having to click any buttons. You can also give hyperlinks to appear in a modal window.

Multichoice Questions: Type 2: This is a multichoice question type where there can be single or multiple correct answers. The feedbacks may appear on the row level next to the answers or in a grey panel at the bottom of the page.

Multichoice Questions: Type 3: A multichoice question type where the user answers all the questions at once and clicks the Submit button to view the correct answers and feedbacks.

Summary Questions: A question type with which you can test the learner's understandings of a lesson.

Dropdown Questions: The user will select the correct answer from a dropdown menu and view the feedbacks on the grey panel.

Free Text with Feedback: A list of questions where the learner will type the answers and view a better answer and feedback.

Fill in the Blanks: A content type where the learner fills in the missing words in a text.

Match and sort: You can use this component to have your students match or sort the answers by dragging them to the relevant placeholders.

Drag and drop into Image: A content type where the user drags and drops images or boxes with answers into placeholders to check if they are the correct answers.

Drag the Words: In this component, the end user drags a missing piece of text to its correct place to form a complete expression.

Mark the Words: The end user highlights words according to the task description and is given a score in this component.

Dialog Cards: The user flips the cards to find the answer on the other side of the cards.

Flash Cards: These are a set of picture cards where the learner is asked to answer a question related to the card. By turning the card, the learner can reveal the correct answer.

Memory Game: A simple yet beautiful game where users click on each to flip it and reveal the picture on the other side.

Board Game: Users solve puzzles laid out on a board and click level icons to enter a level.

Image Hotspots: When the user clicks a hotspot on an image in this component, a popup containing a header and text is displayed.

Interactive Video: Enrich your videos with extra pictures, tables, hyperlinks and all the available interactive components. Users click on the icons that appear while the video is playing and see the explanations or take some quiz as well.

Timeline: This content type allows you to place a sequence of events in a chronological order. You can drag the scale to go to a specified time and the contents will change automatically according to the time selected.

Any teacher or tutor can create beautiful lessons using the components listed above. There are some more components coming on the way. For a better understanding on how to use these components effectively to create your own lessons, please take a look at the demo page and a mini course created with these components.

How to create a new Lesson using the Presentation Component?

In this part of documentation, we will see how to create a new lesson using the Presentation component and adding other components into it. You will also learn how to update, remove and enrich your lessons using the Presentation component.

Presentation Component

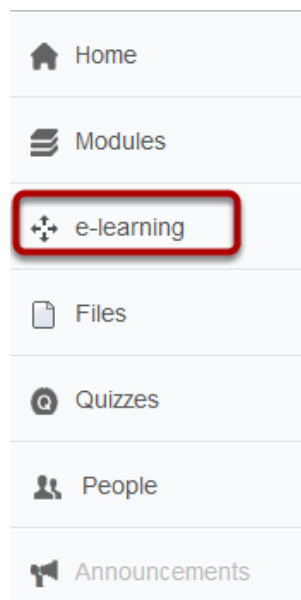
Presentation is the basic component on which you can place other components. All your lessons using Arrivu E-learning Components will be built on a Presentation. You can place almost all the other components on Presentations and navigate between each slide with the navigation buttons provided. Learners can experience new learning material and test their knowledge and memory in Presentations. Pages with the Responsive E-learning Components can be embedded seamlessly right into the Presentations for a richer learning experience.

Presentations enable you to author and deliver your course material directly in your browser. Presentations contain slides where you can add various multimedia - and interactive elements to engage the learner. Presentations are used when you want to package a piece of learning content in a structured and interactive format. Learners swipe through slides to experience the learning material, while solving various quizzes or watching videos along the way.

You can try Presentations as an alternative to presenting your learning content as PowerPoint Presentations, PDFs or text-based web pages. Presentations are very flexible to use, as they are simple to create, publish and edit.

You create a lesson using the Presentation component by following the below instructions.

Step 1: Click E-learning



Click on the **e-learning** link found on the left side of your LMS environment as shown in the above image. You will see the below screen.

1

Add New

2

All Contents

3

Search

<div>4</div> <div>Title</div>	<div>5</div> <div>Content type</div>	<div>6</div> <div>Created</div>	<div>7</div> <div>Last modified</div>	<div>8</div> <div>Edit</div>
<div>10</div> <div>A Guide for the Salesperson</div>	Presentation	February 19,2015 07:55 am	February 19,2015 07:55 am	
Typical Question	Presentation	February 19,2015 07:16 am	February 19,2015 07:16 am	<div>Edit</div>
Bad Customer Service	Presentation	February 19,2015 07:53 am	February 19,2015 07:53 am	<div>Edit</div>
Basics of Front Desk	Presentation	February 19,2015 09:29 am	February 19,2015 09:29 am	<div>Edit</div>
Call Centers and Customers	Presentation	February 19,2015 07:45 am	February 19,2015 07:45 am	<div>Edit</div>
Common Customer Service Jobs	Presentation	February 19,2015 07:08 am	February 19,2015 07:08 am	<div>Edit</div>
Contents of the Course	Presentation	February 19,2015 12:08 pm	February 19,2015 12:08 pm	<div>Edit</div>

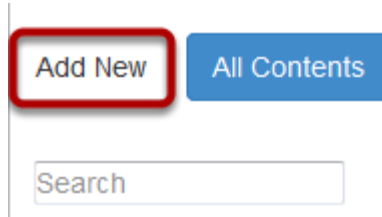
9

< Page 1 of 2 >

This screen lists all the lessons created so far. On this screen, you can

- **Add New [1]** button to add a new lesson.
- Click **All Contents [2]** button to view all the lessons on the screen at anytime.
- Type in the **Search [3]** bar to search for a specific lesson. The lessons will be listed automatically while you are typing in this field.
- Click on any lesson listed under **Title [4]** field to view that particular lesson.
- View the type of the content under **Content type [5]** title. Please note that we create all the lessons based on the Presentation component. So, this column will always be showing Presentation only.
- View the date the lesson was created on under **Created [6]** title.
- View the date the lesson was modified most recently under **Last modified [7]** title.
- Click the **Edit [8]** button to edit the lesson.
- Navigate between the index pages for all the lessons using the Navigation Buttons [9] at the bottom of the list.
- Sort the lessons ascending or descending by clicking the Sort [10] button next to any title in the list.

Step 2: Click Add New Button



Click the Add New button as shown in the above image. You will see the below screen.

Step 3: Enter the Title of the Lesson

A screenshot of a lesson creation form. At the top left are 'Add New' and 'All Contents' buttons. Below them is a text field labeled 'Enter title here' containing the text 'Auto Repair Shop Customer Service'. This text field is highlighted with a red rectangular box. To the right is a 'Create' button. Below the title field is a dropdown menu with a downward arrow.

Update the lesson's title in the text field under **Enter title here** field as shown in the above image.

Missing title

Enter title here

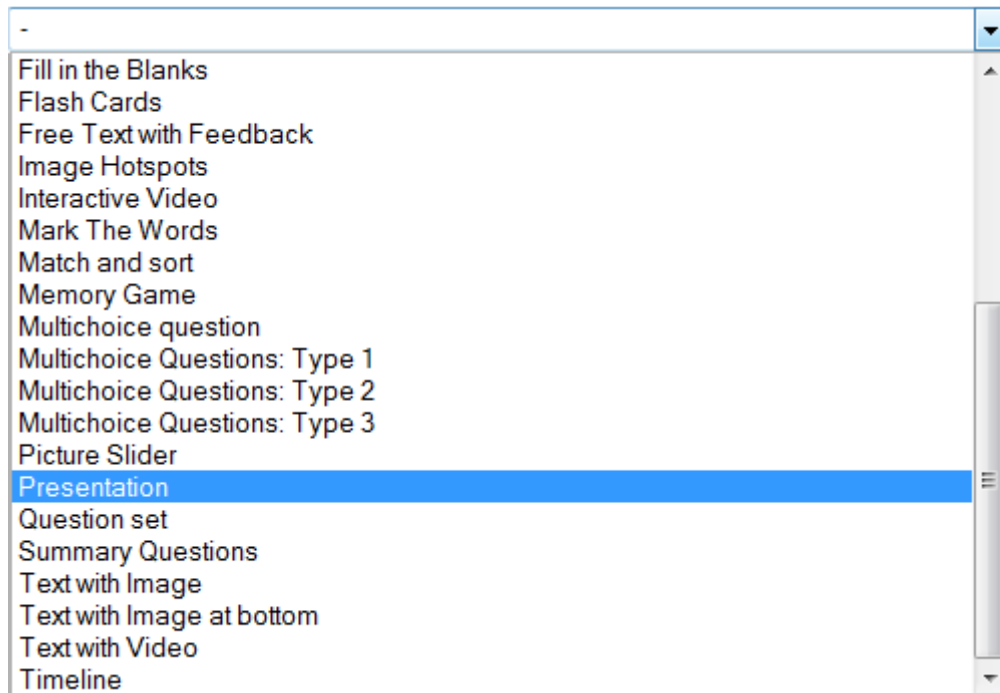
A screenshot showing an error message 'Missing title' in red text above the 'Enter title here' label. Below the label is an empty text input field.

Since the title field is mandatory, you will get the above error message when you try to save the lesson without giving any title.

Step 4: Select Presentation from the Dropdown Box

A screenshot of the lesson creation form. The title field 'Enter title here' contains 'Auto Repair Shop Customer Service'. Below it is a dropdown menu, which is highlighted with a red rectangular box. The dropdown menu currently shows a single option with a downward arrow.

Then click on the dropdown box shown in the above image. You will see the options shown in the below image.




Click on the **Presentation** option from the dropdown box. You will see the below screen.

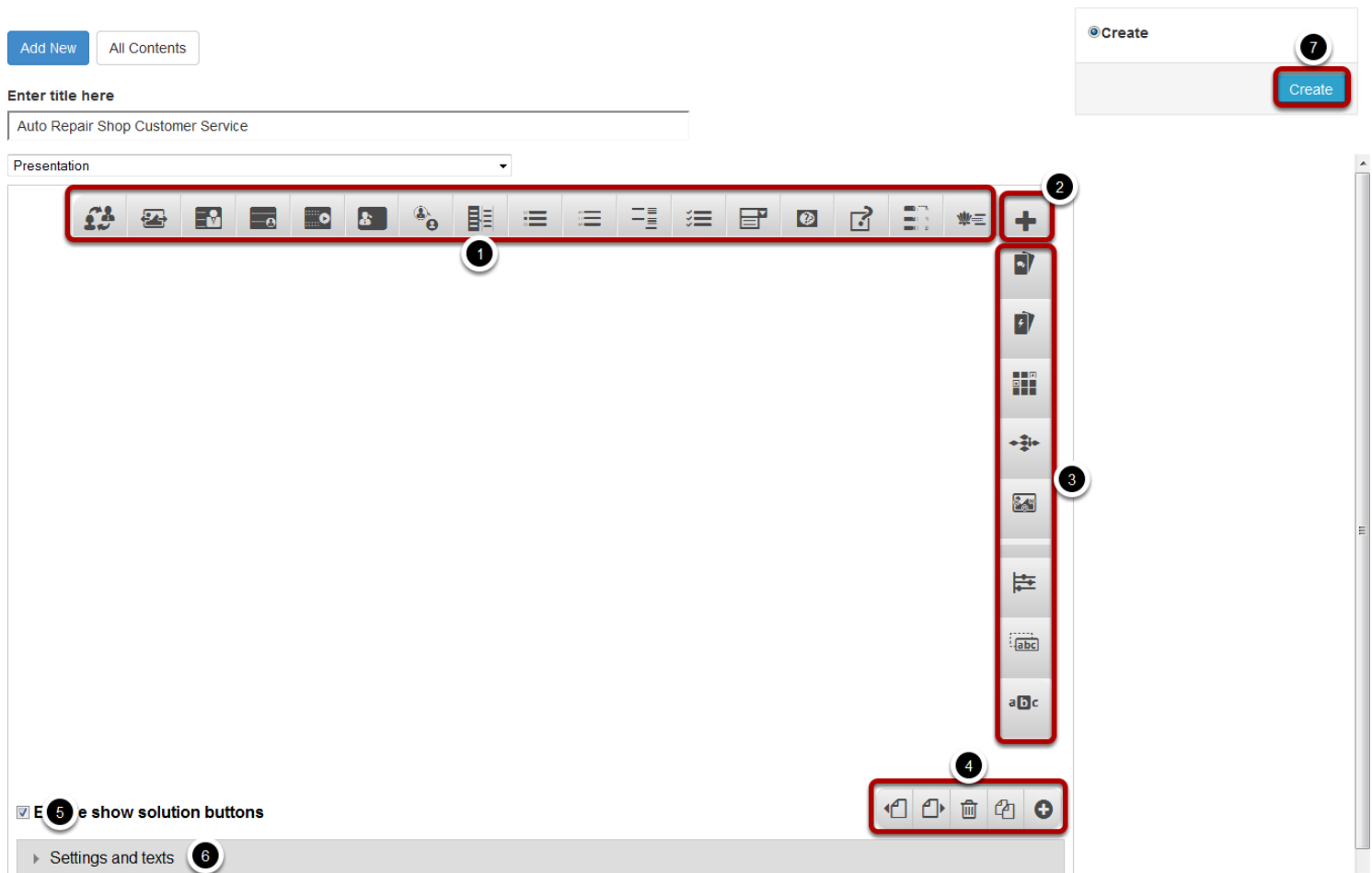
Enter title here

Auto Repair Shop Customer Service

Presentation

 Loading semantics, please wait...

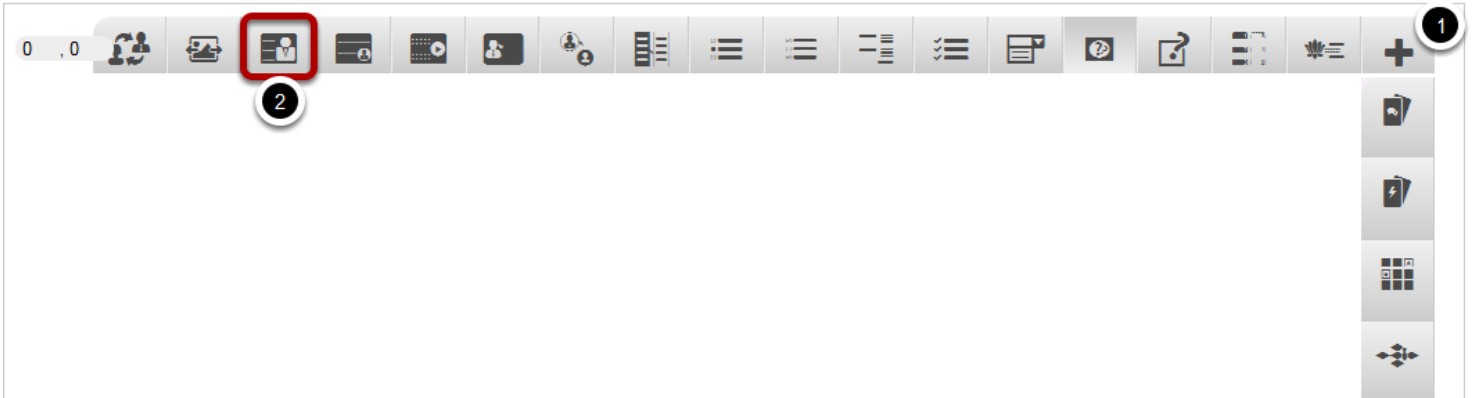
You can see the semantics being loaded into the page as shown in the above image. Once the semantics have been loaded, you will see the below screen.



The above page will be common in each lesson you create using the Presentation component. This is the screen where you add components to design your lesson pages and this will be the first slide of this Presentation. On this screen, you can

- Add components to the lesson by clicking or dragging and dropping any component from the **Components Toolbar [1]**.
- Click the **More elements [2]** button to see the second set of components in the Components Toolbar.
- Select any component from the second set of components from the **Components Toolbar [3]** which appears once you click the More elements button.
- Add, delete, clone and sort the slides in the presentation using the buttons in the **Slides Toolbar [4]**.
- Enable to show solution buttons for the slides added to the presentation by checking the **Enable show solution buttons [5]** checkbox.
- Change the overall settings for the slides and components added to the presentation under **Settings and texts [6]** title.
- Complete creating the Presentation by clicking the **Create [7]** button.

Step 5: Click on the required Component




Then click on the component's icon that you want to add to this slide. If the component you are looking for is not found in the horizontal first set of components in the toolbar, then click the More elements **[1]** button to reveal the vertical second set of components and click the required component. In this case, we select the Text with Image **[2]** component shown above.

Step 6: Update the Component Page

Edit TextWithImage






Title

☐ Swap Image to left

Image


An optional image to display above the question.

Description

B **I** **S** **I_x**      Normal ▼

If you want to have lots of customers raving about your auto repair shop, you need to have great customer service.

Here are seven of the biggest customer service mistakes that many auto repair shops make. You'll want to avoid any mistakes at all costs. You'll have a lot happier customers if you stay away from these mistakes. In the auto repair business, it's sometimes easy to ignore what the customer says. Your primary focus is on the car. However, if you want customers to come back to your repair shop, it's very important to take the time to listen to their problems. By listening to your customers, you'll keep them happy and you'll also understand how to better communicate with them.

It's very important to promptly deal with customer concerns and questions. If you can't have someone at your front counter, consider installing some sort of bell or paging system to help customers talk with someone. If you underperform in any of these three areas, you're going to have an unhappy customer. If customers are unhappy, be sure to apologize and possibly compensate them. Compensation could be a discount as well as future, complimentary service.

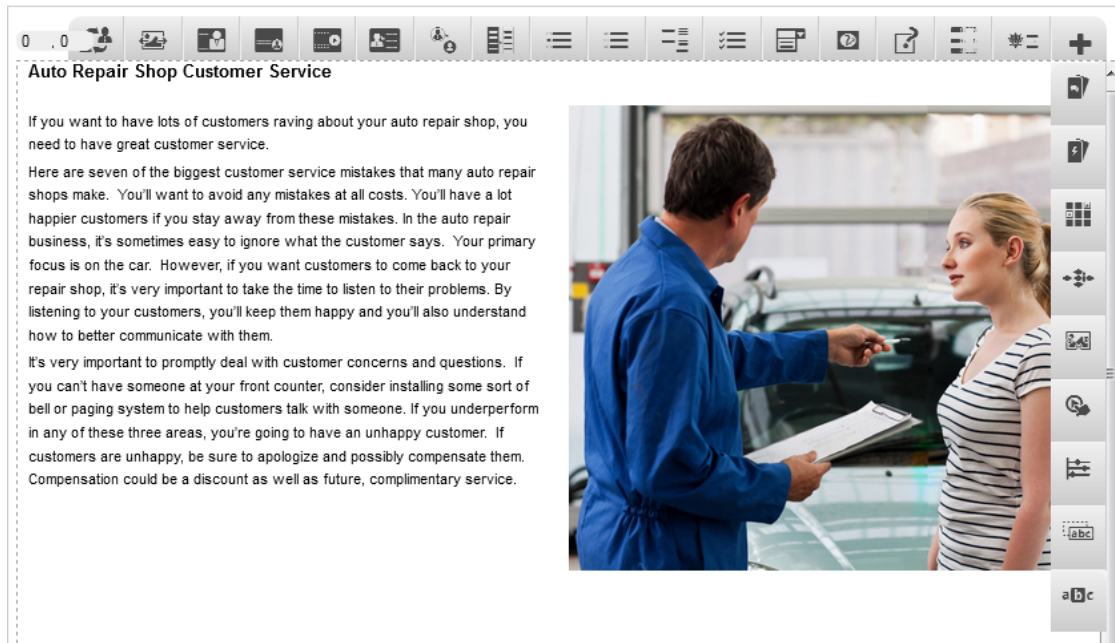
body p

2
Remove

1
Done

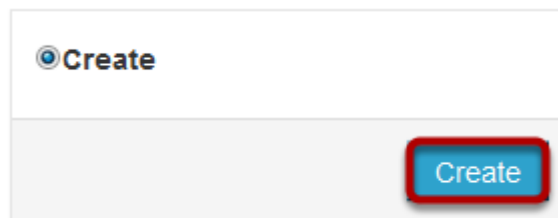
You will see the above screen for the Text with Image component. Update all the necessary fields as shown above and click the **Done** [1] button. You can also cancel or remove this component by clicking the **Remove** [2] link.

Step 7: View the Preview Page

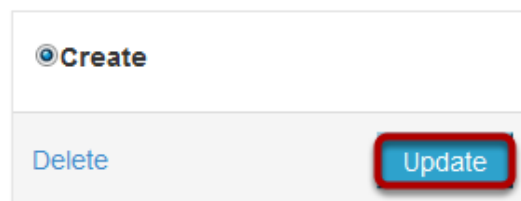


Once you click the Done button, you will be shown a preview of the page you are creating. If you still want to edit it, you can double click on the preview which will lead to the screen shown in step 6.

Step 8: Click the Create Button



Once you've updated the lesson, you can click the Create button shown above to create the lesson. This button can be found on the top right corner of the page. If you have already created a lesson, and editing it again, you will be shown **Update** button instead of Create button as shown in the below screen.



Once you click the Create or Update button, you will see the below screen.

Auto Repair Shop Customer Service

1

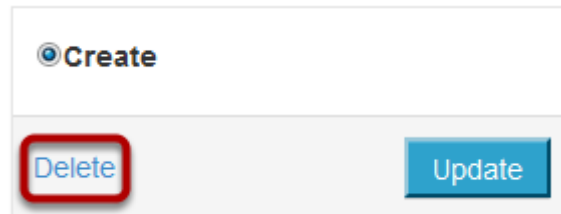
If you want to have lots of customers raving about your auto repair shop, you need to have great customer service. Here are seven of the biggest customer service mistakes that many auto repair shops make. You'll want to avoid any mistakes at all costs. You'll have a lot happier customers if you stay away from these mistakes. In the auto repair business, it's sometimes easy to ignore what the customer says. Your primary focus is on the car. However, if you want customers to come back to your repair shop, it's very important to take the time to listen to their problems. By listening to your customers, you'll keep them happy and you'll also understand how to better communicate with them.

It's very important to promptly deal with customer concerns and questions. If you can't have someone at your front counter, consider installing some sort of bell or paging system to help customers talk with someone. If you underperform in any of these three areas, you're going to have an unhappy customer. If customers are unhappy, be sure to apologize and possibly compensate them. Compensation could be a discount as well as future, complimentary service.



2

You can see the just created or updated lesson as shown in the above screen. You can edit the lesson again by clicking the **Edit [1]** link shown above. You can also view the lesson in full screen by clicking the **Fullscreen [2]** button found on the top right corner.

Deleting a Lesson

You can also delete an existing lesson by clicking Edit button of the course and then clicking the **Delete** link shown above. You will see the below prompt window.

Are you sure you wish to delete this content?

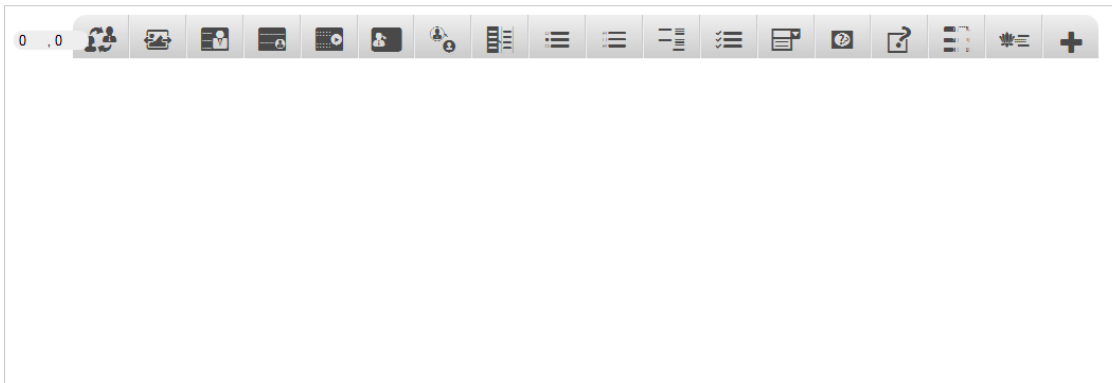


Click the **OK** button to delete the lesson.

Managing Slides with Slides Toolbar



You can add, remove, clone and sort the slides using the Slides Toolbar shown in the above image. You can see this toolbar on the bottom right side of the page once you enter the editing screen for your component. When you create a new Presentation, it will have only one slide. If you want to add more slides, click on the **Add new slide** button shown above.



You will see another blank slide being added to the Presentation as shown in the above image. If your Presentation has more than one slide, the navigation buttons will appear when you hover the mouse over the bottom side of the page as shown in the below image.



You can easily navigate between the slides using the navigation buttons shown in the above image.



You can also delete a slide by clicking the **Remove slide** button shown in the above image. You will see the below prompt screen.

Are you sure you wish to delete this slide?



Click the **OK** button on the above prompt screen, and the current slide will be removed from the presentation. You will be taken to the previous slide.



You can also create a duplicate of a slide by clicking the **Clone slide** shown above. The current slide will be duplicated and you will be taken to the new slide which will appear on the right side of the current slide.




If you have more than one slide in a presentation, you can easily change the order of the slides and move any slide to any location. To move a slide, go the required slide and click **Sort slide - left** or **Sort slide - right** buttons to move it to left and right sides respectively. You can click these buttons until the slide is moved to your desired position.

Other Options for the Presentations

☒ **Enable show solution buttons**

You can also check the Enable show solution buttons checkbox found on the button left side of the page. If you check this checkbox, the Show Solution button will be enabled for all the slides you add to the Presentation. By default, this checkbox is checked initially. However, it is advised to keep this checkbox checked and not to change it since this setting will be overridden by the components in the slides.

☒ **Enable show solution buttons**

 Settings and texts

You can also click the arrow button with Settings and texts shown above title to reveal the options shown in the below image.

Settings and texts

Here you can edit settings or translate texts used in this content.

Localize: Go to first slide

Go home button title

Go to first slide

Scroll left button title

Hold to scroll left

Slide button title

Jump to slide

Scroll right button title

Hold to scroll right

Translation for "Slide"

Slide

Translation for "Your Score"

Your Score

Translation for "Max Score"

Max Score

Greeting given for GOOD score

Congratulations! You got @percent correct!

@percent is replaced by the real user score in percent

Greeting given for OK score

Nice effort! You got @percent correct!

@percent is replaced by the real user score in percent

Greeting given for BAD score

You got @percent correct.

@percent is replaced by the real user score in percent

Translation for "Total"

Total

Text for the show solutions button

Sum up

Translation for "Title"

Title

Translation for "Author/supplier"

Author

Translation for "Lisence"

Lisence

Translation for "License"

License

Text for the export text button

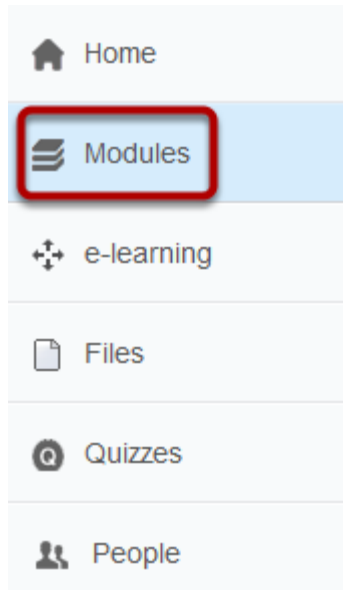
Export text

Text for the "Rights of use" button

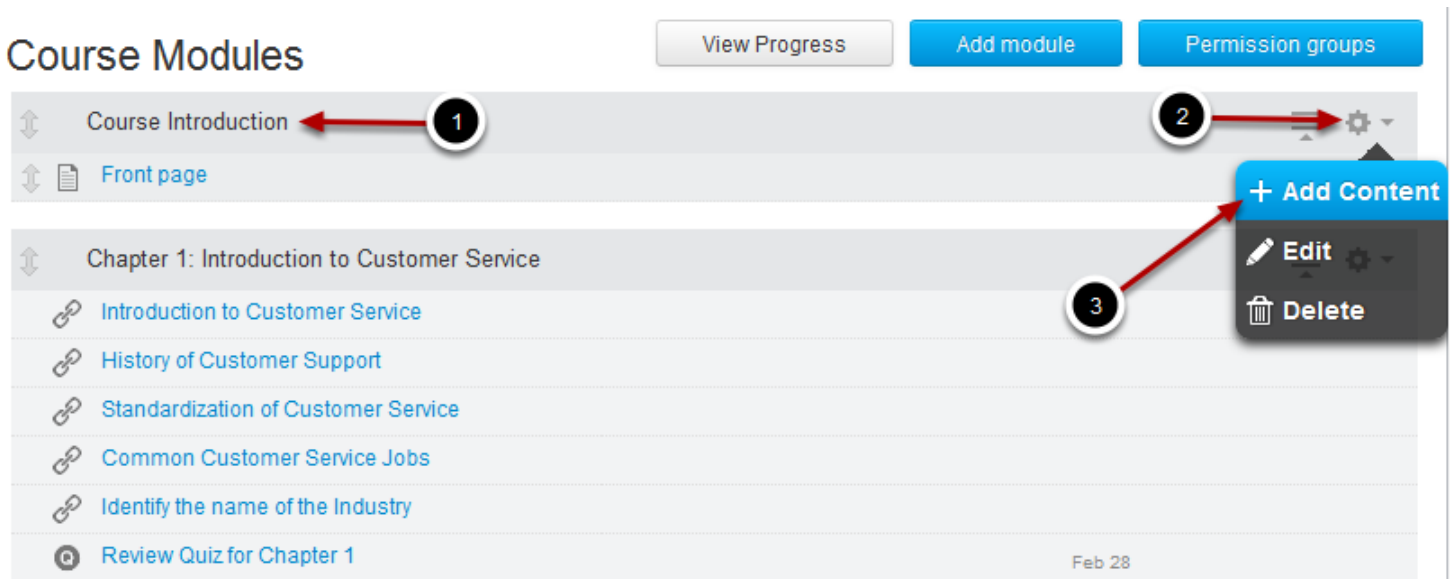
Rights of use

On the above screen, you can change the settings for the texts for all the slides in the Presentation. However, it is advised to change these settings only when necessary, since these settings will be overridden by the other components in the presentation.

Add Lessons to Modules



To add your lesson to any modules in your LMS environment, click **Modules** link on the left side of the screen as shown in the above image. You will see the below screen.



Select the module **[1]** where you want to add the course. Then click on the **Settings [2]** icon shown in the above image to reveal the dropdown menu. Then click **Add Content [3]** option from the dropdown menu. You will see the below screen.

Add Item to Course Introduction

Add

External Tool

 to Course Introduction

Select a tool from the list below, or enter a URL for an external tool you already know is configured with Basic LTI to add a link to it to this class.

Badge

Easily award badge credentials to students who meet course completion criteria

Q

Certificates

Award certificate to students who meet course completion criteria

Q

e-learning

Select e-learning content

Q

Select Media

Media Gallery

Q

Wiki Tool

LTI tool to help customize look of course

Q

Youtube

Search publicly available YouTube videos. A new icon will show up in your course rich editor

Q

URL:

Page Name:

☐ Load this tool in a new tab

Indentation:

Don't Indent

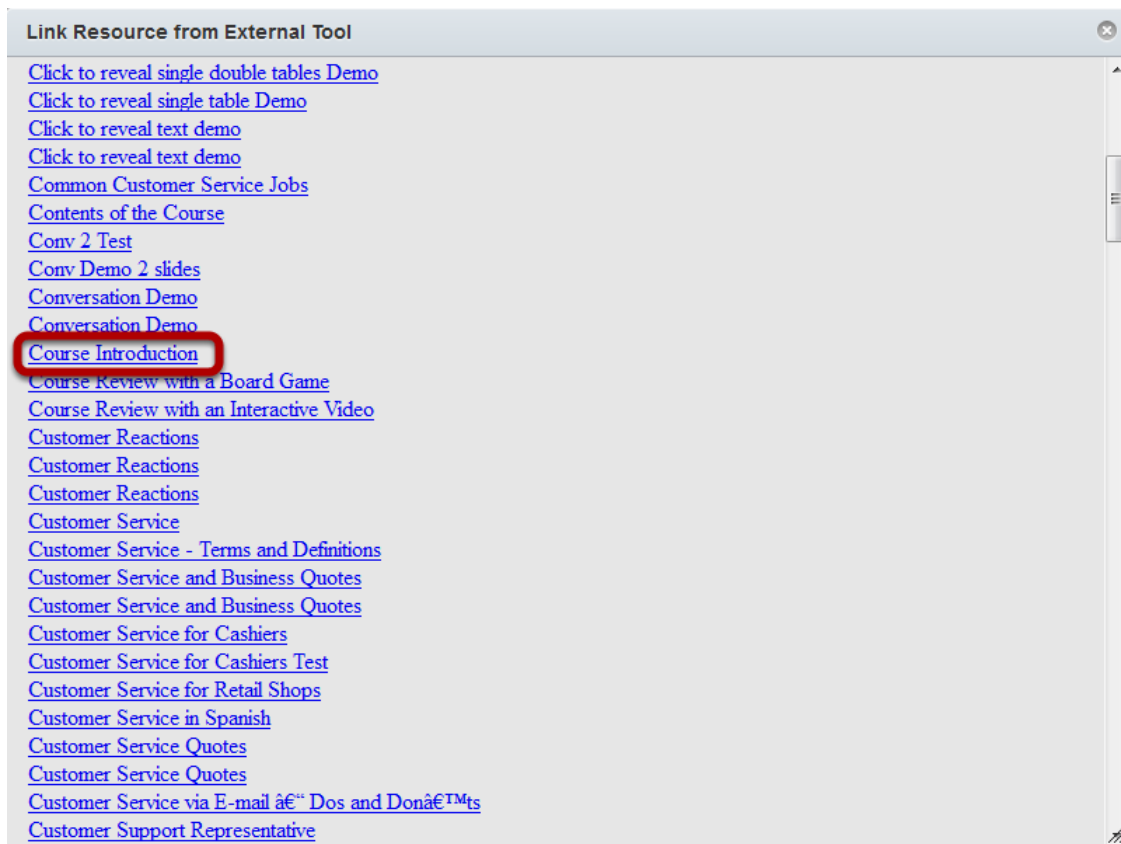
Cancel

Add Item

Select **e-learning** from the above screen. You will be shown a list of all the created lessons as shown in the below image.

How to create a new Lesson using the Presentation Component?

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Click on the course you want to add to the module as shown in the above image. You will see the below screen.

Add Item to Course Introduction

Add
External Tool
to Course Introduction

Select a tool from the list below, or enter a URL for an external tool you already know is configured with Basic LTI to add a link to it to this class.

Badge

Easily award badge credentials to students who meet course completion criteria

Certificates

Award certificate to students who meet course completion criteria

e-learning

Select e-learning content

Select Media

Media Gallery

Wiki Tool

LTI tool to help customize look of course

Youtube

Search publicly available YouTube videos. A new icon will show up in your course rich editor

URL:
https://betarcpti.arrivapps.com

Page Name:
Course Introduction
1

☐ Load this tool in a new tab

Indentation:
Don't Indent

2

Cancel
Add Item

You can change the page's name for the course in the **Page Name [1]** field shown above. Then click the **Add Item [2]** button.

Course Modules



You can see the lesson being added at the bottom of the module as shown in the above image. You can change the position of the lesson in the module by clicking on the Double Headed Arrow button on the left side of the lesson and dragging it to the desired location.

Notes

- You can add as many slides as possible in a Presentation.
- You can also add any number of the same component to a presentation. However, it is advised not to use heavy components like Board Games, Interactive Videos and Timeline

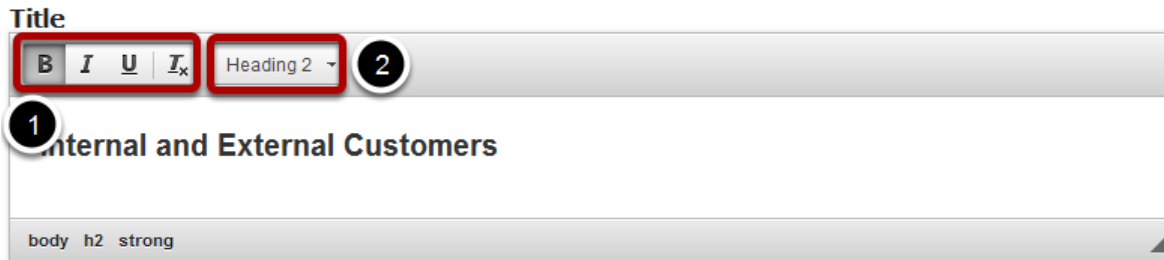
more than once in a presentation.

- You must select Presentation from the dropdown box shown in Step 4 and place components into it. If you select any other component directly from this dropdown box, you won't get the expected results.
- The navigation buttons will appear only if your Presentation has more than one slide.

How to format and edit the Contents in a Lesson?

In this document, we will see how to format and edit the contents in any component. We will also have a look at some common tasks involved in creating lessons with the Responsive E-learning Components.

Format the Texts



You can format the title of the page using four **Formatting [1]** buttons shown above.

The formatting options available for the title field are:

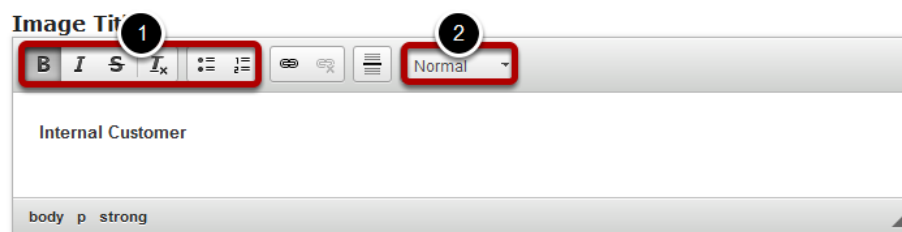
- Bold
- Italic
- Underline
- Remove Format

You can also change the size of the title by clicking the **Paragraph Format [2]** drop down menu.

The sizes available are:

- Normal
- Heading 3
- Heading 2

To change the format of the title, just select the contents of the title, click any of the four formatting buttons or Paragraph Format drop down menu and select any one of the options.



Description

These are the people that work within your organization, maybe directly with you or in another department. They may also include people in other organizations that work with your organization to provide your products or services.

Similarly, you can format the contents of description and feedback fields using six Formatting [1] buttons shown above. The formatting options available are:

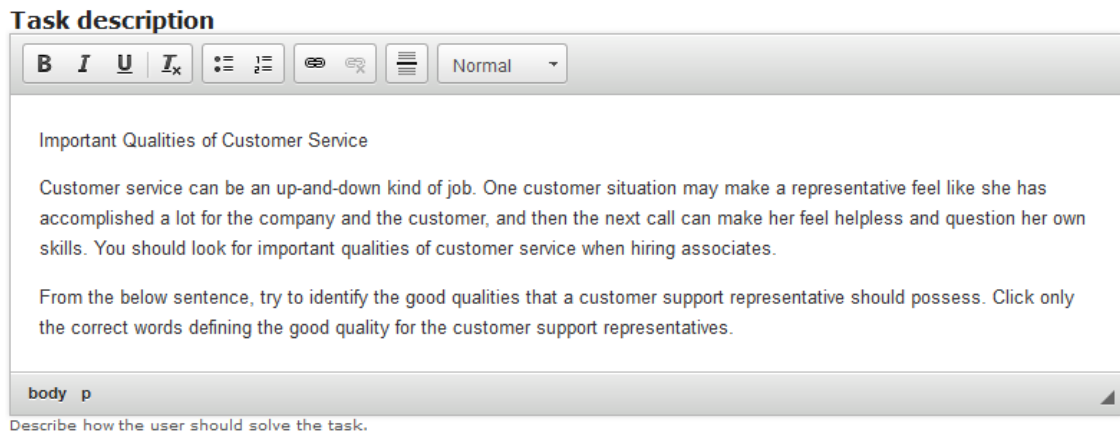
- Bold
- Italic
- Strike Through
- Remove Format
- Insert/Remove Bulleted List
- Insert/Remove Numbered List

You can also change the size of the description text by clicking the Paragraph Format **[2]** drop down menu. The sizes available are:

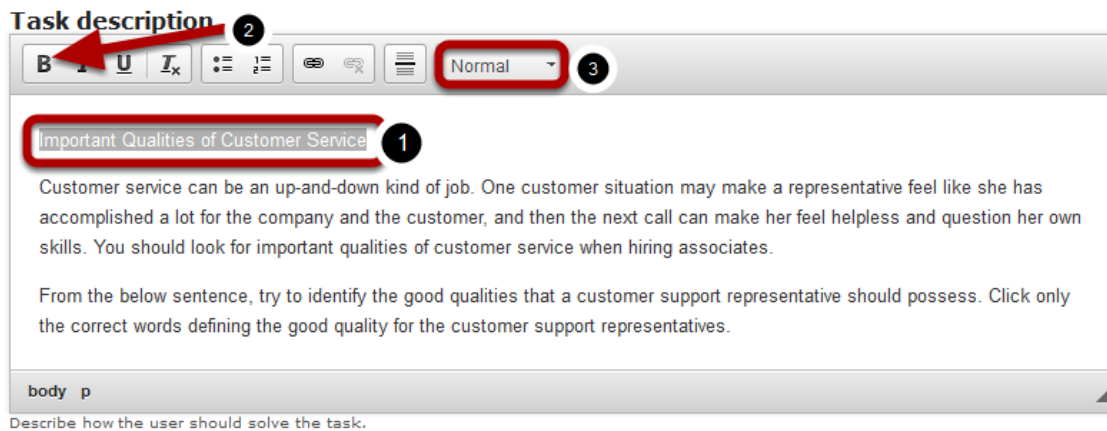
- Normal
- Heading 3
- Heading 2

To change the format of the description text, just select the contents, click the any of the six formatting buttons or Paragraph Format drop down menu and select any one of the options. The availability of the Formatting buttons and Paragraph Format drop down menus depends on the component you are working with. For example, even the title fields may contain hyperlinks and the description and feedback fields may not have formatting options at all in some components.

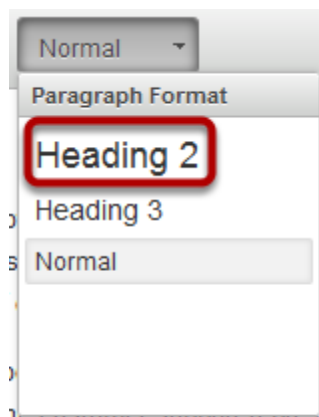
Add Titles where there is no Title Field



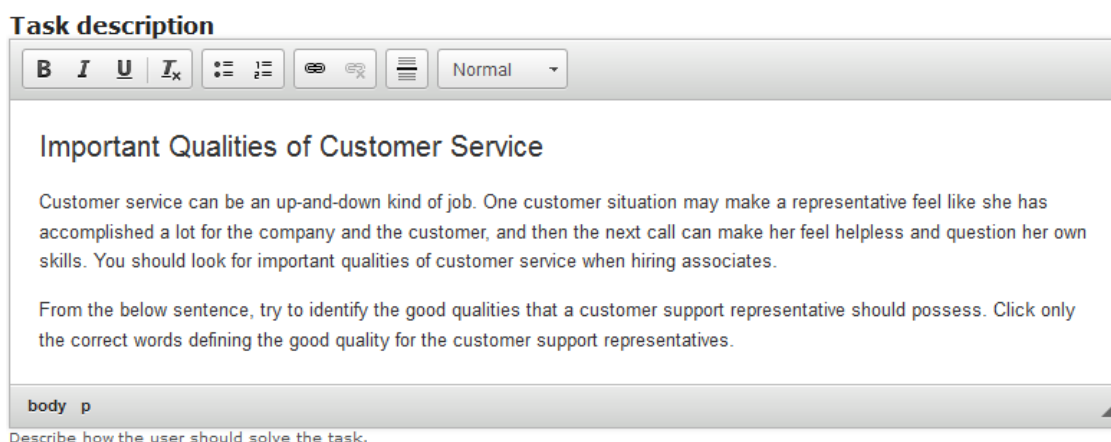
In some components, the title field may not be provided separately. For example, the **Mark the Words** component doesn't have the title field. However, you can use the **Task description** field in this component to add a title for the page. To do that, type the contents normally in the Task description field as shown above. But make sure you type the title in a separate line.



Then select the contents of the title, i.e., the first line as shown [1] above. Then click the Bold [2] button. You can make the title even bigger by clicking the Paragraph Format [3] dropdown menu shown above.

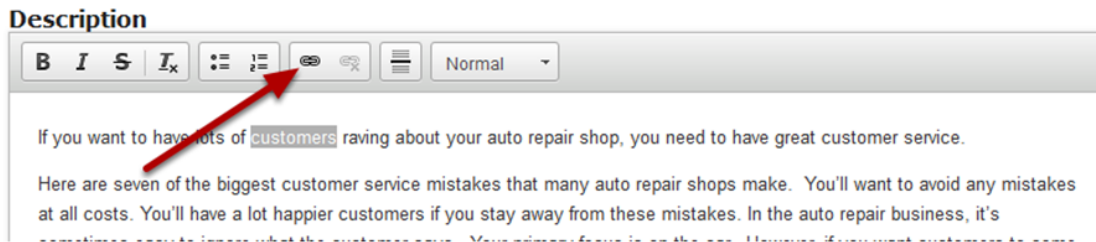


Then select Heading 2 option from the dropdown menu.

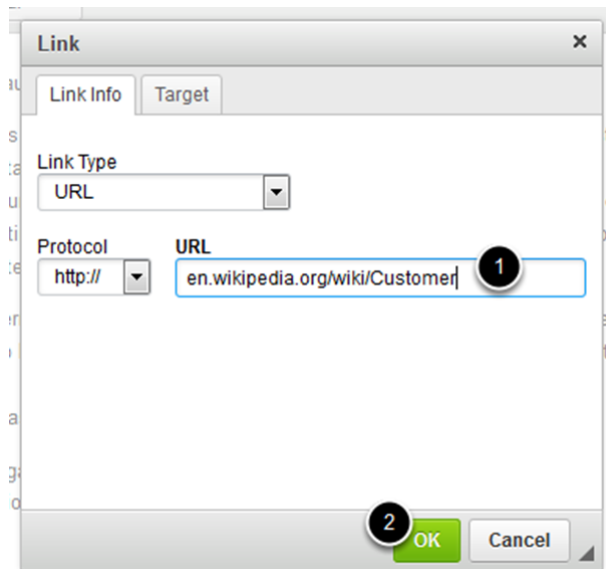


Now you can see a title has been added successfully to the page.

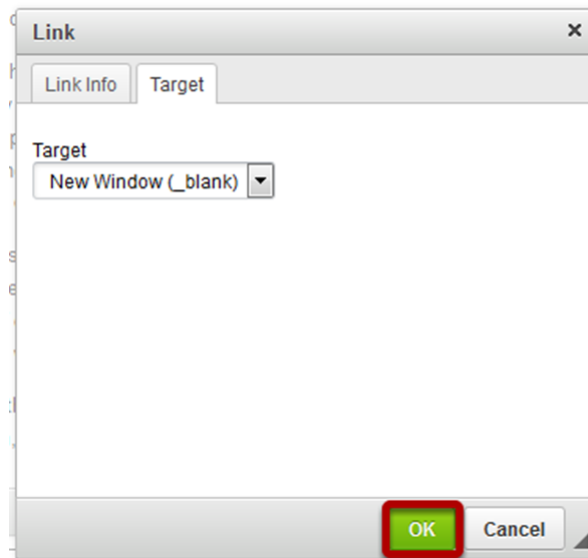
Add and remove Hyperlinks



You can add hyperlinks to any words wherever it is available. To add a hyperlink, just select the words and click on the **Link** button as shown in the above image. You will see the below **Link** window.



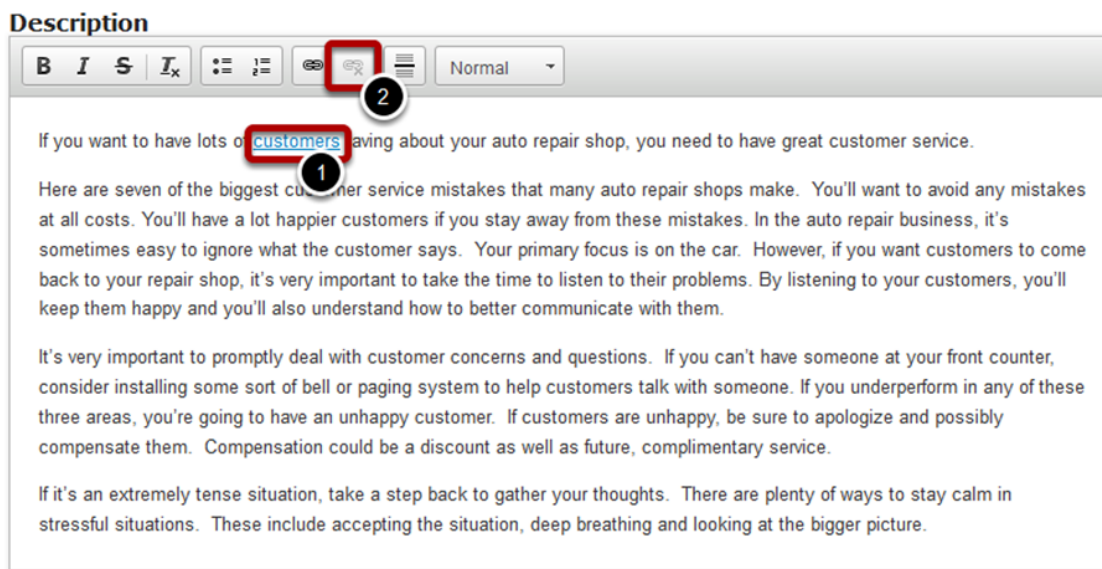
You can also select where the linked website should appear. To do that, go to the **Target** tab on the above screen which will be similar to the one shown below.



You have two options to set the target window for the hyperlinks. They are:

- **New Window (_blank):** The linked website will appear in a new tab on the same browser window.
- **Same Window (_self):** The linked website will appear in the same browser window replacing the current contents.

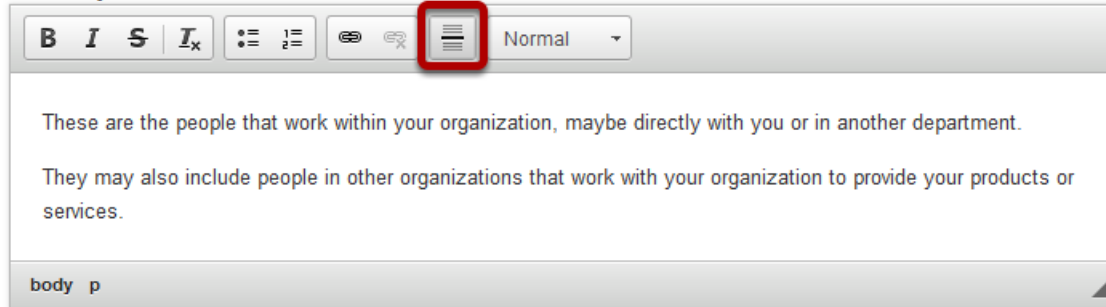
Once you've selected the target window, click on the **OK** button to save the changes as shown in the above image. You can see the hyperlink being added to the content [1] as shown in the below image.



Once you've added a link to the text, you can edit the link just by double clicking the linked text. Or you can select the linked text and select the Link button again. The Link window will appear again where you can edit it again. You can remove the link from linked text easily as well. Just select the linked text and click the Unlink [2] button. The link will be removed from the linked text.

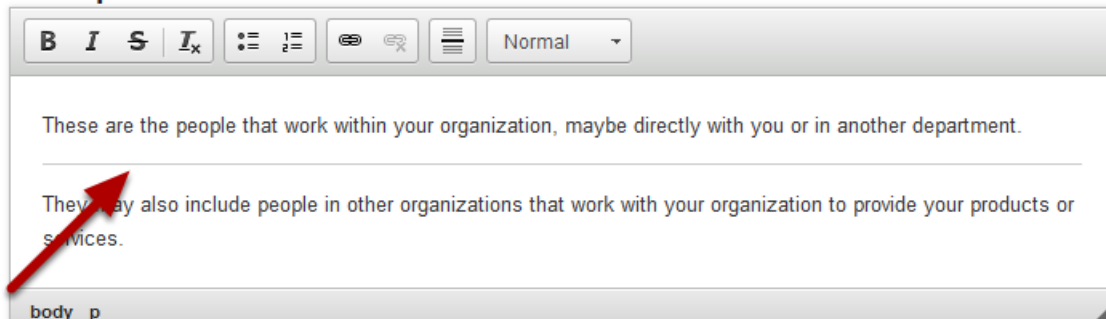
Insert Horizontal Line between Texts

Description



You can also insert a horizontal line wherever this option is available by clicking the **Insert Horizontal Line** button shown in the above image. Just place the cursor where you want to insert the horizontal line and click the button.

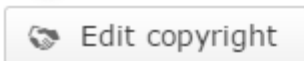
Description



You can see that the line has been added in the text as shown in the above image.

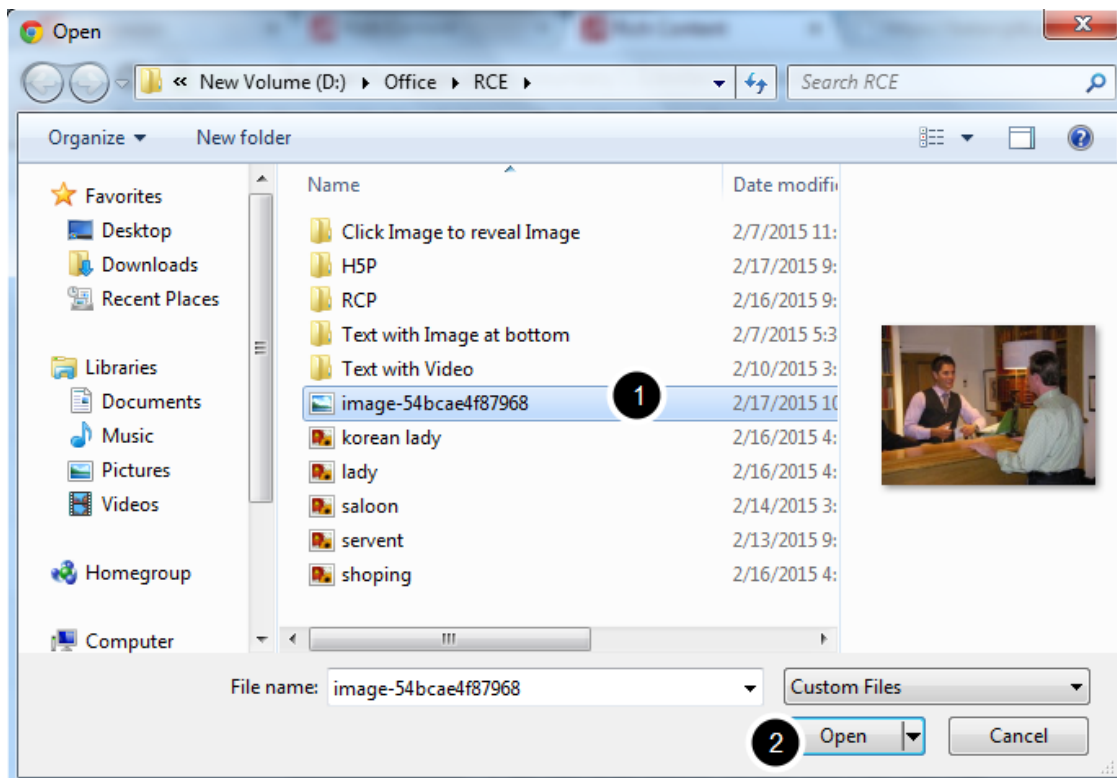
Add Images to the Lessons

Background image




Optional. Select an image to use as background for your drag and drop task.

You can upload images wherever applicable by clicking the '+' [1] icon as shown in the above image. You will choose an image file as shown in the below image.



On the above screen, select the required image [1] and click the **Open [2]** button.

Background image

 Uploading, please wait...


 Edit copyright

Image shown on background.

You can see image being uploaded as shown in the above image.

Background image




 Edit copyright

Image shown on background.

Once the image has been uploaded, you will be shown a preview of the image as shown in the above image.

Update Copyright Details

Background image



Optionally, you can update the copyright details of the uploaded image by clicking the **Edit copyright** button shown above.

Title
La Gioconda

Author
Leonardo da Vinci

Year(s)
1503 - 1517

Source
http://en.wikipedia.org/wiki/Mona_Lisa

License
Undisclosed ▼

Close

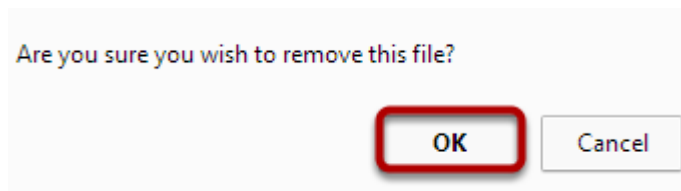
Once you click the button, you will see the above screen. You can enter the image's copyright details on the above screen and click the **Close** button to update it.

Remove or change the Image

Background image

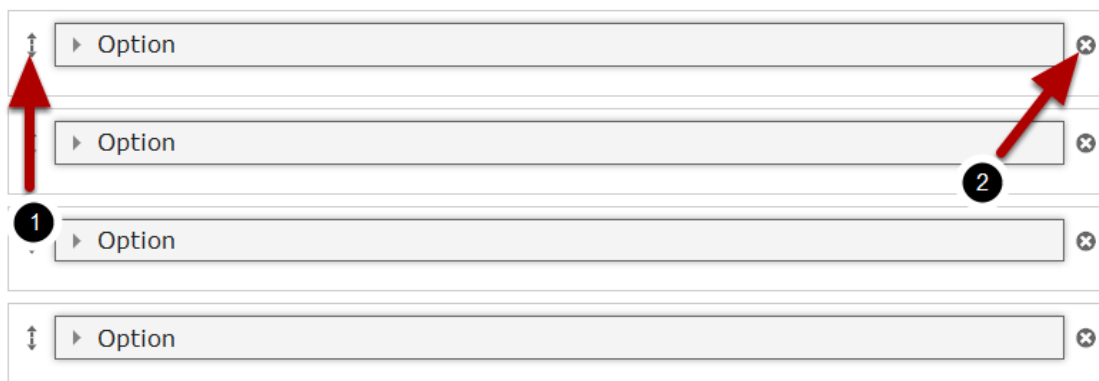


You can remove the uploaded image by clicking on the **Remove file** button shown on the above image. You will see the below prompt screen.



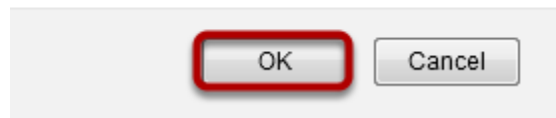
You can also update the image without removing it by clicking on the image. You will be prompted again to select an image.

Remove or Change the Order of Fields



In some components, there may be many fields which can be organized or removed. For example, on the above image, we have 4 answers. To change their orders, just click the double headed arrow **[1]** button on the left side of the answer, and drag and drop it to the new location. You can also remove any answer by clicking the **Remove [2]** button on the right side of the answer. You will see the below prompt window.

Are you sure you wish to remove this option?



A dialog box with a light gray background. It contains two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a red rectangular border.

Click the **OK** button to confirm deleting the answer.

Update Mandatory Fields

Text



An empty text input field with a light gray border.

The text field is required and must have a value.

Hint for the first part of the dialogue

Answer



An empty text input field with a light gray border.

The text field is required and must have a value.

Hint for the second part of the dialogue

Make sure you always update mandatory fields. If you try to click the **Done** button without updating any mandatory field, you won't be able to update the page. The unfilled mandatory fields will be shown with a warning message below each field as shown above. Scroll to the mandatory fields and update them to save the page.

How to create a Lesson using the Conversations Component?

You can present some important topics in your lessons as conversations using this component. One or two people can ask questions and you can select the correct answer from the 4 possible responses from the answerer. For each question and answer, you can see the questioner's thoughts about the response. You can see a feedback for each response. You can also see ratings for the skills in two scales depending on the response provided.

You can use this component to create 2 types of conversations.

1. **Conversation with two Participants:** There are only one questioner and one answerer in this type.
2. **Conversation with three Participants:** Two people ask questions and one person answers them in this type.

When to use this Component

This component will be very helpful when you want explain so many things to your students in a conversation style. This can be used as a conversational style of the multichoice questions with feedback.

How it works

1. User reads the introduction and instruction texts which appears on the modal screen and clicks the Continue button to go to the conversation.
2. The user can see the questioner's image, initial thought and initial question at the left side of the page depending on the type of the question
3. The user selects any one of the given answers in boxes at the right side of the page.
4. For each selection, the user can see the questioner's thoughts and responses depending on the type of the question
5. The user can see a feedback for each response on the lower half of the screen, along with the selected response.
6. He/she can also see the ratings for the skills in two scales at the bottom of the page depending on the response provided.
7. When the user clicks on the correct answer, it will be highlighted in green.
8. If he/she has selected any wrong answer, it will be highlighted in blue.
9. The user can explore all the responses to find the feedback and rate their skills.

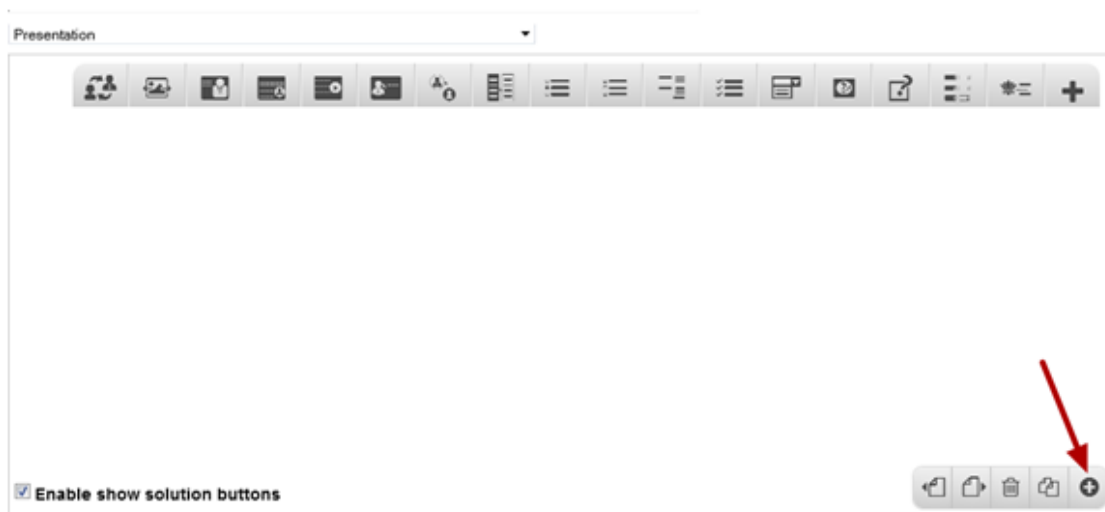
Features of this Component

- This is one of the most interactive components in the Responsive E-learning Components.
- You can easily switch between the 2 types of this component by clicking the 2 check boxes.
- You can randomize the responses, so that they will appear in a random order whenever the page is loaded.

- You can give your own names to the skills that appear with scales.
- The modal screen which appears in the beginning is optional. You can use this screen to give some introduction or instructions to the users.

The below are the initial common steps involved in creating a conversation question with this component.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Conversations Component Icon



Then click on the Conversations component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit Conversations

First Questioner's Name

1

Second Questioner's Name

2

Questioner's Image

+

3

Edit copyright

4

An image to display above the question.

Answerer's Image

+

5

Edit copyright

6

An image to display above the answer.

First Skill's Name

7

Second Skill's Name

8

Initial Question

9

Initial Thought

10

☒ Randomize Answers

11

Enable to randomize the order of question display.

☐ Single Questioner

12

Enable to allow only two participant.

☐ Modal Screen

13

Modal Screen Text

14

Available Answers

↑

▼ Option

✕

Answer

15

Questioner's Image

+

16

Edit copyright

17

☐ Correct Answer

18

☐ Single Questioner

19

Speech Bubble

20

Thought Bubble

21

Feedback

22

Skill 1

Poor

23

skill 1

Skill 2

Poor

24

skill 2

Add option

25

The alternatives the user may choose from.

26

27 Remove

Done

On this screen, you can

- Add names to the **First Questioner's Name [1]** and **Second Questioner's Name [2]** fields.
- Add the questioners' image using the '+' icon under **Questioner's Image [3]** title and edit its copyright details clicking the **Edit copyright [4]** button.
- Add the answerer's image using the '+' icon under **Answerer's Image [5]** title and edit its copyright details by clicking the **Edit copyright [6]** button.
- Add the first and second skills' name in the **First Skill's Name [7]** and **Second Skill's Name [8]** fields.
- Add the initial question and thought text in the **Initial Question [9]** and **Initial Thought [10]** fields respectively. These options vary depending on the type of the conversation you create.
- Randomize the answers, so that the answers will appear in a random order whenever the page is loaded by clicking on the **Randomize Answers [11]** checkbox.
- Enable single questioner for the initial question by clicking on the **Single Questioner [12]** checkbox.
- Enable the modal screen by clicking on the **Modal Screen [13]** checkbox.
- Add any introduction text typing it in the **Modal Screen Text [14]** field.
- Add multiple answers in Available Answers field. You can add the answers under the Option title. By default there are 4 options are available.
- Add answers by typing it in the **Answer [15]** field under **Available Answers** title.
- Add the questioner's image for this particular question using the + icon under **Questioner's Image [16]** title and edit its copyright details by clicking the **Edit copyright [17]** button.
- Set this answer as the correct answer by clicking the **Correct [18]** checkbox.
- Make this question asked by a single questioner, by checking the **Single Questioner [19]** checkbox.
- Add speech bubble, thought bubble and feedback in the **Speech Bubble [20]**, **Thought Bubble [21]** and **Feedback [22]** fields. These fields behave differently depending on the type of the conversation you create.
- Choose the scale values for the first and second skills from the **Skill 1 [23]** and **Skill 2 [24]** drop down boxes respectively.
- Add more alternative questions and answers by clicking on the **Add option [25]** button.
- Click on the **Done [26]** button to save the changes.
- Remove the component by clicking the **Remove [27]** link.

Once you've added the component, you can create 2 types of conversations as mentioned earlier. You can check the documents for these component types to learn how to create a question of these types individually.

How to create a Lesson using the Conversation with two Participants Type?

You can use the Conversations component to create Conversation with two Participants type. In this type of conversation, there is only one questioner and only one answerer. You can present some important topics in your lessons as conversations using this component.

When to use this Type

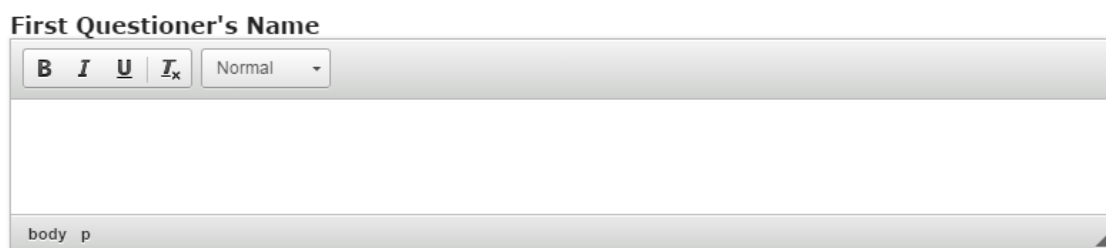
This component will be very helpful when you want explain so many things to your students in a conversation style. This can be used as a conversational style of the multichoice questions with feedback.

How it works

1. User reads the introduction and instruction texts which appear on the modal screen and clicks the Continue button to go to the conversation.
2. The user can see the questioner's image, initial thought and initial question on the left side of the page.
3. The user clicks on any one of the given answers in boxes at the right side of the page.
4. For each selection, the user can see the questioner's thoughts and responses.
5. The user can see a feedback for each response on the lower half of the screen, along with the selected response.
6. He/she can also see the ratings for the skills in two scales at the bottom of the page depending on the response selected.
7. When the user clicks on the correct answer, it will be highlighted in green.
8. If he/she has selected any wrong answer, it will be highlighted in blue.
9. The user can explore all the responses to find the feedback and rate their skills.

Once you are in the slide in which this type of conversation should be added, you can create it by following the below steps.

Step 1: Add First and Second Questioner's Name (Optional)



The image shows a text input field titled "First Questioner's Name". Above the input area is a toolbar with formatting icons: Bold (B), Italic (I), Underline (U), and Strikethrough (I_x). To the right of these icons is a dropdown menu currently set to "Normal". The input field itself is empty and has a light gray border. At the bottom left of the input area, the text "body p" is visible, indicating the default text format.

Type the name of the first questioner on the **First Questioner's Name [1]** field as shown in the above image. You can also change the format of the name. Similarly, you can add name to the **Second Questioner's Name** field. However, you can leave these fields blank, since these names won't appear for a question with 2 participants.

Step 2: Add Initial Questioner's Image

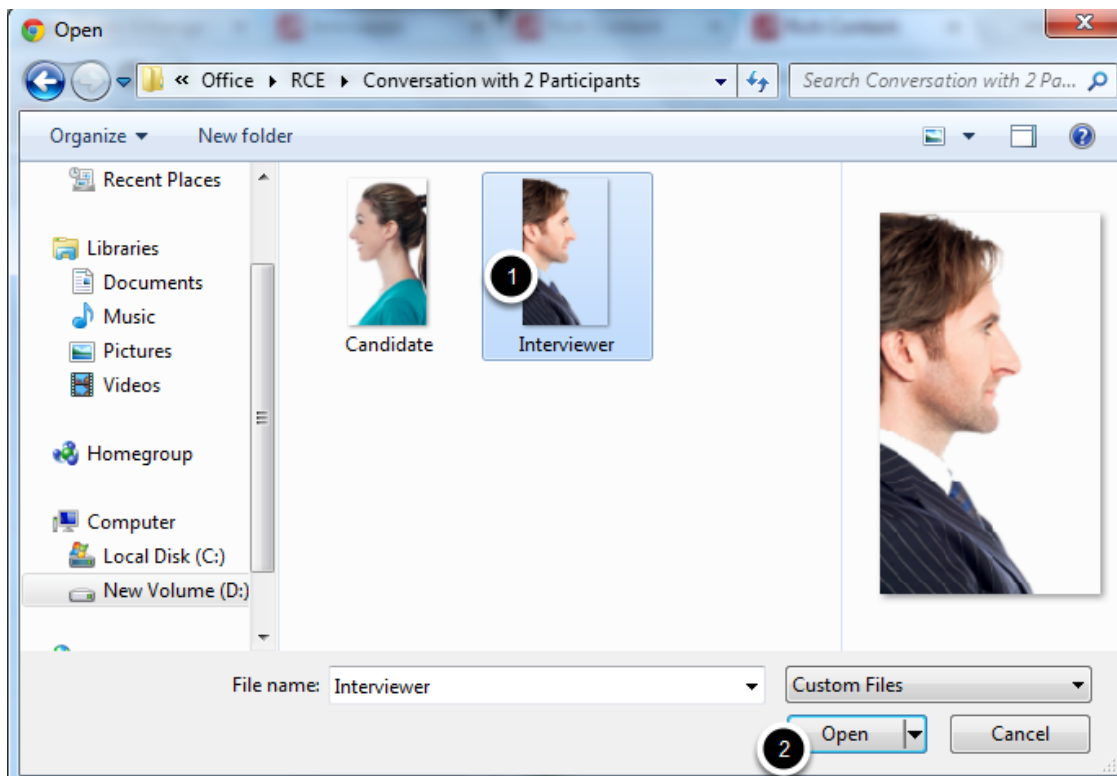
Questioner's Image



Edit copyright

An image to display above the question.

Add an image of the initial question's questioner by clicking the '+' icon under the **Questioner's Image** icon as shown in the above image. You will choose an image file as shown in the below image.



On the above screen, select the required image [1] and click the **Open [2]** button.

Questioner's Image

Uploading, please wait...

Edit copyright

An image to display above the question.

You can see the image being uploaded as shown in the above image.

Questioner's Image



Once the image has been uploaded, it will be shown under the Image title as shown **[1]** in the above image. Optionally, you can update the copyright details of the uploaded image by clicking the **Edit copyright [2]** button shown above. Once you click the button, you will see the below screen.

Title
La Gioconda

Author
Leonardo da Vinci

Year(s)
1503 - 1517

Source
http://en.wikipedia.org/wiki/Mona_Lisa

License
Undisclosed ▼

You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.

Questioner's Image



You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.

Are you sure you wish to remove this file?

OK

Cancel

You can also update the image without removing it by clicking on the image.

Step 3: Add First Skill's Name

First Skill's Name

B I S I_x **Format** ▼

Customer Care Skills

body

Type the first skill's name of the page on the **First Skill's Name** field as shown in the above image. You can also format the contents. This field is mandatory.

Step 4: Add Second Skill's Name

Second Skill's Name

B I S I_x **Heading 3** ▼

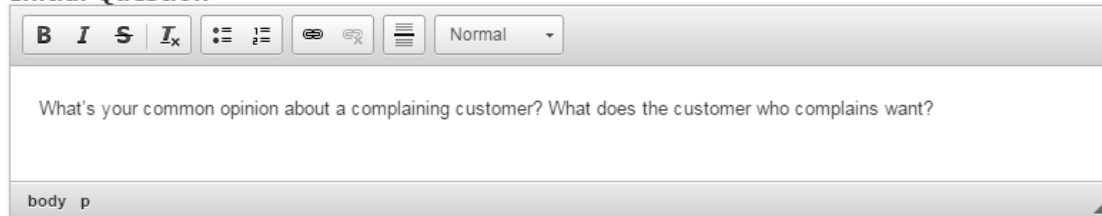
Communication Skills

body h3

Type the second skill's name of the page on the **Second Skill's Name** field as shown in the above image. You can also format the contents. This field is mandatory as well.

Step 5: Add Initial Question

Initial Question

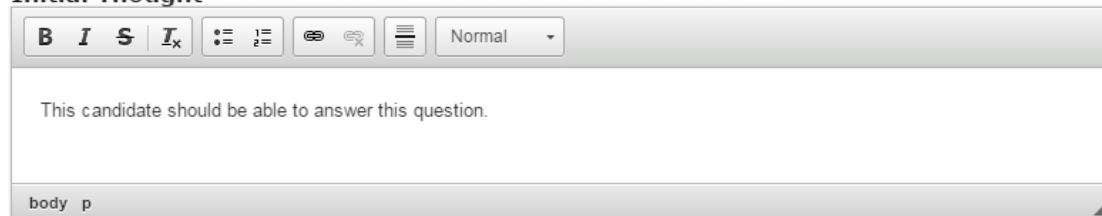


The screenshot shows a text editor for the 'Initial Question'. At the top is a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (I_x), bulleted list, numbered list, link, unlink, and a 'Normal' dropdown menu. Below the toolbar is a text area containing the question: 'What's your common opinion about a complaining customer? What does the customer who complains want?'. At the bottom left of the text area, the text 'body p' is visible.

You can add a question to the initial question field as shown in the above image. Just type the question in the **Initial Question** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 6: Add Initial Thought

Initial Thought



The screenshot shows a text editor for the 'Initial Thought'. At the top is a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (I_x), bulleted list, numbered list, link, unlink, and a 'Normal' dropdown menu. Below the toolbar is a text area containing the thought: 'This candidate should be able to answer this question.'. At the bottom left of the text area, the text 'body p' is visible.

Type the text in the **Initial Thought** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 7: Randomize Answers (Optional)

☒ **Randomize Answers**
Enable to randomize the order of questions on display.

By clicking the **Randomize Answers** checkbox, you can make the answers to be displayed in an arbitrary order every time the page is loaded. This option is optional, and so tick the checkbox if you need so.

Step 8: Make sure the Single Questioner Checkbox is checked

☒ **Single Questioner**
Enable to allow only two participants

Make sure you check the **Single Questioner** checkbox. Because, it is necessary to check it to have the initial question and initial answer appear appropriately.

Step 9: Update Modal Screen Information (Optional)

☒ **Modal Screen** 1

Modal Screen Text

B I S I_x **☰ ☷** **🔗 🔗** **☰** Normal ▾

Click on all the responses to find the correct answer and rate your skills. | 2

body p

If you click the **Modal Screen [1]** checkbox, some text in a modal window will appear at the beginning of the conversation. You can place some introduction or instruction texts on the modal screen.

You can add text to the Modal Screen Text field as shown in the above image. Just type the text in the **Modal Screen Text [2]** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

Step 10: Enter the Answers

Answer

B I S I_x **☰ ☷** **🔗 🔗** **☰** Format ▾

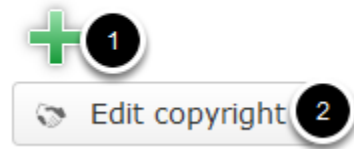
They want to be heard and have their experience validated.

body

Under **Available Answers** title, we can add the answer options the user can choose from. Four empty available answers are listed initially by default. Start entering the answers in the **Answer** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

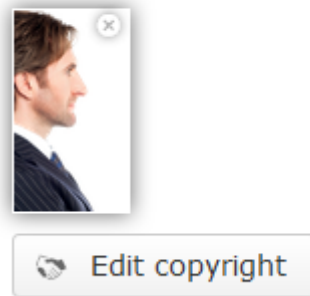
Step 11: Upload Questioner's Image

Questioner's Image



You can add an image of this question's questioner by clicking the '+' button below the **Questioner's Image [1]** title and edit its copyright details by clicking the **Edit copyright [2]** button shown above.

Questioner's Image



You can see the uploaded picture of the questioner in the above image.

Step 12: Check Correct Answer Checkbox (Optional)

☐ **Correct Answer**

If the answer you are editing is the correct answer for the question asked, check the **Correct Answer** checkbox shown above.

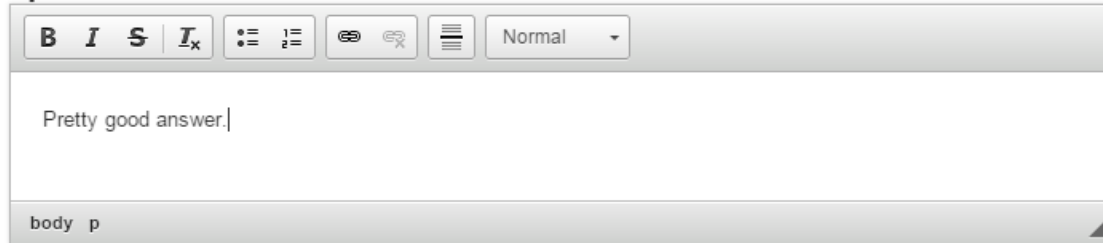
Step 13: Make sure Single Questioner Checkbox is checked

☒ **Single Questioner**

Since we are creating a conversation with only two participants, we need to check the **Single Questioner** checkbox as shown above.

Step 14: Add Speech Bubble Text

Speech Bubble

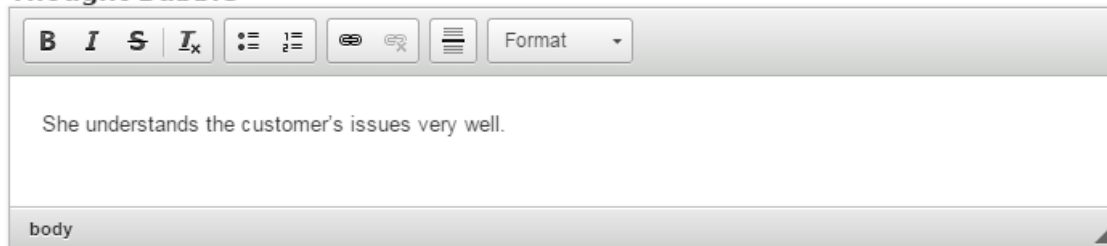


The screenshot shows a text editor for a speech bubble. At the top is a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (I_x), bulleted list, numbered list, link, unlink, horizontal line, and a 'Normal' dropdown menu. Below the toolbar is a text input area containing the text 'Pretty good answer.' followed by a cursor. At the bottom is a status bar showing 'body p'.

You can add contents to the speech bubble field as shown in the above image. Just type the contents in the **Speech Bubble** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 15: Add Thought Bubble

Thought Bubble

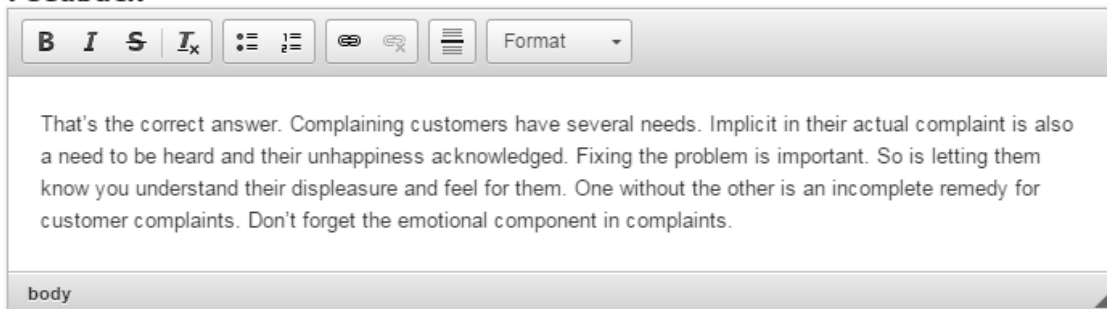


The screenshot shows a text editor for a thought bubble. At the top is a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (I_x), bulleted list, numbered list, link, unlink, horizontal line, and a 'Format' dropdown menu. Below the toolbar is a text input area containing the text 'She understands the customer's issues very well.' followed by a cursor. At the bottom is a status bar showing 'body'.

Type the contents in the **Thought Bubble** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 16: Enter the Feedback

Feedback



The screenshot shows a text editor for a feedback field. At the top is a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (I_x), bulleted list, numbered list, link, unlink, horizontal line, and a 'Format' dropdown menu. Below the toolbar is a text input area containing the text 'That's the correct answer. Complaining customers have several needs. Implicit in their actual complaint is also a need to be heard and their unhappiness acknowledged. Fixing the problem is important. So is letting them know you understand their displeasure and feel for them. One without the other is an incomplete remedy for customer complaints. Don't forget the emotional component in complaints.' followed by a cursor. At the bottom is a status bar showing 'body'.

This feedback appears when the user selects answers for each attempt. Type the contents in the **Feedback** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is mandatory.

Step 17: Choose Skill Levels

Skill 1

skill 1

Skill 2

skill 2

Choose the **Skill 1** and **Skill 2** levels from the respective drop down boxes as shown in the above image. 4 levels of skills are available and they are:

1. Poor
2. Fair
3. Good
4. Excellent

After selecting the answer, the user can see the ratings for the skills in two scales depending on the response provided. By default, the skill is set to Poor.


Step 18: Finalize the Responses


Option

Answer

They want to be made majority shareholders in the company.

Questioner's Image



 Edit copyright

☐ Correct Answer

☒ Single Questioner

Speech Bubble

Are you serious?

Thought Bubble

This girl has no skills to be a customer service representative.

Feedback

This is absolutely a misunderstanding which will be a big insult to the customer. Even thinking this way denotes a customer service person's inability to understand the customer's problems and solve it.

Skill 1

Poor

skill 1

Skill 2

Poor

skill 2

Add option

The alternatives the user may choose from.

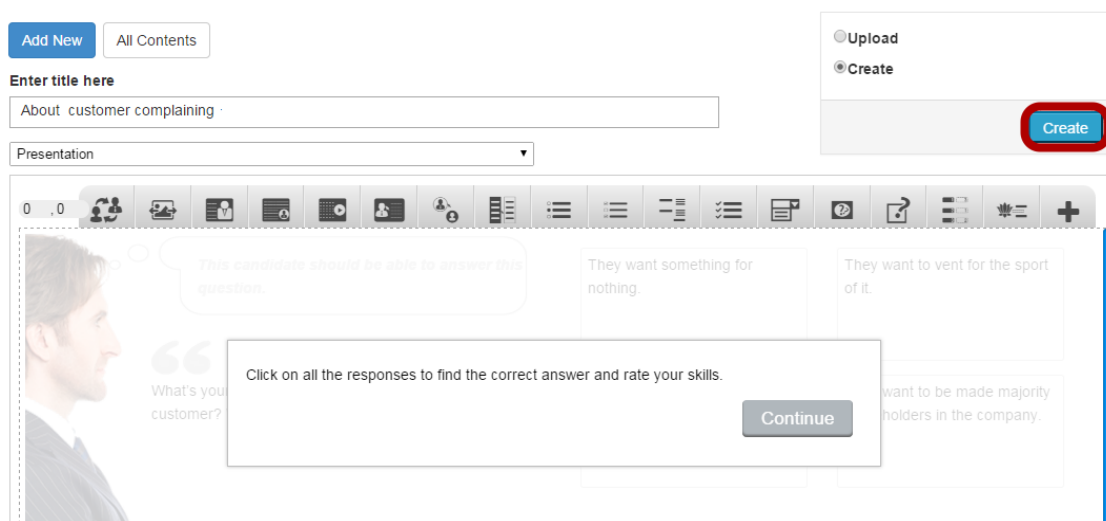
By default, there are four answers available at the beginning. You won't be able to add more answers. However, you can remove any updated answers by clicking the X **[1]** button on the top right corner of the **Option** window. If you have less than 4 answers, you can add more answers by clicking the **Add option** **[3]** button shown above. You can also change the order of the answers by dragging the Double Headed Arrow **[2]** button on the top left corner of the Option window.

Step 19: Click the Done Button

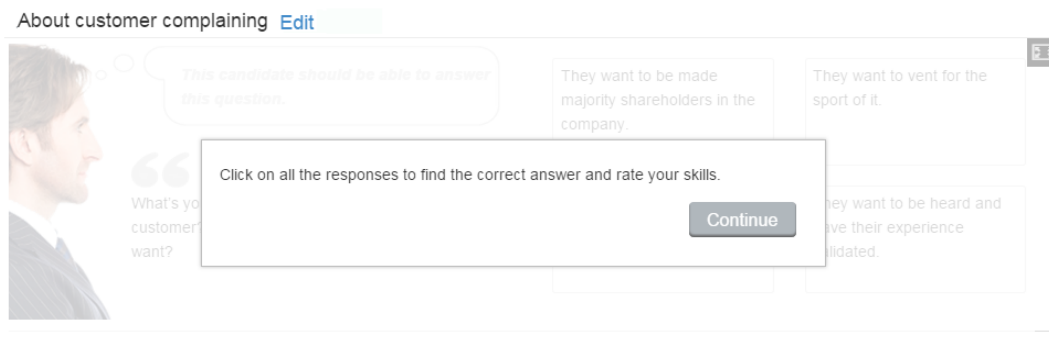


Once you've updated all the details, click the **Done [1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove [2]** link shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 20: Click the Create Button



If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.



You can see the finished page created with “Conversation with two Participants” type as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- Make sure that you have enabled the Single Questioner checkbox at each option.
- You can upload images only in .jpg, .png and .gif formats.
- If you don't upload any picture for an individual answer, the picture uploaded for the initial question's questioner will be shown for that answer. So, it's not necessary to upload pictures for each answer.
- The answerer's image cannot be changed for questions. It remains the same for all the questions.
- If you've added text for the modal window and failed to check the Modal Screen checkbox, the modal window won't appear. So, make sure that you check this checkbox if you want to add a modal screen.
- You should provide at least one answer.

How to create a Lesson using the Conversation with three Participants Type?

You can use the Conversations component to create Conversation with three Participants type. In this type of conversation, there are two questioners and one answerer. You can present some important topics in your lessons as conversations using this component.

When to use this Type

This component will be very helpful when you want explain so many things to your students in a conversation style. This can be used as a conversational style of the multichoice questions with feedback.

How it works

1. User reads the introduction and instruction texts which appears on the modal screen and clicks the Continue button to go to the conversation.
2. The user can see the questioners' image and two initial questions at the left side of the page.
3. The user clicks on any one of the given answers in boxes at the right side of the page.
4. For each selection, the user can see the questioners' responses.
5. The user can see a feedback for each response on the lower half of the screen, along with the selected response.
6. He/she can also see the ratings for the skills in two scales at the bottom of the page depending on the response provided.
7. When the user clicks on the correct answer, it will be highlighted in green.
8. If he/she has selected any wrong answer, it will be highlighted in blue.
9. The user can explore all the responses to find the feedback and rate their skills.

Once you are in the slide in which this type of conversation should be added, you can create it by following the below steps.

Step 1: Add First Questioner's Name (Optional)



First Questioner's Name

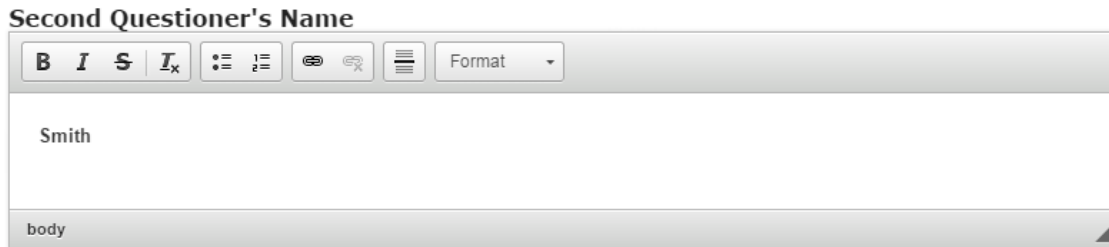
B I U I_x Normal

Robert

body p

Type the name of the first questioner on the **First Questioner's Name** field as shown in the above image. You can also change the format of the name. This field is not mandatory, and if you don't enter a name, it won't be shown as an empty space on the page.

Step 2: Add a Second Questioner's Name (Optional)

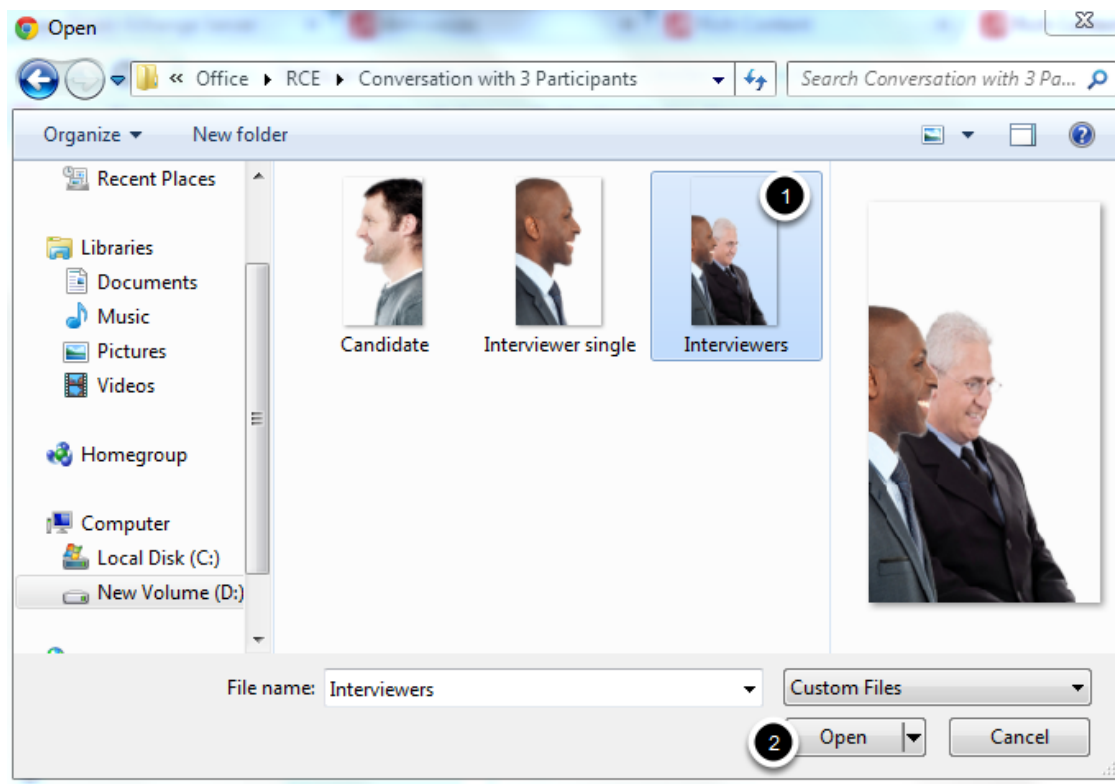


Type the name of the second questioner on the **Second Questioner's Name** field as shown in the above image. You can also change the format of the name. This field is not mandatory, and if you don't enter a name, it won't be shown as an empty space on the page.

Step 3: Add Questioner's Image




You can add the questioners' image for the conversation by clicking the '+' icon under the **Questioner's Image** title as shown in the above image. You will choose an image file as shown in the below image.



On the above screen, select the required image [1] and click the **Open [2]** button.

Questioner's Image

⌚ Uploading, please wait...

 **Edit copyright**

An image to display above the question.

You can see the image being uploaded as shown in the above image.

Questioner's Image



 **Edit copyright**

An image to display above the question.

Once the image has been uploaded, it will be shown under the Image title as shown [1] in the above image. Optionally, you can update the copyright details of the uploaded image by clicking the **Edit copyright [2]** button shown above. Once you click the button, you will see the below screen.

Title
La Gioconda

Author
Leonardo da Vinci

Year(s)
1503 - 1517

Source
http://en.wikipedia.org/wiki/Mona_Lisa

License
Undisclosed ▼

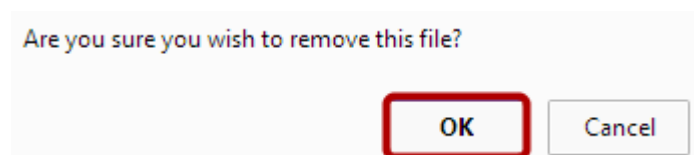


You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.

Questioner's Image



You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.



You can also update the image without removing it by clicking on the image.

Step 4: Add Answerer's Image

Answerer's Image



Edit copyright

An image to display above the answer.

Similarly, you can add an image for the answerer under the **Answerer's Image** field and edit its copyright details. You can see an image for the answerer has been uploaded in the above picture.

Step 5: Add First Skill's Name

First Skill's Name

Type the first skill's name of the page on the **First Skill's Name** field as shown in the above image. You can also format the contents. This field is mandatory.






Step 6: Add Second Skill's Name

Second Skill's Name

Type the second skill's name of the page on the **Second Skill's Name** field as shown in the above image. You can also format the contents. This field is mandatory as well.

Step 7: Add Initial Question

Initial Question

B I S I_x      Normal ▾






Why should you smile every time you answer a phone call?

body p

You can add text to the initial question field as shown in the above image. This text will become the second questioner's question. Just type the text in the **Initial Question** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 8: Add Initial Thought

Initial Thought

B I S I_x      Normal ▾

If you are working as a Customer Support Representative for the voice process, you will be advised that you should smile every time you answer a phone call. Do you know the reason behind it?

body p

This text will become the first questioner's question and it won't appear as a thought bubble. Just type the text in the **Initial Thought** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 9: Randomize Answers (Optional)

☒ **Randomize Answers**
Enable to randomize the order of questions on display.

By clicking the **Randomize Answers** checkbox, you can make the answers display in an arbitrary order every time the page is loaded. This option is optional, and so tick the checkbox if you need so.

Step 10: Make sure the Single Questioner Checkbox is unchecked



Make sure you uncheck the **Single Questioner** checkbox, because, it is necessary to uncheck it to have the initial questions appear appropriately. If you check this checkbox, the second question will appear as a thought bubble.

Step 11: Update Modal Screen Information (Optional)

The image shows the "Modal Screen" configuration interface. At the top, there is a checkbox labeled "Modal Screen" with a circled "1" next to it, indicating it should be checked. Below this is a section titled "Modal Screen Text". Inside this section is a rich text editor with a toolbar containing buttons for Bold (B), Italic (I), Strikethrough (ABC), Underline (U), Bulleted List, Numbered List, Link, Unlink, Horizontal Line, and a text format dropdown set to "Normal". The text area of the editor contains the text "Click on all the responses to find the correct answer and rate your skills." with a circled "2" next to it, indicating where to enter text. At the bottom left of the text area, it says "body p".

If you click the **Modal Screen [1]** checkbox, some text in a modal screen will appear at the beginning of the conversation. You can place some introduction or instruction texts on the modal screen.

You can add text to the Modal Screen Text field as shown in the above image. Just type the text in the **Modal Screen Text [2]** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

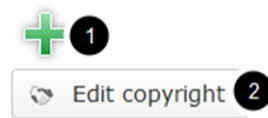
Step 12: Enter the Answers

The image shows the "Available Answers" configuration interface. It has a title "Available Answers" at the top. Below the title is a dropdown menu labeled "Option" with a downward arrow. Below the dropdown is a section titled "Answer". Inside this section is a rich text editor with a toolbar containing buttons for Bold (B), Italic (I), Strikethrough (ABC), Underline (U), Bulleted List, Numbered List, Link, Unlink, Horizontal Line, and a text format dropdown set to "Normal". The text area of the editor contains the text "Because it will make you feel better". At the bottom left of the text area, it says "body p".

Under **Available Answers** title, we can add the answer options the user can choose from. Four empty available answers are listed by default. Start entering the answers in the **Answer** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

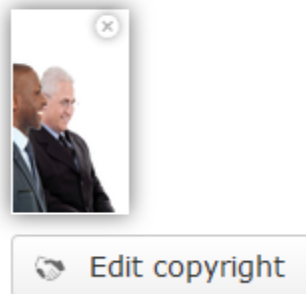
Step 13: Upload Questioners' Image

Questioner's Image



You can add an image of this question's questioner by clicking the '+' button below the **Questioner's Image [1]** title and edit its copyright details by clicking the **Edit copyright [2]** button shown above.

Questioner's Image



You can see the uploaded picture of the questioner in the above image.

Step 14: Check Correct Answer Checkbox (Optional)

☐ **Correct Answer**

If the answer you are editing is the correct answer for the question asked, check the **Correct Answer** checkbox shown above.






Step 15: Make sure Single Questioner Checkbox is checked

☐ **Single Questioner**

Since we are creating a conversation with three participants, we need to uncheck the **Single Questioner** checkbox as shown above.

Step 16: Add Speech Bubble

Speech Bubble

B I S I_x      **Format** ▼






I don't think so.

body

This text will become the response from the second questioner. Just type the contents in the **Speech Bubble** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 17: Add Thought Bubble

Thought Bubble

B I S I_x      **Normal** ▼






Feel better?

body p

This text will become the response from the first questioner. Just type the contents in the **Thought Bubble** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 18: Enter the Feedback

Feedback

B I S I_x      **Format** ▼

This answer is not accurate. Although smiling may make you feel better, your smile can't make you feel better if you ill. So, this answer

body

This feedback appears when the user selects answers for each attempt. Type the contents in the **Feedback** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is mandatory.

Step 19: Choose Skill Levels

Skill 1

skill 1

Skill 2

skill 2

Choose the **Skill 1** and **Skill 2** levels from the respective drop down boxes as shown in the above image. 4 levels of skills are available and they are:

- Poor
- Fair
- Good
- Excellent

After selecting the answer, the user can see the ratings for the skills in two scales depending on the response selected. By default, the skill is set to Poor.

Step 20: Finalize the Responses

Option

Answer
It will make you feel like the customer is in front of you.

Questioner's Image
+
Edit copyright

☐ **Correct Answer**
☐ **Single Questioner**

Speech Bubble
That's an odd answer.

Thought Bubble
Are you saying that you will understand the customer's problems only if he is in front of you?

Feedback
This answer is only partially correct. Since you answer the customer by phone, smiling won't be seen by the customer, and it's not going to help you to assess the mood of the customer.

Skill 1
Fair
skill 1

Skill 2
Good
skill 2

Add option 3
The alternatives the user may choose from.

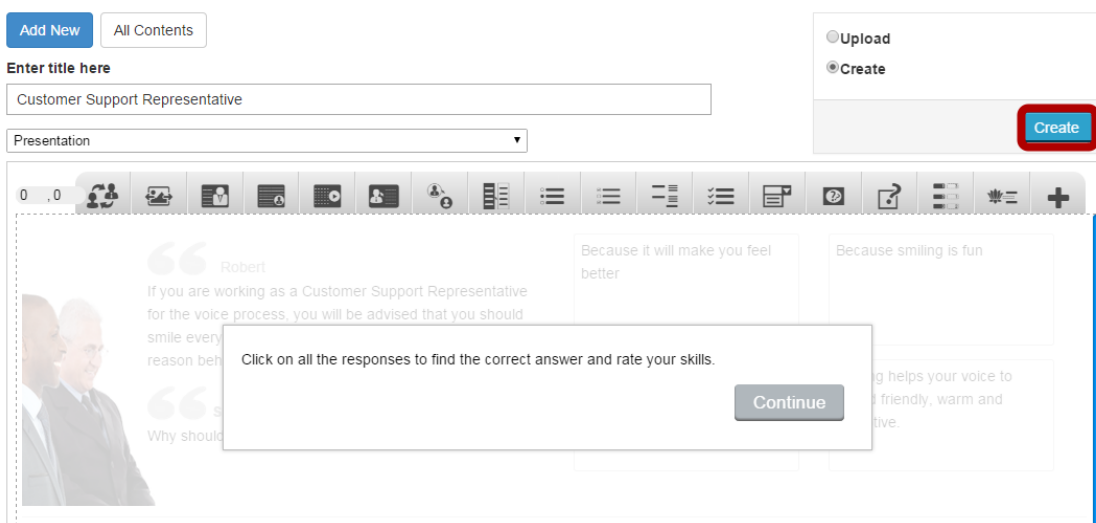
By default, there are four answers available at the beginning. You won't be able to add more answers. However, you can remove any updated answers by clicking the X [1] button on the top right corner of the **Option** window. If you have less than 4 answers, you can add more answers by clicking the **Add option** [3] button shown above. You can also change the order of the answers by dragging the Double Headed Arrow [2] button on the top left corner of the Option window.

Step 21: Click the Done Button

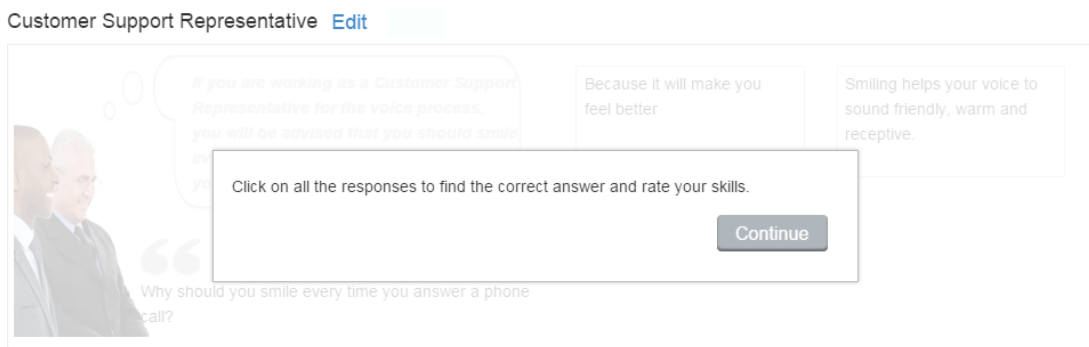


Once you've updated all the details, click the **Done [1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove [2]** link shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 22: Click the Create Button



If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.



You can see the finished page created with “Conversation with three Participants” type as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- Make sure that you have enabled the Single Questioner checkbox at each option.
- You can upload images in .jpg, .png and .gif formats only.
- If you don't upload any picture for an individual answer, the picture uploaded for the initial question's questioner will be shown for that answer. So, it's not necessary to upload pictures for each answer.
- You can change any answer to show response only from one questioner by clicking the Single Questioner checkbox and by uploading an image showing only one questioner. Make sure that you give the correct text for the thought bubble.
- The answerer's image cannot be changed for questions. It remains the same for all the questions.
- If you've added text for the modal window and failed to check the Modal Screen checkbox, the modal window won't appear. So, make sure that you check this checkbox if you want to add modal screen.
- You should provide at least one answer.

How to create a Lesson using the Picture Slider Component?

You can place a simple picture slider in your lessons using this component. You can also include a heading and sub-heading as descriptions for each slide

When to use this Component

You can use this component to display a collection of pictures as a slide show in the lesson. Users can easily understand the pictures by heading and sub-heading descriptions in each slide.

How it works

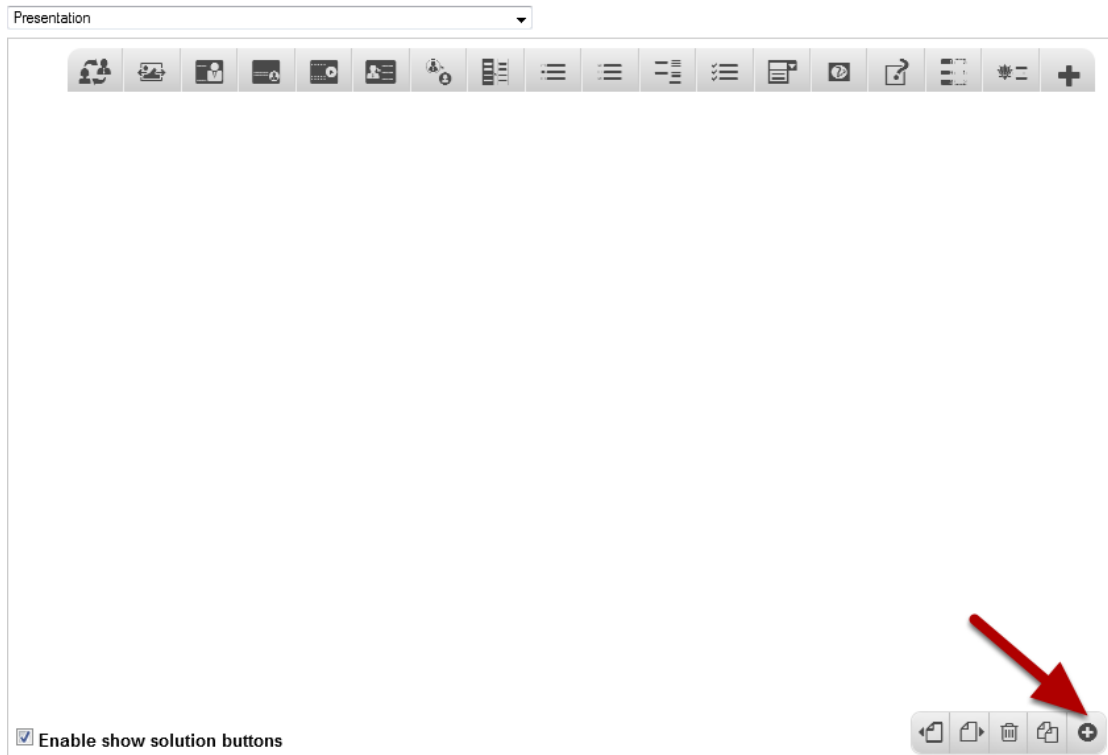
1. The Picture Slider works just like a carousel. You can configure it easily if you imagine it as a carousel.
2. A picture appears in each slide.
3. When the user hovers the mouse with a header and short explanation text appear for the relevant picture.

Features of this Component

- The heading and description text are optional.
- You can add as many as images in a slider.
- You can set rotation method of the picture slider.
- You can enable pagination for the slides.

You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Picture Slider Component Icon



Then click on the Picture Slider component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit PictureSlider

Width

1

Width of the Picture Slider in pixels.

Height

2

Height of Picture Slider in pixels.

Images

Image

Header

3

Header of Image.

Image

+

4

Edit copyright

5

Image for Picture Slider.

Text

6

Text information about the Image.

Add image

7

List of Images in the Picture Slider.

Advanced Settings

Circular

8

Determines whether the slider should be circular.

Infinite

9

Determines whether the slider should be infinite. Note: It is possible to create a non-circular, infinite slider, but it is not possible to create a circular, non-infinite slider. (true or false)

Direction

Up

10

The direction to scroll the carousel, determines whether the carousel scrolls horizontal or vertical and -when the carousel scrolls automatically- in what direction.

Transition

11

Scroll Settings

Scroll effect

Crossfade

12

Indicates which effect to use for the transition.

Items

1

13

The number of items to scroll.

Duration

1000

14

Determines the duration of the transition in milliseconds. If less than 10, the number is interpreted as a speed (pixels/millisecond). This is probably desirable when scrolling items with variable sizes.

Auto Settings

Automatic rotation

15

Determines whether the carousel should scroll automatically or not.

Items

1

16

The number of items to auto scroll.

Duration

1000

17

Determines the duration of the transition in milliseconds. If less than 10, the number is interpreted as a speed (pixels/millisecond). This is probably desirable when scrolling items with variable sizes.

Pause on hover

18

Determines whether the timeout between transitions should be paused when mousepointer is hold over

20

Remove

19

Done

On this screen, you can

- Set the dimensions of the picture slider in pixels in the **Width [1]** and **Height [2]** fields.
- Add an optional header for the image by typing it in the **Header [3]** field under the **Images** title.

How to create a Lesson using the Picture Slider Component?

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- Add an image using the '+' [4] icon and edit the copyright details of the image by clicking the **Edit Copyright [5]** button.
- Add a short description text about the image in the **Text [6]** field.
- Add more images to the slider by clicking the **Add image [7]** button.
- Click the **Circular [8]** checkbox under the **Advanced Settings** title if you want to make the slider circular.
- Click the **Infinite [9]** checkbox if you want to make the slider infinite.
- Set the scrolling direction of the slider to horizontal or vertical using the **Direction [10]** drop down.
- Check the **Pagination [11]** check box to show pagination under the slider.
- Set the scrolling effects for the transition using the **Scroll effect [12]** drop down menu under the **Scroll Settings** title.
- Set the number of items to scroll by typing the value in the **Items [13]** field.
- Set the duration of the transition by typing the value in the **Duration field [14]**.
- Enable the automatic rotation by clicking the **Automatic Rotation [15]** checkbox.
- Set the number of items to scroll by typing the value in the **Items [16]** field under **Auto Settings** option.
- Set the duration of the transition by typing it in the **Duration [17]** field.
- Pause the slide show when you hover the mouse by clicking the **Pause on hover [18]** checkbox.
- Click on the **Done [19]** button to save the changes.
- Click on the **Remove [20]** link to remove the component from the page.

Step 3: Define the Dimensions of the Slider

Width

800

Width of the Picture Slider in pixels.

Type the width of the Picture Slider in pixels on the Width field as shown in the above image. This field is mandatory, and you must type a value on it.

Height

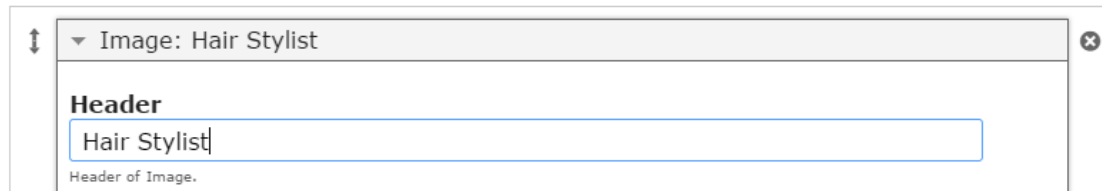
600

Height of Picture Slider in pixels.

Then, type the height of the Picture Slider in pixels on the Height field as shown in the above image. This field also is mandatory.

Step 4: Add an Image Header (Optional)

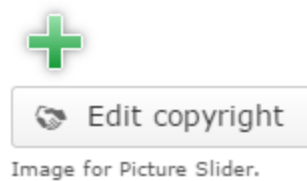
Images



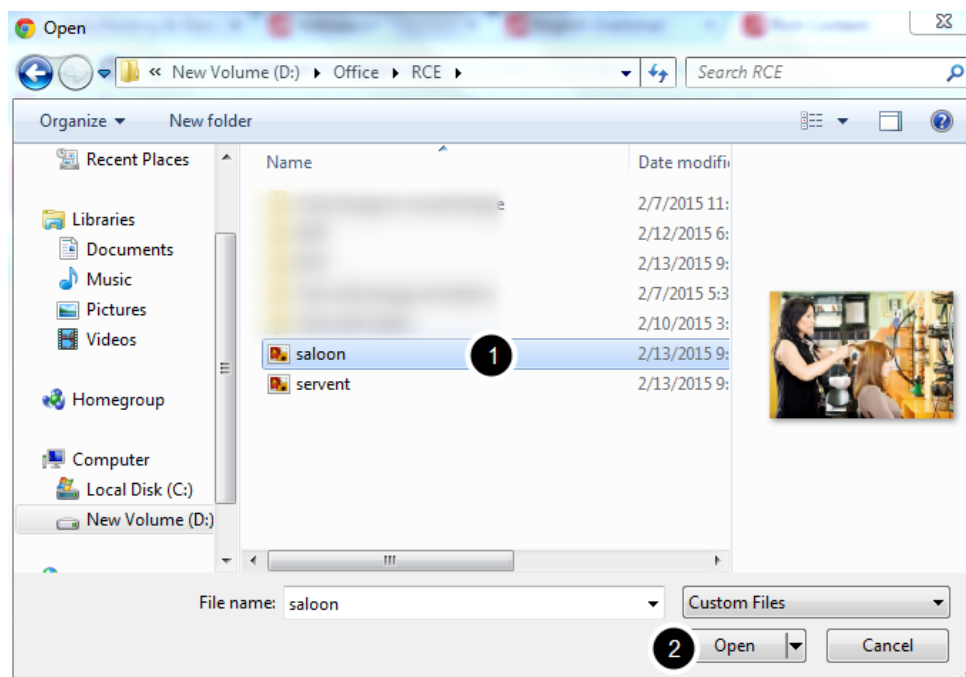
Type the header of the image on the Header field as shown in the above image. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page

Step 5: Add an Image

Image



You can add an image to the page by clicking the '+' icon as shown in the above image. You will choose an image file as shown in the below image.



On the above screen, select the required image **[1]** and click the **Open [2]** button. You can see image being uploaded as shown in the below image.

Image

🔄 Uploading, please wait...

🌐 Edit copyright

Image for Picture Slider.

Once the image has been uploaded, it will be shown under the Image title as shown **[1]** in the below image.

Image



🌐 Edit copyright

2

Image for Picture Slider.

Optionally, you can update the copyright details of the uploaded image by clicking the **Edit copyright [2]** button shown above. Once you click the button, you will see the below screen.

×

Title

Author

Year(s)

Source

License

You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.

Image




 Edit copyright

Image for Picture Slider.

You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.

Are you sure you wish to remove this file?

OK

Cancel

You can also update the image without removing it by clicking on the image. You will be offered to select the image again as mentioned in step 5.

Step 6: Add Text information (Optional)

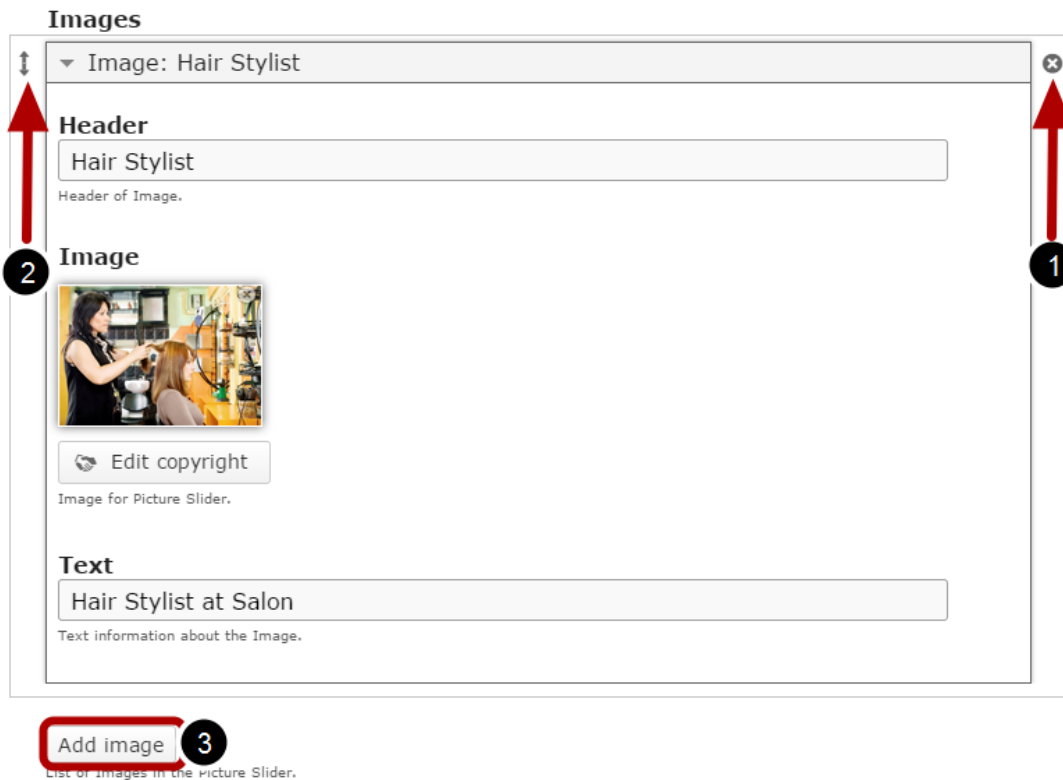
Text

Hair Stylist at Salon

Text information about the Image.

Type a short description text about the image on the **Text** field as shown in the above image. This field is not mandatory.

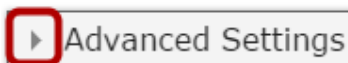
You can see the added image as shown in the below image.



By default, there are only one image available at the beginning. If you want to add another one, click the **Add Image [3]** button below the currently available options as shown in the above image.

Another image will be added after you click the Add Image button. You can remove any answer by clicking the X **[1]** button on the top right corner of the Option window. You can also change the order of the answers by dragging the Double Headed Arrow **[2]** button on the top left corner of the Option window. Similarly, you can add as many images as you want.

Step 7: Edit Advanced Settings



You can set the Scroll and Auto Settings options under the **Advanced Settings** option. Click on the arrow button shown above to view the settings. You will see the below screen.

▼

Advanced Settings

☒

Circular

Determines whether the slider should be circular

☒

Infinite

Determines whether the slider should be infinite. Note: It is possible to create a non-circular, infinite slider, but it is not possible to create a circular, non-infinite slider. (true or false)

Direction

Up ▼

The direction to scroll the carousel, determines whether the carousel scrolls horizontal or vertical and -when the carousel scrolls automatically- in what direction.

☐

Pagination

►

Scroll Settings

►

Auto Settings

On the above screen, you can edit the advanced settings for the picture slider shown below.

Step 8: Circular Option (Optional)

☒ **Circular**
Determines whether the slider should be circular

With this option, you can determine whether the slider should be circular or not by checking the **Circular** checkbox shown above. This option is optional, and so tick the checkbox if you need so. By default, it is enabled.

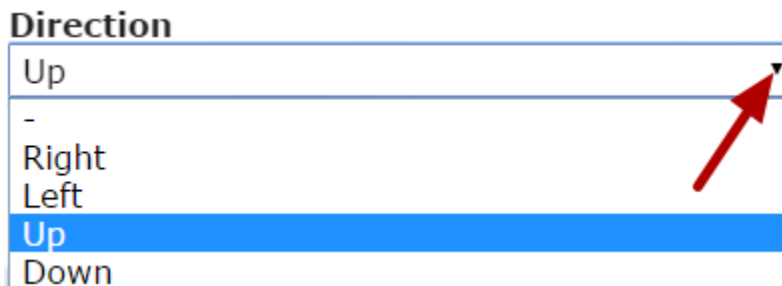
Step 9: Enable Infinite Option (Optional)

☒ **Infinite**

Determines whether the slider should be infinite. Note: It is possible to create a non-circular, infinite slider, but it is not possible to create a circular, non-infinite slider. (true or false)

If you click Circular checkbox, you can determine whether the slider should be infinite or not by checking the **Infinite** checkbox shown above. This option is optional. By default, it is enabled.

Step 10: Set the Direction of the Slider



Direction

Up

-

Right

Left

Up


Down

You can set the direction to scroll the carousel, determines whether the carousel scrolls horizontal or vertical and -when the carousel scrolls automatically- in what direction.

Clicks on the **Direction** drop down to select the scrolling direction such as **Right, Left, Up** and **Down**. It is set to Up by default.

Step 11: Enable Pagination (Optional)

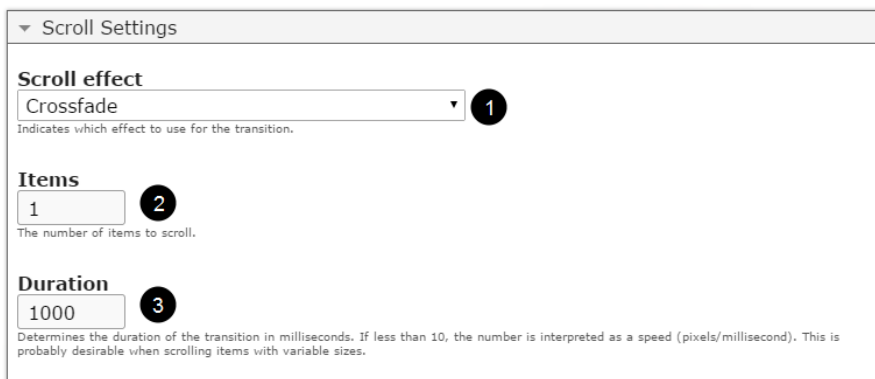
☐ **1** ination

 **2** oll Settings

Pagination is the sequence of numbers assigned to the slides in the picture slider. It can be seen as dots under the pictures.

By clicking the **Pagination [1]** checkbox shown above, you can enable the pagination for the picture slider. This option is optional. By default, it is unchecked.

Step 12: Edit Scroll Settings



▼ Scroll Settings

Scroll effect

Crossfade **1**

Indicates which effect to use for the transition.

Items

1 **2**

The number of items to scroll.

Duration

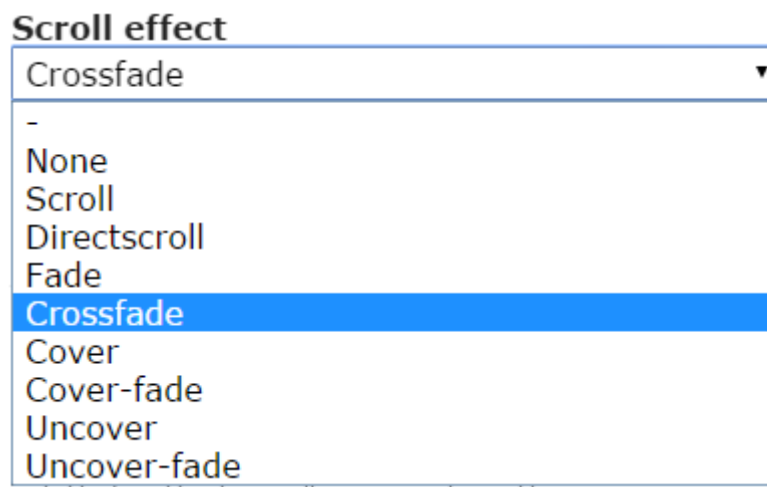
1000 **3**

Determines the duration of the transition in milliseconds. If less than 10, the number is interpreted as a speed (pixels/millisecond). This is probably desirable when scrolling items with variable sizes.

You can update the scroll settings of the picture slider by clicking the arrow button **[2]** on the Scroll Settings title as shown in step 11. You will see the above screen. On this screen you can set the scrolling effects for the slides under the **Scroll effect [1]** dropdown menu. The options available are:

1. None
2. Scroll
3. Directscroll
4. Fade
5. Crossfade
6. Cover
7. Cover-fade
8. Uncover
9. Uncover-fade

By default, this setting is set to Crossfade. You can have a look at the available options of Scroll effect dropdown menu in the below screen.



You can also set the number of items you want to scroll for each transition in the **Items [2]** field. The pictures between these slides will be skipped. Type the number of milliseconds in the **Duration [3]** text field to set the duration of the transition as shown in step 12. If less than 10, the number is interpreted as a speed (pixels/millisecond). This is probably desirable when scrolling items with variable sizes.

Step 13: Edit Auto Settings

☐ Pagination



You can enable the auto settings by clicking the arrow button with **Auto Settings** title as shown in the above image. You will see the below screen.

Auto Settings

☒ **Automatic rotation** 1
Determines whether the carousel shows items automatically or not.

Items
 2
The number of items to auto scroll.

Duration
 3
Determines the duration of the transition in milliseconds. If less than 10, the number is interpreted as a speed (pixels/millisecond). This is probably desirable when scrolling items with variable sizes.

☒ **Pause on hover** 4
Determines whether the timeout between transitions should be paused when mousepointer is hold over

On this screen, you can

- Enable automatic rotation by checking the **Automatic rotation [1]** checkbox. This option is optional. By default it is enabled.
- Set the number of items you want to scroll for each transition in the **Items [2]** field.
- Type the number of milliseconds in the **Duration [3]** text field to set the duration of the transition. If less than 10, the number is interpreted as a speed (pixels/millisecond). This is probably desirable when scrolling items with variable sizes.
- Determines whether the timeout between transitions should be paused when mouse pointer is hold over by checking the **Pause on hover [4]** checkbox. This option is enabled by default.

Step 14: Click the Done Button

☒ **Pause on hover**
Determines whether the timeout between transitions should be paused when mousepointer is hold over

2 Remove
 1 Done

Once you've updated all the details, click the **Done [1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove [2]** link shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 15: Click the Create Button

The screenshot shows a presentation editor interface. At the top left, there are two buttons: 'Add New' (blue) and 'All Contents' (white). Below them is a text input field labeled 'Enter title here' containing the text 'Customer Service'. To the right of the title field is a dropdown menu labeled 'Presentation'. Above the main editing area, there is a toolbar with various icons for editing. On the right side, there is a 'Create' button (red) and a 'Create' label (grey) above it. The main editing area shows a preview of a slide with a photo of a hair stylist.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Customer Service [Edit](#)



You can see the finished page as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- To avoid any issues with the pictures stretching skewing, it is advised to add pictures of the same dimensions and set the dimensions of the slider to the same values.

- If you want to create a picture slider with landscape images, please avoid any portrait images to this picture slider, because these vertical images will be stretched and skewed to fit the full slide.
- You can upload thumbnail images in .jpeg, .png and .gif formats only.

How to create a Lesson using the Text with Image Component?

You can create a page with some text on one side and an image on the other side of the screen using this component.

When to use this Component

You can use this component whenever you want to explain something with an image. It could be an introduction or any explanation page.

How it works

1. The pages created with this component are static.
2. Each page may contain only one title, one image and lot of description text.
3. There is no interactivity involved in the pages created with this component.

Features of this Component

- The text can have bulleted points, hyperlinks etc.
- You can place an optional heading for the page.
- You can swap the sides of the image and text just by clicking a checkbox.

You can create a page using this component by following the below steps.

Step 1: Go to the required Slide

Enter title here

Auto Repair Shop Customer Service

Presentation



☒ Enable show solution buttons



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Text with Image Component Icon

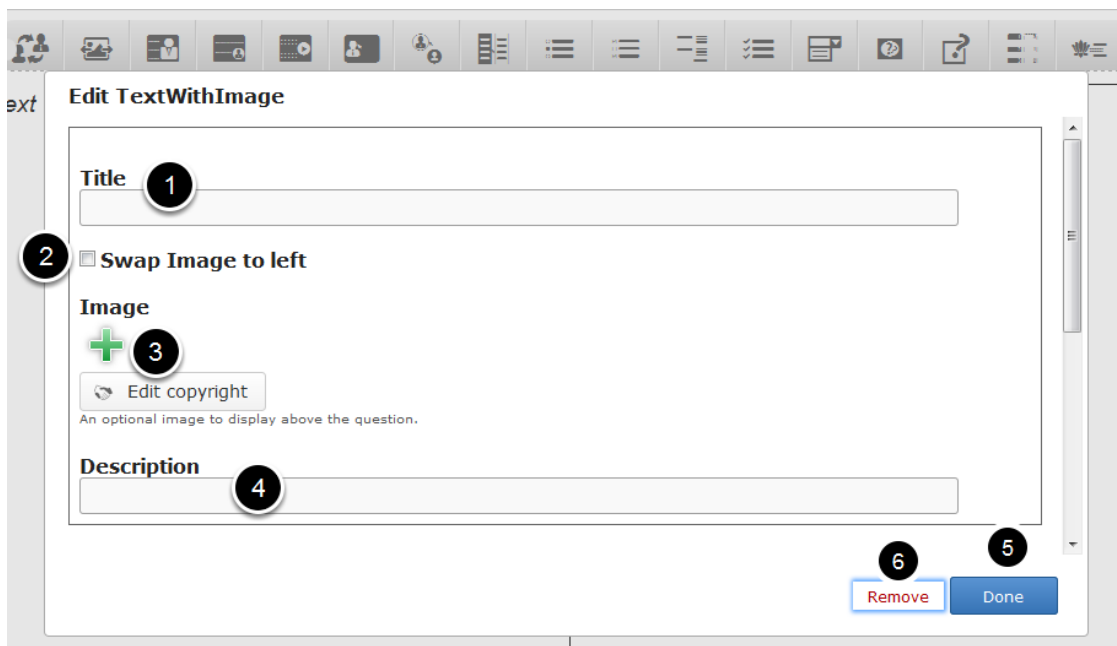
Enter title here

Auto Repair Shop Customer Service

Presentation



Then click on the Text with Image Component icon as shown in the above image. You will see a screen similar to the image shown below.



Edit TextWithImage

Title [1]

[2] ☐ **Swap Image to left**

Image

[3]

An optional image to display above the question.

Description [4]

[6] [5]

On this screen, you can

- Add an optional title by typing it in the **Title [1]** field.
- Swap the image to the left side by clicking on the **Swap Image to left [2]** checkbox. By default, the image appears on the right side.
- Add an image related to the contents of the page by clicking on the '+' button below the **Image [3]** field.
- Add the description text or contents of the lesson on the **Description [4]** field.
- Click the **Done [5]** button to save the changes.
- Click the **Remove [6]** link to remove the component.

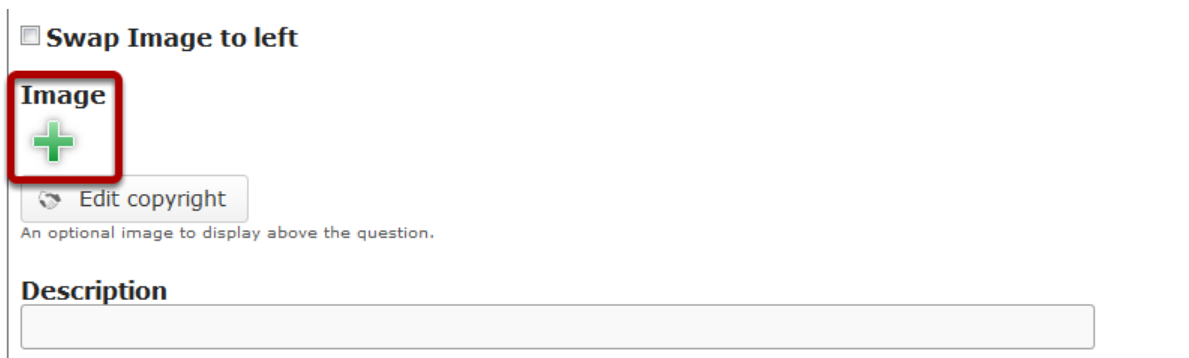
Step 3: Add a Title (Optional)



The screenshot shows a form editor interface. At the top, there is a 'Title' label. Below it is a text input field containing the text 'Auto Repair Shop Customer Service'. Above the input field is a toolbar with buttons for bold (B), italic (I), underline (U), and strikethrough (ABC), along with a dropdown menu currently set to 'Normal'. Below the input field, there is a status bar showing 'body p'.

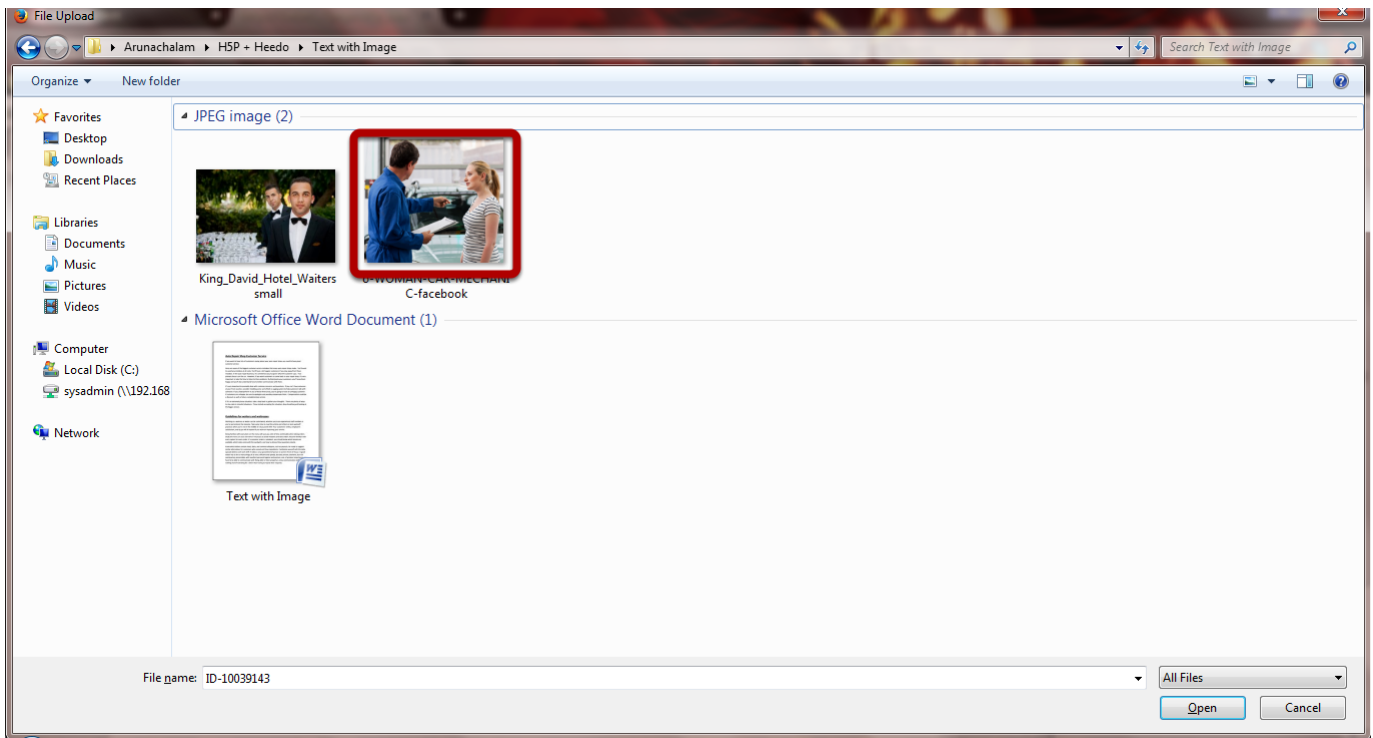
Type the title of the page on the Title field as shown in the above image. You can also format the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page.

Step 4: Add an Image



The screenshot shows a form editor interface for adding an image. At the top, there is a checkbox labeled 'Swap Image to left'. Below it is a section titled 'Image' which contains a green plus icon (+) inside a red square. Below the 'Image' section is a button labeled 'Edit copyright' and a text description: 'An optional image to display above the question.' Below this is a section titled 'Description' with a text input field.


You can add an image to the page by clicking the '+' icon as shown in the above image. You will see the below screen which will prompt you to choose an image file.



Select the folder from the above screen and select the image that you want to add to the page.

Image

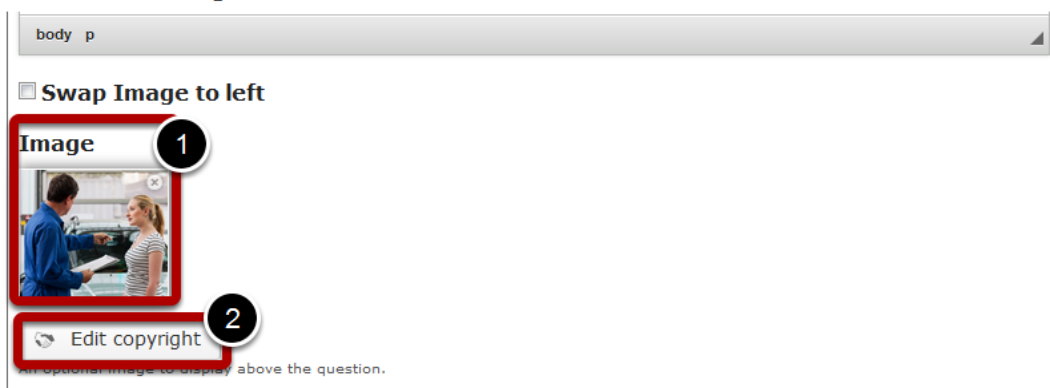
○ Uploading, please wait...

 Edit copyright


An optional image to display above the question.

You can see the image being uploaded as shown in the above image.

Edit TextWithImage



Once the image has been uploaded successfully, you can see the image's preview under the Image [1] title shown in the above image. You can also update the copyright details of the image by clicking on the Edit copyright [2] button shown above. Once you click this button you will see the below screen.



Title
La Gioconda

Author
Leonardo da Vinci

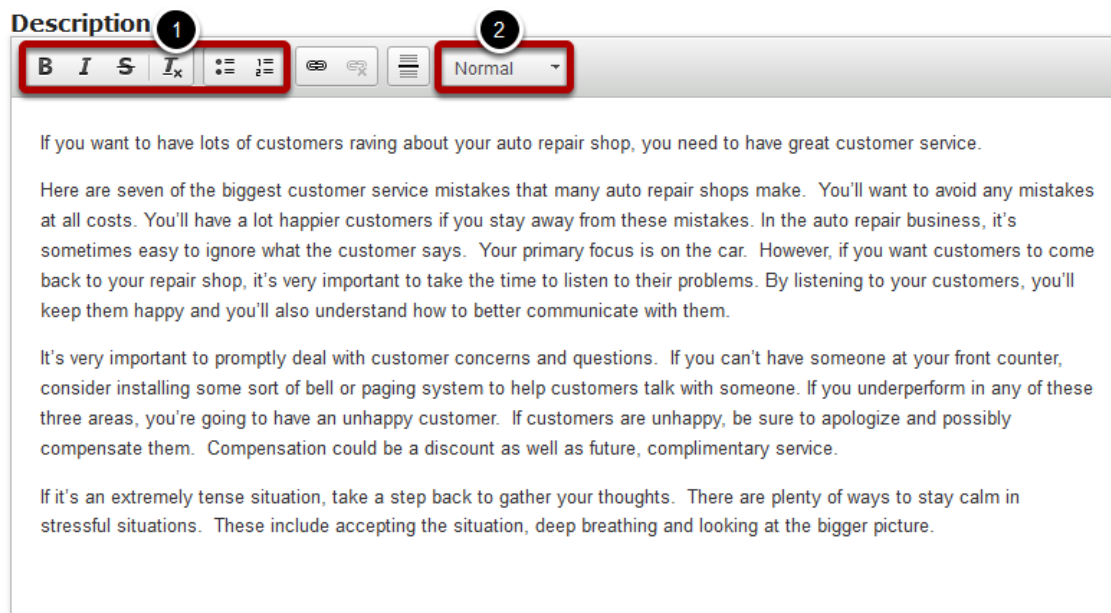
Year(s)
1503 - 1517

Source
http://en.wikipedia.org/wiki/Mona_Lisa

License
Undisclosed

You can enter the image's copyright details on the above screen and click outside the window to update it.

Step 5: Add Description



Description

If you want to have lots of customers raving about your auto repair shop, you need to have great customer service.

Here are seven of the biggest customer service mistakes that many auto repair shops make. You'll want to avoid any mistakes at all costs. You'll have a lot happier customers if you stay away from these mistakes. In the auto repair business, it's sometimes easy to ignore what the customer says. Your primary focus is on the car. However, if you want customers to come back to your repair shop, it's very important to take the time to listen to their problems. By listening to your customers, you'll keep them happy and you'll also understand how to better communicate with them.

It's very important to promptly deal with customer concerns and questions. If you can't have someone at your front counter, consider installing some sort of bell or paging system to help customers talk with someone. If you underperform in any of these three areas, you're going to have an unhappy customer. If customers are unhappy, be sure to apologize and possibly compensate them. Compensation could be a discount as well as future, complimentary service.

If it's an extremely tense situation, take a step back to gather your thoughts. There are plenty of ways to stay calm in stressful situations. These include accepting the situation, deep breathing and looking at the bigger picture.

Just type the contents of the page in the Description field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 6: Swap Image to the left side (Optional)

Title

Auto Repair Shop Customer Service

☐ Swap Image to left

Image



By default, the image appears on the right side of the screen. If you want it to appear on the left side, just check the Swap Image to left checkbox shown above. In this example, the checkbox is left unchecked.

Step 7: Click the Done Button

It's very important to promptly deal with customer concerns and questions. If you can't have someone at your front counter, consider installing some sort of bell or paging system to help customers talk with someone. If you underperform in any of these three areas, you're going to have an unhappy customer. If customers are unhappy, be sure to apologize and possibly compensate them. Compensation could be a discount as well as future, complimentary service.

If it's an extremely tense situation, take a step back to gather your thoughts. There are plenty of ways to stay calm in stressful situations. These include accepting the situation, deep breathing and looking at the bigger picture.

body p

2

1

Remove

Done

Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** link shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 8: Click the Create Button























[Add New](#) [All Contents](#)

Enter title here

Auto Repair Shop Customer Service

Presentation


0 0



Auto Repair Shop Customer Service

If you want to have lots of customers raving about your auto repair shop, you need to have great customer service.

Here are seven of the biggest customer service mistakes that many auto repair shops make. You'll want to avoid any mistakes at all costs. You'll have a lot happier customers if you stay away from these mistakes. In the auto repair business, it's sometimes easy to ignore what the customer says. Your primary focus is on the car. However, if you want customers to come back to your repair shop, it's very important to take the time to listen to their problems. By listening to your customers, you'll keep them happy and you'll



[Create](#)

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Auto Repair Shop Customer Service [Edit](#)


Auto Repair Shop Customer Service

If you want to have lots of customers raving about your auto repair shop, you need to have great customer service.

Here are seven of the biggest customer service mistakes that many auto repair shops make. You'll want to avoid any mistakes at all costs. You'll have a lot happier customers if you stay away from these mistakes. In the auto repair business, it's sometimes easy to ignore what the customer says. Your primary focus is on the car. However, if you want customers to come back to your repair shop, it's very important to take the time to listen to their problems. By listening to your customers, you'll keep them happy and you'll also understand how to better communicate with them.

It's very important to promptly deal with customer concerns and questions. If you can't have someone at your front counter, consider installing some sort of bell or paging system to help customers talk with someone. If you underperform in any of these three areas, you're going to have an unhappy customer. If customers are unhappy, be sure to apologize and possibly compensate them. Compensation could be a discount as well as future, complimentary service.

If it's an extremely tense situation, take a step back to gather your thoughts. There are plenty of ways to stay calm in stressful situations. These include accepting the situation, deep breathing and looking at the bigger picture.



You can see the finished page as shown in the above image. You can add as many pages as possible using this component in a Presentation.

Notes

- You can upload images in .jpeg, .png and .gif formats only.
- Even if you swap the image to the left side, the title will remain on the left side only. You won't be able to swap the side of the title.
- You can create as many pages as possible in a Presentation using this component.

How to create a Lesson using the Text with Image at bottom Component?

You can create a page with some text and an image on the bottom right corner of the screen using this component. You can highlight the last few paragraphs in grey color as well.

When to use this Component

You can use this component whenever you want to explain something with an image. It could be an introduction or any explanation page.

How it works

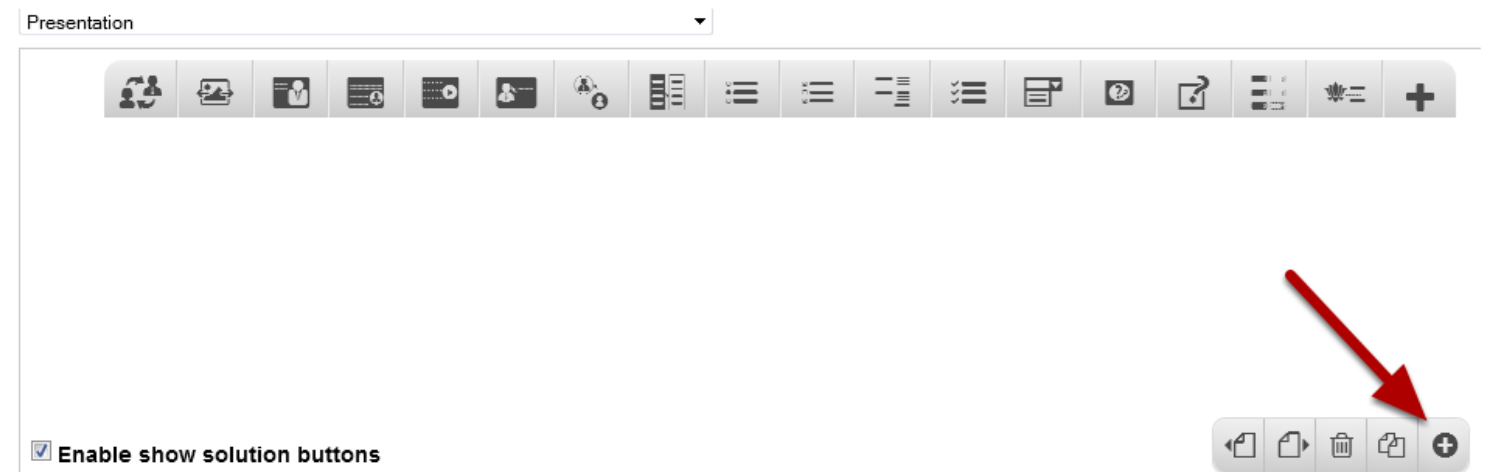
1. The pages created with this component are static.
2. Each page may contain only one title, one image and lot of description text in two areas.
3. There is no interactivity involved in the pages created with this component.

Features of the This Component

- The text can have bulleted points, hyperlinks etc.
- You can place an optional heading for the page.
- You can optionally highlight the last few paragraphs in grey color just by clicking a checkbox.
- The image that appear on the bottom right side of the screen is also optional

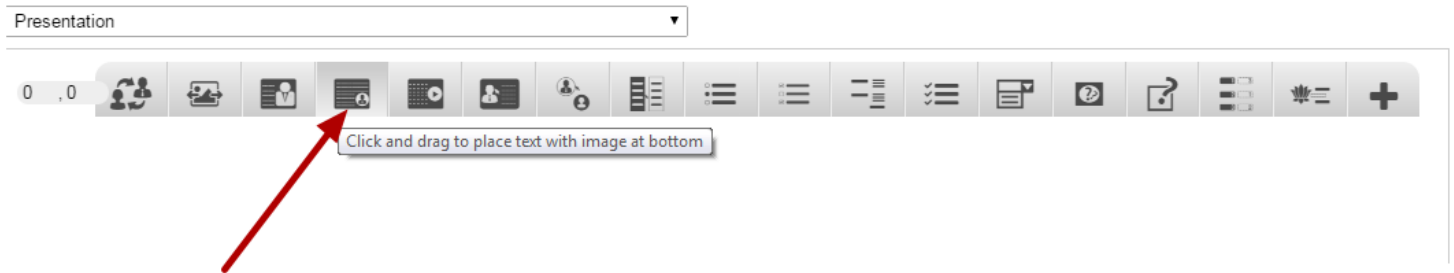
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Text with Image at bottom Component Icon



Then click on the Text with Image at bottom Component icon as shown in the above image. You will see a screen similar to the image shown below.

The image shows the editor interface for the 'Text with Image at bottom' component. It includes the following elements with numbered callouts:

- 1**: Title text input field.
- 2**: Image selection button (green plus icon).
- 3**: Edit copyright button.
- 4**: Grey Area checkbox.
- 5**: Description Top text input field.
- 6**: Description Bottom text input field.
- 7**: Done button.
- 8**: Remove button.

On this screen, you can

- Add an optional title by typing it in the **Title [1]** field.
- Add an image related to the contents of the page by clicking on the '+' button below the **Image [2]** field and update its copyright details by clicking **Edit copyright [3]** button.
- Highlight the last few paragraphs in grey color by clicking a **Grey Area [4]** checkbox.
- Add the description texts or contents of the lesson on the **Description Top [5]** and Description Bottom [6] field.

- Save the changes by clicking the **Done [7]** button.
- Remove the component by clicking the **Remove [8]** link.

Step 3: Add a Title (Optional)

Title

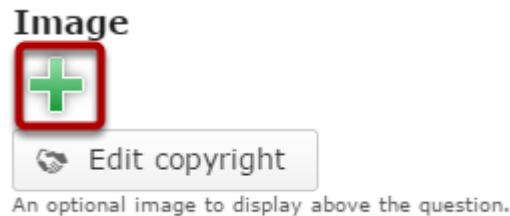
B I U I_x Format ▾

Course for the Bartenders

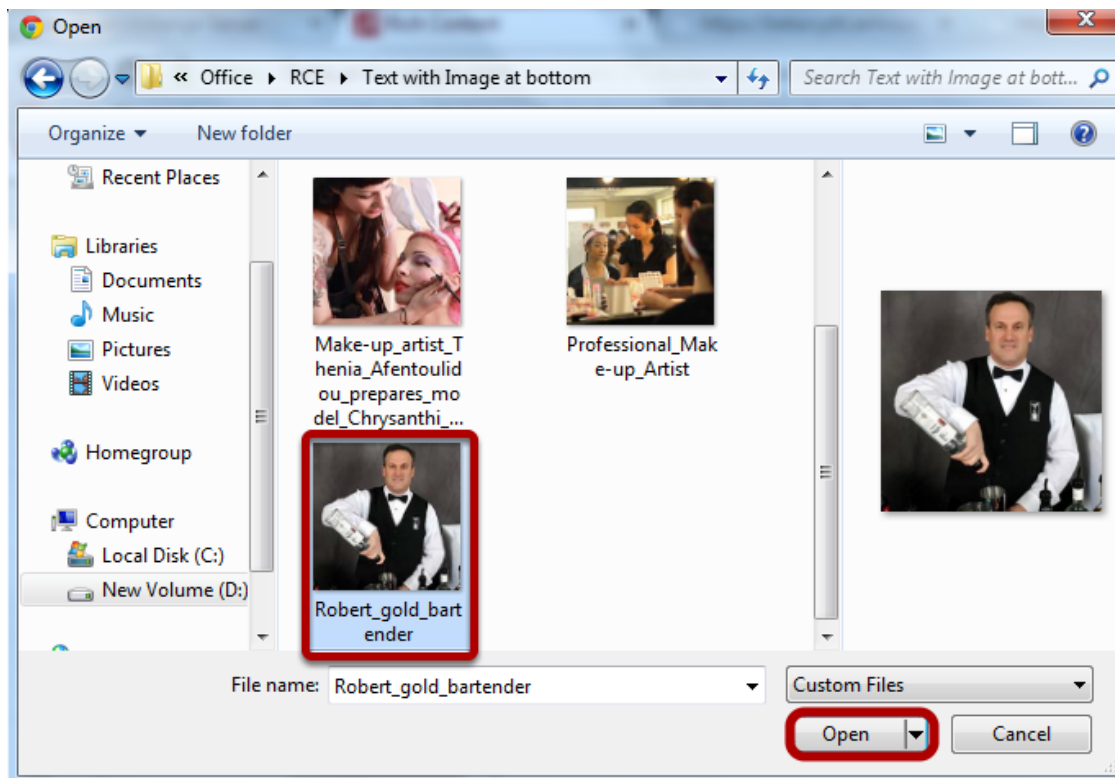
body

Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page

Step 4: Add an Image (Optional)



You can optionally add an image to the page by clicking the '+' icon as shown in the above image. You will see the below screen which will prompt you to choose an image file.



Select the folder from the above screen and select the image that you want to add to the page.

Image

○ Uploading, please wait...

🔒 Edit copyright

An optional image to display above the question.

You can see the image being uploaded as shown in the above image.

Once the image has been uploaded successfully, you can see the image's preview under the Image **[1]** title shown in the below image.

Image



You can also optionally update the copyright details of the image by clicking on the **Edit copyright [2]** button shown above. Once you click this button you will see the below screen.

×

Title

Author

Year(s)

Source

License

You can enter the image's copyright details on the above screen and click outside the window to update it.

Step 5: Add Description Top

Description Top

It takes some savvy and charisma, along with knowledge of drinks, to be a successful bartender. This is one of those jobs in which your success depends on your personality more than anything else. You need to be a provider of drinks, a server, an organizer, a cashier, a friend, a psychiatrist and a neat freak among other things. Customer service is the key because the majority of your income will come from tips and there are a few things you should keep in mind when it comes to this part of working the bar.

As a bartender you need to be aware of everything in your bar and be prepared. If you see a customer's drink getting down to the last few sips, ask if they want another. If you anticipate the needs of the bar everything will go nice and smooth. You should be showing the same amount of care and attention to everyone at your bar, old friend and newcomer alike.

body

Type the contents of the page in the Description Top field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 6: Add Description Bottom (Optional)

Description Bottom

It is your responsibility to make sure everyone drinking in your bar is of legal age to do so. If you have even the slightest question that someone is 21, ask for their ID. It's a simple question that will save you a lot of hassle if they are underage. A good short memory of a bartender is one of the keys to success and to keeping a busy bar under control. You should be able to retain multiple drink orders and associate them within the party so they go out together, recall what each of the people at the bar is drinking for the next round, and remember the names of your regulars along with what drinks they prefer.

Customers will trust you and come back again if they had a great experience. Keeping the conversations friendly, wearing clean clothes appropriate for the establishment and maintaining a professional attitude will create an environment patrons and management will appreciate. Bartending is a profession and even if you are using it as a temporary gig to get through college, you need to treat it as such.

A bartender can generally mix classic cocktails such as a Cosmopolitan, Manhattan, Old Fashioned, and Mojito. The bartending profession was generally a second occupation, used as transitional work for students to gain customer experience or to save money for university fees. This however is changing around the world and bartending has become a profession by choice rather than necessity.


body

Then type the contents of the page in the Description Bottom field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

Step 7: Check Grey Area Checkbox (Optional)

Image



 Edit copyright

An optional image to display above the question.

☒ **Grey Area**

Description Top

It takes some savvy and charisma, along with knowledge of drinks, to be a successful bartender. This is one of those jobs in which your success depends on your personality more than anything else. You need to be a provider of drinks, a server, an organizer, a cashier, a friend, a psychiatrist and a neat freak among other

You can highlight the last few paragraphs in grey color. Just check the GreyArea checkbox shown above. In this example, the checkbox is checked. However, it's not mandatory to check this checkbox.

Step 8: Click the Done Button

or to save money for university fees. This however is changing around the world and bartending has become a profession by choice rather than necessity.

body

1

2

Remove

Done

Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** link shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 9: Click the Create Button

The screenshot shows a course creation interface. At the top left, there are two buttons: 'Add New' and 'All Contents'. Below them is a text input field labeled 'Enter title here' containing the text 'Course for the Bartenders'. To the right of this field is a 'Create' button, which is highlighted with a red circle. Below the title field is a dropdown menu labeled 'Presentation' with a downward arrow. Below the dropdown is a rich text editor toolbar with various icons for text formatting and media insertion. The main content area of the editor contains the following text:

Course for the Bartenders

It takes some savvy and charisma, along with knowledge of drinks, to be a successful bartender. This is one of those jobs in which your success depends on your personality more than anything else. You need to be a provider of drinks, a server, an organizer, a cashier, a friend, a psychiatrist and a neat freak among other things. Customer service is the key because the majority of your income will come from tips and there are a few things you should keep in mind when it comes to this part of working the bar.

As a bartender you need to be aware of everything in your bar and be prepared. If you see a customer's drink getting down to the last few sips, ask if they want another. If you anticipate the needs of the bar everything will go nice and smooth. You should be showing the same amount of care and attention to everyone at your bar, old friend and newcomer alike.

It is your responsibility to make sure everyone drinking in your bar is of legal age to do so. If you have even the slightest question that someone is 21, ask for their ID. It's a simple question that will save you a lot of hassle if they are underage. A good short memory of a bartender is one of the keys to success and to keeping a busy bar under control. You should be able to retain multiple drink orders and associate them within the party so they go out together, recall what each of the people at the bar is drinking for the next round, and remember the names of your regulars along with what drinks they prefer.

Customers will trust you and come back again if they had a great experience. Keeping the conversations friendly, wearing clean clothes appropriate for the establishment and maintaining a professional attitude will create an environment patrons and management will appreciate. Bartending is a profession and even if you are using it as a temporary gig to get through college, you need to treat it as such.

A bartender can generally mix classic cocktails such as a Cosmopolitan, Manhattan, Old Fashioned, and Mojito. The bartending profession was generally a second occupation, used as transitional work for students to gain customer experience or to save money for university fees. This however is changing around the world and bartending has become a profession by choice rather than necessity.

Below the text area is a photo of a bartender in a white shirt and black vest, pouring a drink into a glass.

At the bottom of the editor, there is a checkbox labeled 'Enable show solution buttons' which is checked. To the right of this checkbox is a toolbar with icons for undo, redo, delete, and other editing functions. Below the editor is a button labeled 'Settings and texts'.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Course for the Bartenders

It takes some savvy and charisma, along with knowledge of drinks, to be a successful bartender. This is one of those jobs in which your success depends on your personality more than anything else. You need to be a provider of drinks, a server, an organizer, a cashier, a friend, a psychiatrist and a neat freak among other things. Customer service is the key because the majority of your income will come from tips and there are a few things you should keep in mind when it comes to this part of working the bar.

As a bartender you need to be aware of everything in your bar and be prepared. If you see a customer's drink getting down to the last few sips, ask if they want another. If you anticipate the needs of the bar everything will go nice and smooth. You should be showing the same amount of care and attention to everyone at your bar, old friend and newcomer alike.

It is your responsibility to make sure everyone drinking in your bar is of legal age to do so. If you have even the slightest question that someone is 21, ask for their ID. It's a simple question that will save you a lot of hassle if they are underage. A good short memory of a bartender is one of the keys to success and to keeping a busy bar under control. You should be able to retain multiple drink orders and associate them within the party so they go out together, recall what each of the people at the bar is drinking for the next round, and remember the names of your regulars along with what drinks they prefer.

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A bartender can generally mix classic cocktails such as a Cosmopolitan, Manhattan, Old Fashioned, and Mojito. The bartending profession was generally a second occupation, used as transitional work for students to gain customer experience or to save money for university fees. This however is changing around the world and bartending has become a profession by choice rather than necessity.



You can see the finished page as shown in the above image. You can add as many pages as possible using this component in a Presentation.

Notes

- You can upload images in .jpeg, .png and .gif formats only.
- We recommend you to upload picture in 1:1 ratio for a better appearance of the page.
- Since the Description Bottom, GreyArea and Image fields are not mandatory, you can create a whole page without any images and grey area. The entered text will run from the beginning to end of the screen without any significant difference.
- You can create as many pages as possible in a Presentation using this component.

How to create a Lesson using the Text with Video Component?

You can have a page with some text on one side and a YouTube video on the other side of the screen. You can add a thumbnail for the video too.

When to use this Component

You can use this component whenever you want to explain something with a video that is available on YouTube.

How it works

1. The pages created with this component are static, except for that you can click the video thumbnail to play the video.
2. When you click on the video thumbnail, the video starts playing.
3. Each page may contain only one title, one video and lot of description text.
4. The video will be stopped when you move to the next slide in the same Presentation. If you go back to the slide where the slide is, then the video will start playing from the beginning automatically.

Features of the this Component

- The text can have bulleted points, hyperlinks etc.
- You can upload your own thumbnail preview for your video.
- You can place an optional heading for the page.
- You can swap the sides of the video and text just by clicking a checkbox.

You can create a page using this component by following the below steps.

Step 1: Go to the required Slide

Presentation ▼

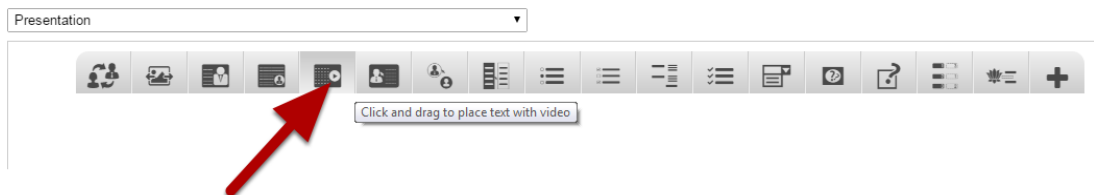


☒ Enable show solution buttons



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Text with video Component Icon



Then click on the Text with Video component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit TextWithVideo

The screenshot shows a form titled 'Edit TextWithVideo' with the following fields and controls:

- Title** [1]: A text input field.
- Video Url** [2]: A text input field.
- Thumbnail Image** [3]: A section containing a green '+' button, an 'Edit copyright' button, and a text input field. Below the input field is the text 'An optional image to display above the question.'
- Description** [4]: A text input field.
- video to left** [5]: A checkbox.
- Remove** [7]: A red button.
- Done** [6]: A blue button.

On this screen, you can

- Add an optional title by typing it in the **Title [1]** field.
- Add video Url by typing or pasting it in the **Video Url [2]** field.
- Add an image related to the contents of the page by clicking on the '+' button below the **Thumbnail Image [3]** field.
- Add the description text or contents of the lesson on the **Description [4]** field.
- Swap the image to the left side by clicking on the **Swap video to left [5]** checkbox.
- Save the changes you've just made by clicking the **Done [6]** button.
- Remove the component from the slide by clicking the **Remove [7]** button.

Step 3: Add a Title (Optional)

The screenshot shows the 'Title' field in the editor. It has a toolbar with buttons for Bold (B), Italic (I), Underline (U), and Strikethrough (I_x), along with a dropdown menu set to 'Heading 2'. The text 'Video Lesson about Customer Service' is entered in the field. At the bottom, the text 'body h2' is visible.

Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page.

Step 4: Add a video Url

Video Url

//www.youtube.com/embed/8YWxXPcTNDM

An optional image to display above the question.

Type or paste the embed URL of the video on the Video Url field as shown in the above image.

Step 5: Add a Thumbnail Image

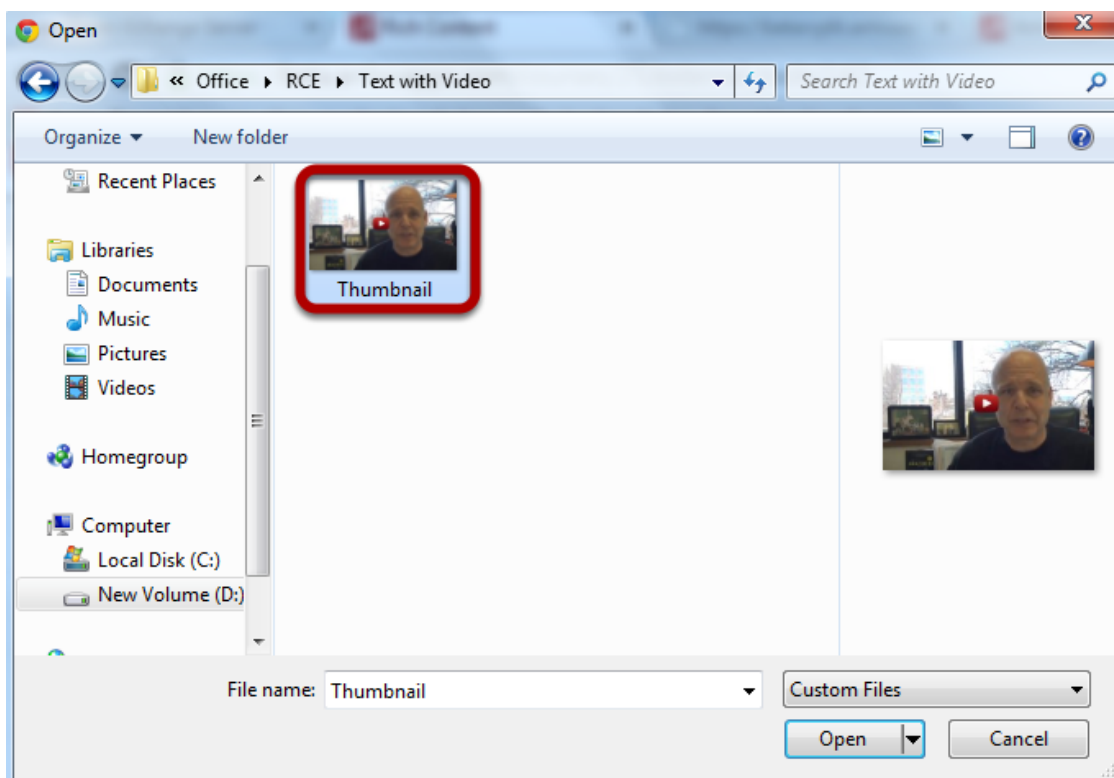
Thumbnail Image



Edit copyright


An optional image to display above the question.


You can add a thumbnail image to the page by clicking the '+' icon as shown in the above image. You will see the below screen which will prompt you to choose an image file.



Select the folder from the above screen and select the image that you want to add to the page. You can see the image being uploaded under the Thumbnail Image title shown in the below image.

Thumbnail Image

 Uploading, please wait...

 Edit copyright

An optional image to display above the question.

Once the image has been uploaded, you can see its preview under the Thumbnail Image title as shown [1] in the below image.



You can also update the copyright details of the image by clicking on the **Edit copyright [2]** button shown above. Once you click this button you will see the below screen.

×

Title

Author

Year(s)

Source

License

You can enter the image's copyright details on the above screen and click outside the window to update it.

Step 6: Add Description

Description

B I S I_x **Format** **2**

1

Take a look at the video lesson about Customer Care. Professional speaker and New York Times bestselling author, Shep Hyken talks about how a bad customer service experience created a learning opportunity. As he takes you through the story and the lessons you can take away from it, think about how they apply to your business.

As a professional speaker and author, Shep helps companies build loyal relationships with their customers and employees. Please click on the video on the right side and watch it to improve your Customer Service skills.

body

Just type the contents of the page in the Description field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 7: Swap video to the left (Optional)

☐ **Swap video to left**

By default, the video appears on the right side of the screen. If you want it to appear on the left side, just check the Swap video to left checkbox shown above. In this example, the checkbox is left unchecked.

Step 8: Click the Done Button

As a professional speaker and author, Shep helps companies build loyal relationships with their customers and employees. Please click on the video on the right side and watch it to improve your Customer Service skills.

body

☐ **Swap video to left**

2 **Remove** **1** **Done**

Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 9: Click the Create Button

Add New

All Contents

Create

Enter title here

Video Lesson about Customer Service

Presentation

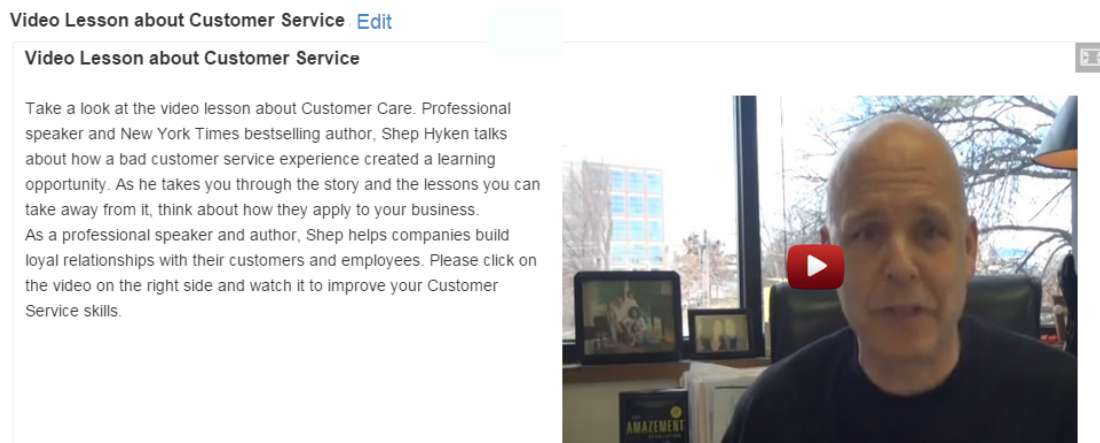
0 / 0

Video Lesson about Customer Service

Take a look at the video lesson about Customer Care. Professional speaker and New York Times bestselling author, Shep Hyken talks about how a bad customer service experience created a learning opportunity. As he takes you through the story and the lessons you can take away from it, think about how they apply to your business.

As a professional speaker and author, Shep helps companies build loyal relationships with their customers and employees. Please click on the video on the right side and watch it to improve your Customer Service skills.

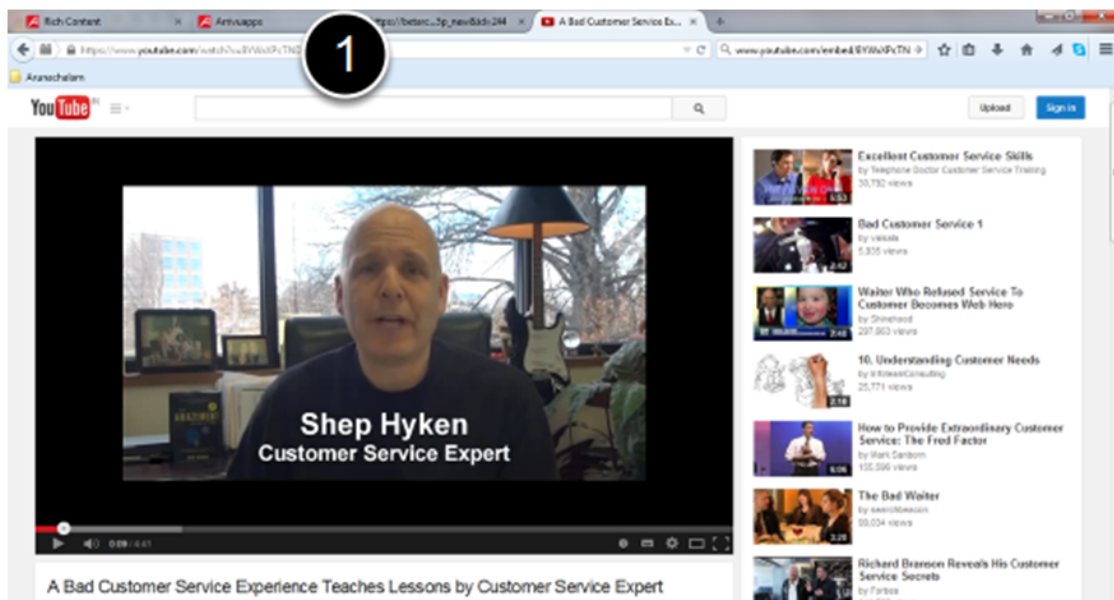
If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.



You can see the finished page as shown in the above image. You can add as many pages as possible using this component in a Presentation.

How to get the Embed URL of a YouTube Video

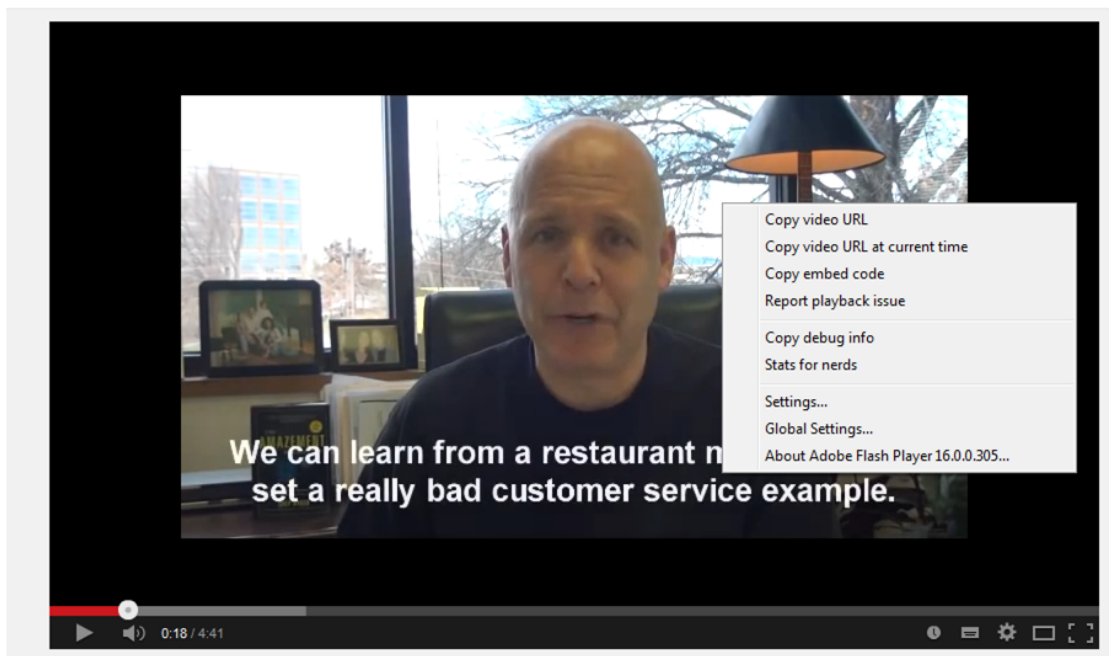
Step 1: Go to the YouTube page



On your browser, go to the YouTube page where the required video is. In this case, we are in a page with the below link:

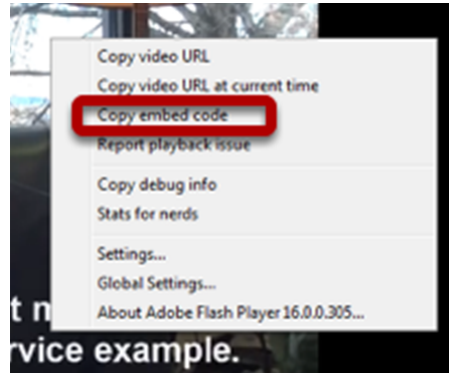
<https://www.youtube.com/watch?v=8YWxXPcTNDM> [1]

Step 2: Right click on the Video



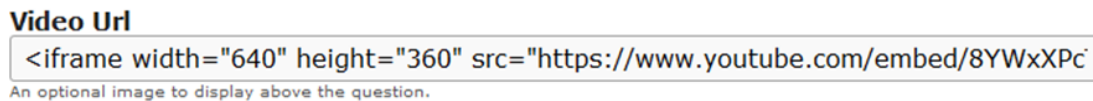
Right click on the video, so that a context menu will appear.

Step 3: Select Copy Embed Code Option from the Menu



Select **Copy embed code** option from the menu as shown in the above picture.

Step 4: Paste the Embed Code



Paste the copied embed code in the Video Url field of the component as shown in the above image. In our case the pasted embed code is:

```
<iframe width="640" height="360"
src="https://www.youtube.com/embed/8YWxXPcTNDM?feature=player_detailpage"
frameborder="0" allowfullscreen></iframe>
```

Step 5: Edit the Embed Code



Edit the pasted embed code that only the required part of the embed code is on the Video Url field as shown in the above image. You can remove all details about the frame and the required embed code should start with two forward slashes (//). So, the resultant embed code we need here is

`//www.youtube.com/embed/8YWxXPcTNDM`

Notes

- You can upload thumbnail images in .jpeg, .png and .gif formats only.
- Even if you swap the video to the left side, the title will remain on the left side only. You won't be able to swap the side of the title.

- You can create as many pages as possible in a Presentation using this component.
- Please make sure that the video is available to be used in your page, because some videos can't be embedded due to privacy and copyright reasons.

How to create a Lesson using the Click to reveal Images Component?

When you use this component, you can place 2 images in circular borders. When user clicks any of these images, they will see the person's question on the right side of the image along with another person's image and answer for the question.

When to use this Component

You can use this component to create pages where you want to present two important questions in your lessons with tiny images in an interactive manner. Since the questions and answers are revealed when the relevant image is clicked, the students can easily understand and memorize the contents.

How it works

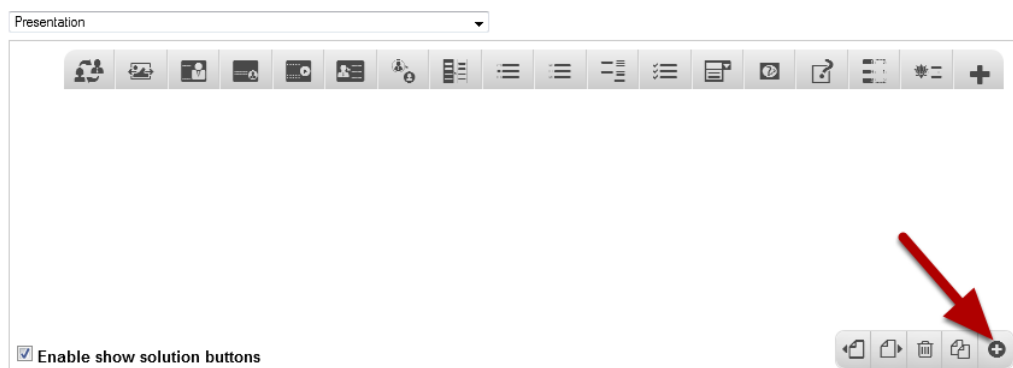
1. The description text is provided on the top of the page.
2. The user clicks on an image to reveal the related question and relevant answer.
3. Feedback for the answer is displayed in a grey area below the answer.
4. Click another image to reveal the related question, answer and feedback.

Features of this Component

- The images are displayed in a circular border.
- You can place an optional heading for the page.
- You can add feedbacks at the bottom for each question and answer.

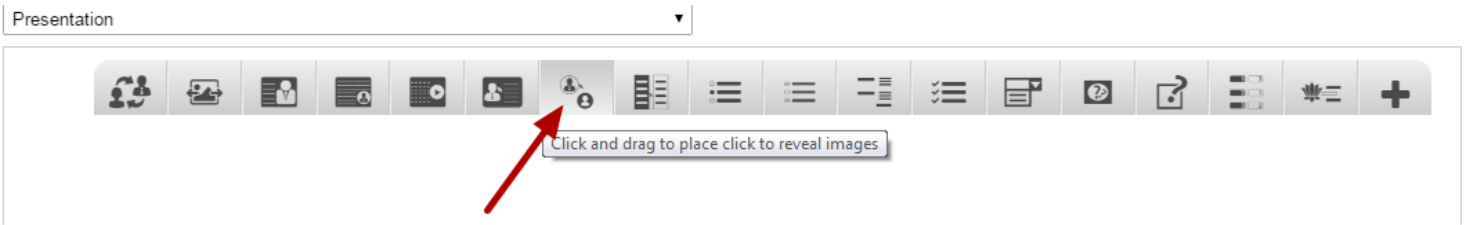
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Click to reveal Images Component Icon




Then click on the Click to reveal Images component icon as shown in the above image. You will see a screen similar to the image shown below.


Edit ClickToRevealImage

Title 1

Description 2

First Questioner's Image 3


 3


 Edit copyright

An optional image to display above the question.

First Question 4

First Answerer's Image

 5


 Edit copyright


An optional image to display above the question.

First Answer 6

First Feedback 7

Second Questioner's Image 8


 8


 Edit copyright

An optional image to display above the question.

Second Question

Second Answerer's Image

 5

 Edit copyright

An optional image to display above the question.

Second Answer

Second Feedback 9

10 Remove Done

On this screen, you can

- Add an optional title by typing it in the **Title [1]** field.

- Add the description text or contents on the **Description [2]** fields. These contents will appear on the top of the images.
- Add **First Questioner's Image [3]** which will appear in circular border.
- Add the first question in the **First Question [4]** field.
- Add **First Answerer's Image [5]** which will appear in circular border.
- Add the first answer in the **First Answer [6]** field.
- Add the feedback for the first question and answer in the **First Feedback [7]** field.
- Add the **Second Questioner's Image, Second Answerer's Image, Second Question, Second Answer** and **Second Feedback [8]** in the respective fields in the same way.
- Save the changes by clicking the **Done [9]** button.
- Click the **Remove [10]** button to remove this component from the page.

Step 3: Add a Title (Optional)

Title

B I U I_x Heading 2 ▾






Questions about Customer Service

body h2

Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page.

Step 4: Add Description

Description

B I S I_x      Format ▾

[The customer service knowledge requirements will vary depending on the organization, the product or service and the scope of the customer service job. Different people define it differently. Please click on the below image to have a look on how these people define good customer service and important qualities to be a good Customer Service Representative.

body

Just type the contents of the page in the Description field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 5: Add First Questioner's Image

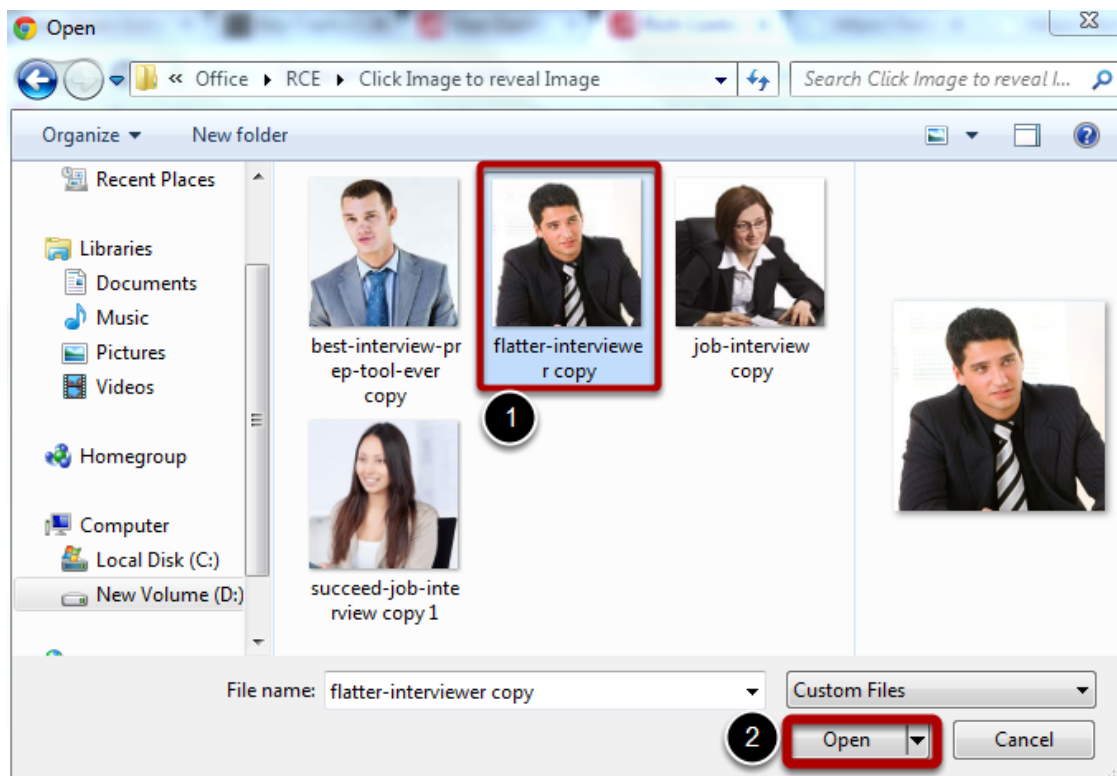
First Questioner's Image



Edit copyright

An optional image to display above the question.

Click on the '+' button under the First Questioner's Image title shown above. You will get a screen similar to the one shown in the below image.



On the above screen, select the required image [1] and click the **Open** [2] button. You can see image being uploaded as shown in the below image.

First Questioner's Image

Uploading, please wait...

Edit copyright

An optional image to display above the question.

Once the image has been uploaded, it will be shown under the First Questioner's Image title as shown [1] in the below image.

First Questioner's Image



Optionally, you can update the copyright details of the uploaded image by clicking the **Edit copyright [2]** button shown above. Once you click the button, you will see the below screen.

Title
La Gioconda

Author
Leonardo da Vinci

Year(s)
1503 - 1517

Source
http://en.wikipedia.org/wiki/Mona_Lisa

License
Undisclosed ▼

You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.

First Questioner's Image



You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.

Are you sure you wish to remove this file?

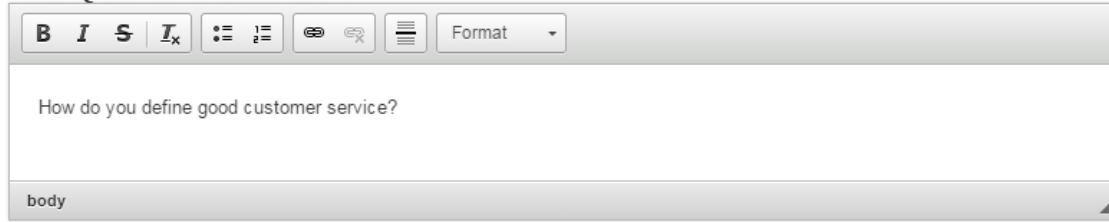
OK

Cancel

You can also update the image without removing it by clicking on the image. You will be offered to select the image again as mentioned in step 5.

Step 6: Add First Question

First Question



In the First Question field, add the first question text which should appear when the user clicks on the first questioner's image. This field is mandatory as well. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 7: Add First Answerer's Image

First Answerer's Image



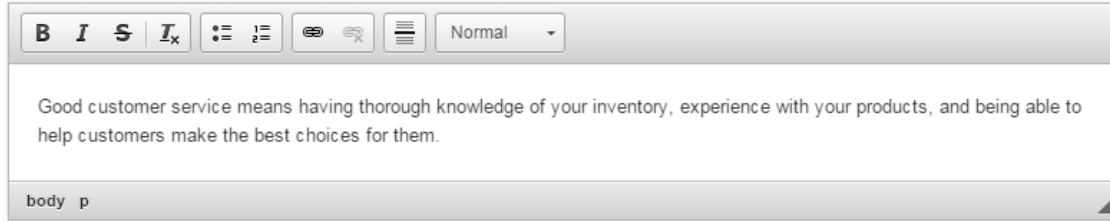
 Edit copyright

An optional image to display above the question.

Repeat step 5 to add the image to the First Answerer's Image field. After adding the image, you can see the first Answerer's image shown above.

Step 8: Add First Answer

First Answer

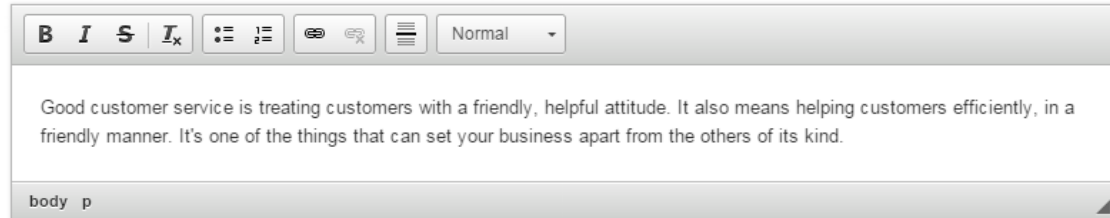


The screenshot shows a text editor for the 'First Answer' field. It features a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (x), bulleted list, numbered list, link, unlink, and a 'Normal' dropdown menu. The text area contains the paragraph: 'Good customer service means having thorough knowledge of your inventory, experience with your products, and being able to help customers make the best choices for them.' The bottom status bar shows 'body p'.

In the First Answer field, add the first answer text which should appear when the user clicks on the first answerer's image. This field is mandatory as well. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents

Step 9: Add First Feedback

First Feedback




The screenshot shows a text editor for the 'First Feedback' field. It features a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (x), bulleted list, numbered list, link, unlink, and a 'Normal' dropdown menu. The text area contains the paragraph: 'Good customer service is treating customers with a friendly, helpful attitude. It also means helping customers efficiently, in a friendly manner. It's one of the things that can set your business apart from the others of its kind.' The bottom status bar shows 'body p'.

In the First Feedback field, add the first feedback text which should appear when the user clicks on the first image. This field is mandatory as well. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents

Step 10: Add Second Questioner's Image, Question, Answer and Feedback

Second Questioner's Image



 Edit copyright


An optional image to display above the question.

Second Question

What qualities do you consider most important to be a good Customer Service Representative?

Second Answerer's Image



 Edit copyright

An optional image to display above the question.

Second Answer

Good communication skills, flexibility, a strong customer service orientation and a high energy level are the keys to become a good Customer Service Representative.

Second Feedback

That's the correct answer. Good communication includes excellent and active listening skills, the ability to ask the right questions to get clarity on what the customer is asking and to be able to respond to the customer in a concise and easily understood manner.

Repeat the steps from 5 to 8 to add Second Questioner's Image, Second Question, Second Answer and Second Feedback fields.

After adding all the details, you can see the page as show above.

Step 11: Click the Done Button



Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 12: Click the Create Button

The screenshot shows the top of a presentation editor. On the left, there are two buttons: 'Add New' (blue) and 'All Contents' (white). Below them is a text input field labeled 'Enter title here' containing the text 'Questions about Customer Service'. To the right of this is a dropdown menu currently set to 'Presentation'. On the far right, there is a 'Create' button with a blue border and a red shadow, highlighted by a red rounded rectangle. Below the title field is a horizontal toolbar with various icons for editing the presentation content. The main area below the toolbar shows a preview of the slide titled 'Questions about Customer Service' with a paragraph of text and two circular images of people.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Questions about Customer Service [Edit](#)

The screenshot shows the 'Edit' page for the same presentation slide. The title 'Questions about Customer Service' is at the top left, followed by a blue 'Edit' link. The main content area contains the same paragraph of text and two circular images of people. In the top right corner, there is a small icon for a full-screen or presentation mode.

You can see the finished page as shown in the above image. You can add as many pages as possible using this component in a Presentation.

Notes

- You can create as many pages as possible in a Presentation using this component.
- You can upload thumbnail images in .jpeg, .png and .gif formats only.
- You can exactly have only 2 questions on a page, and these questions, answers and feedback fields are mandatory.
- Since the images appear in a circular border, it is advised to add images in 1:1 ratio, i.e., in a square shape.

How to create a Lesson using the Click to reveal Text Component?

When you use this component, you can place images in circular borders along with some explanation at the bottom of the image. When the user clicks on the image, a text will appear on the right side of the image.

When to use this Component

You can use this component to create pages where you want to explain your lessons with tiny images in an interactive manner. Since the text is revealed when the relevant image is clicked, the students can easily understand and memorize the lessons.

How it works

1. Read the description text and question on the top of the page.
2. Click on an image to reveal the related description text.
3. Explore all the images to reveal the related description texts.

Features of this Component

- The images are displayed in a circular border.
- You can add a heading to the images which will appear below each image.
- You can place an optional heading for the page. The description text on the right side is also optional.
- You can randomize the images, so that the answers will appear in a random order whenever the page is loaded.
- You can add as many questions and answers as possible.
- The text can have bulleted points, hyperlinks etc.

You can create a page using this component by following the below steps.

Step 1: Go to the required Slide

Enter title here

Internal and External Customers

Presentation



☒ Enable show solution buttons



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Click to reveal Text Component Icon

Enter title here

Internal and External Customers

Presentation



Then click on the Click to reveal Text Component Icon as shown in the above image. You will see a screen similar to the image shown below.

Edit ClickToRevealText

Title

B **I** **U** **I_x** Normal ▾

1

body p

Description Left

2

Description Right

3

☒ **Randomize Answers** 4
Enable to randomize the order of questions on display.

Available Options

↑ Image ×

Image

+ 5

Edit copyright

An optional image to display above the question.

Image Title

6

Description

7

↑ Image ×

Image

+ Edit copyright

An optional image to display above the question.

Image Title

Description

Add option 8

The alternatives the User may choose from.

10 Remove 9 Done

On this screen, you can

- Add an optional title by typing it in the **Title [1]** field.

- Add the description text or contents on the **Description Left [2]** and **Description Right [3]** fields. These contents will appear on the left and right sides of the description part respectively. Please note that the Description Right field is optional.
- Randomize the answers, so that the answers will appear in a random order whenever the page is loaded by clicking on the **Randomize Answers [4]** checkbox.
- Add images which will appear in circular borders in the **Image [5]** field.
- Add a title to the image in the **Image Title [6]** field.
- Add the description for the relevant image in the **Description [7]** field.
- Add more images by clicking the **Add option [8]** button.
- Save the changes you've made by clicking the **Done [9]** button.
- Click the **Remove [10]** button to remove the component from the page.

Step 3: Add a Title (Optional)

Type the title of the page on the Title field as shown in the above image. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page. You can also format the title.

Step 4: Add Descriptions

Add descriptions to the Description Left [1] and Description Right [2] fields as shown in the above image. The Description Right field is not mandatory. You can add contents to this field if necessary. You can also change the format for the contents of these fields.

Step 5: Randomize Answers (Optional)

☒ **Randomize Answers**
Enable to randomize the order of questions on display.

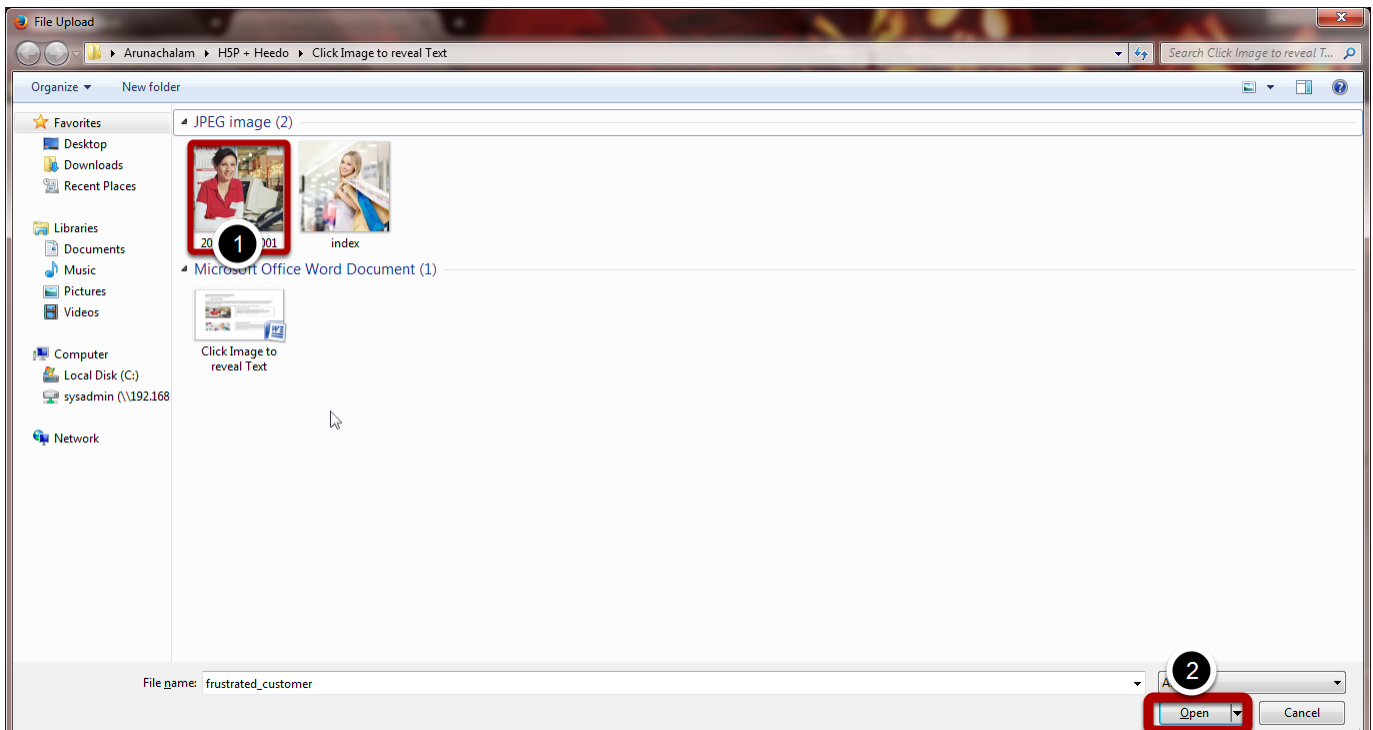
By clicking the Randomize Answers checkbox, you can make the answers display in an arbitrary order every time the page is loaded. This option is optional, and so tick the checkbox if you need so.

Step 6: Add Image

Available Options




Click on the '+' button under the Image title shown above. You will get a screen similar to the one shown in the below image.



On the above screen, select the required image [1] and click the **Open [2]** button.

Image

○ Uploading, please wait...

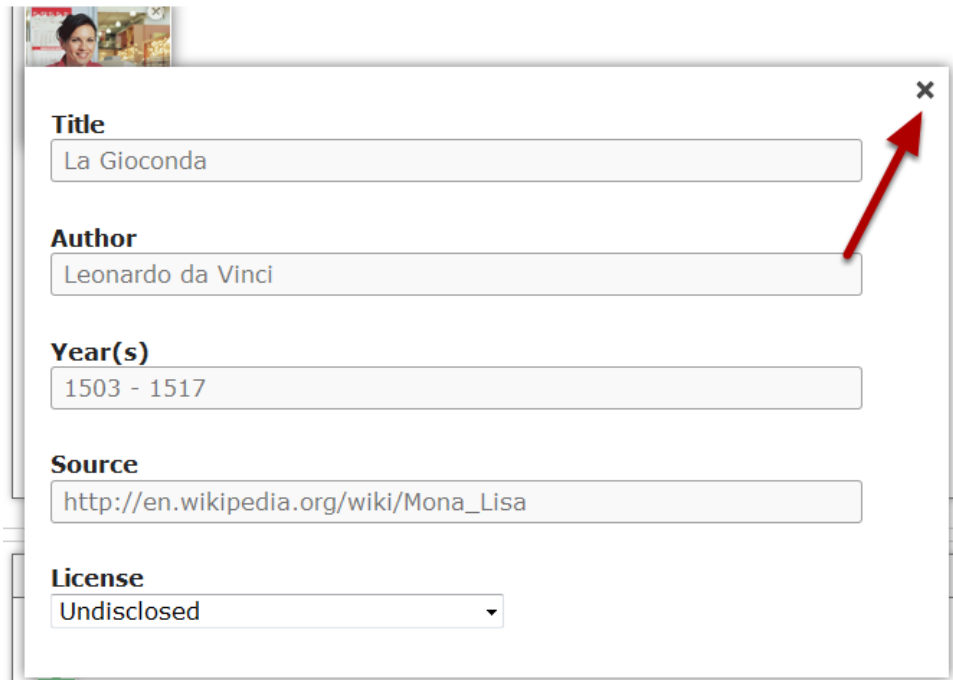
 Edit copyright

An optional image to display above the question.

You can see image being uploaded as shown in the above image.



Once the image has been uploaded, it will be shown under the Image title as shown **[1]** in the below image. Optionally, you can update the copyright details of the uploaded image by clicking the **Edit copyright [2]** button shown above. Once you click the button, you will see the below screen.

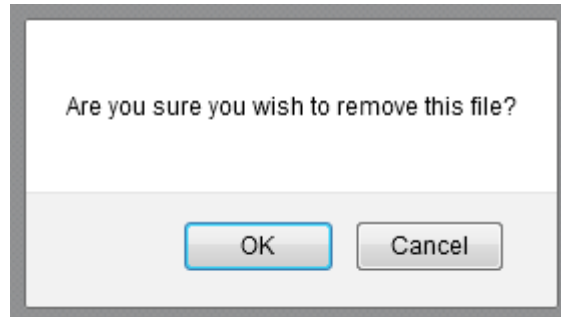
A screenshot of a form for editing image copyright details. The form has a close button (X) in the top right corner, indicated by a red arrow. The fields are: 'Title' with the value 'La Gioconda', 'Author' with the value 'Leonardo da Vinci', 'Year(s)' with the value '1503 - 1517', 'Source' with the value 'http://en.wikipedia.org/wiki/Mona_Lisa', and 'License' with a dropdown menu showing 'Undisclosed'.

You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.

Image



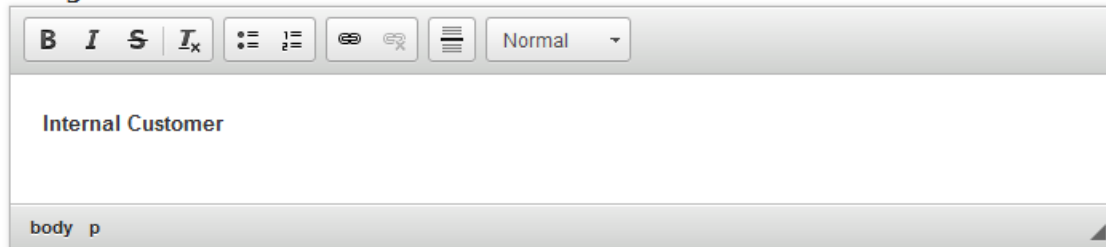
You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.



You can also update the image without removing it by clicking on the image. You will be offered to select the image again as mentioned in step 6.

Step 7: Add Image Title

Image Title



Add a title for the image in the Image Title field as shown in the above image. You can change the format of this field. This field is a mandatory one.

Step 8: Add Description

Description

B I S I_x Normal ▾

These are the people that work within your organization, maybe directly with you or in another department. They may also include people in other organizations that work with your organization to provide your products or services.

body p

In the Description field, add the description text which should appear when the user clicks on the image. This field is mandatory as well.

Step 9: Add more Images (Optional)

Description

Add option

The alternatives the user may choose from.

You can add as many more images as possible by clicking the Add option button shown above. Follow the same instructions mentioned above to add each image. You can also remove an added image by clicking the **Remove [1]** button shown in the below image.

Image

Image

Edit copyright

An optional image to display above the question.

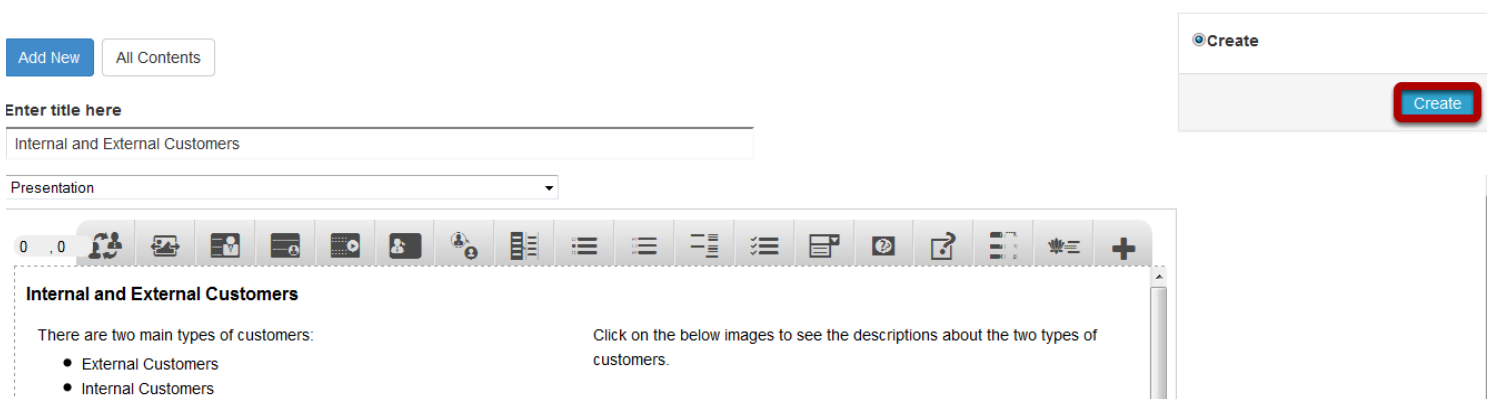
You can also change the order of the answers by dragging the **Double Headed Arrow [2]** button on the top left corner of the Option window.

Step 10: Click the Done Button



Once you've updated all the details, click the Done [1] button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove [2] button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 11: Click the Create Button



If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.


Internal and External Customers

There are two main types of customers:


- External Customers
- Internal Customers

Your customers don't only include people who enter your establishment or place orders by telephone or the Internet. Customers also include those who work every day to make your operation a success: your employees. While external and internal customers may fulfill different roles, both are critical to the viability of your business.

Click on the below images to see the descriptions about the two types of customers.



External Customers



Internal Customer

You can see the finished page as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- Similarly, you can add any number of images to a slide.
- Since the images appear in a circular border, it is advised to add images in 1:1 ratio, i.e., in a square shape.
- You can upload images only in .jpg, .png and .gif formats.

How to create a Lesson using the Click to reveal Table Component?

Using this component, you can give a set of questions and one or two set of relevant answers. You can give one or two answers for the questions in columns which create a table.

You can create two types of Click to reveal Tables using this component.

1. Click to reveal Table with one Column: In this type, when the user clicks on any row, the relevant answer appears on the right side as a new column. Only one answer is displayed.

2. Click to reveal Table with two Columns:

In this type, when user clicks on any row, the relevant two answers appear on the right side in two new columns. You can use this component when you have two possible answers for a question.

When to use this Component

You can use this component to create pages where you want to explain your lesson's questions and answers with tables in an interactive manner. Since the answer is revealed when the relevant question in a row is clicked, the students can easily understand and memorize the lessons.

How it works

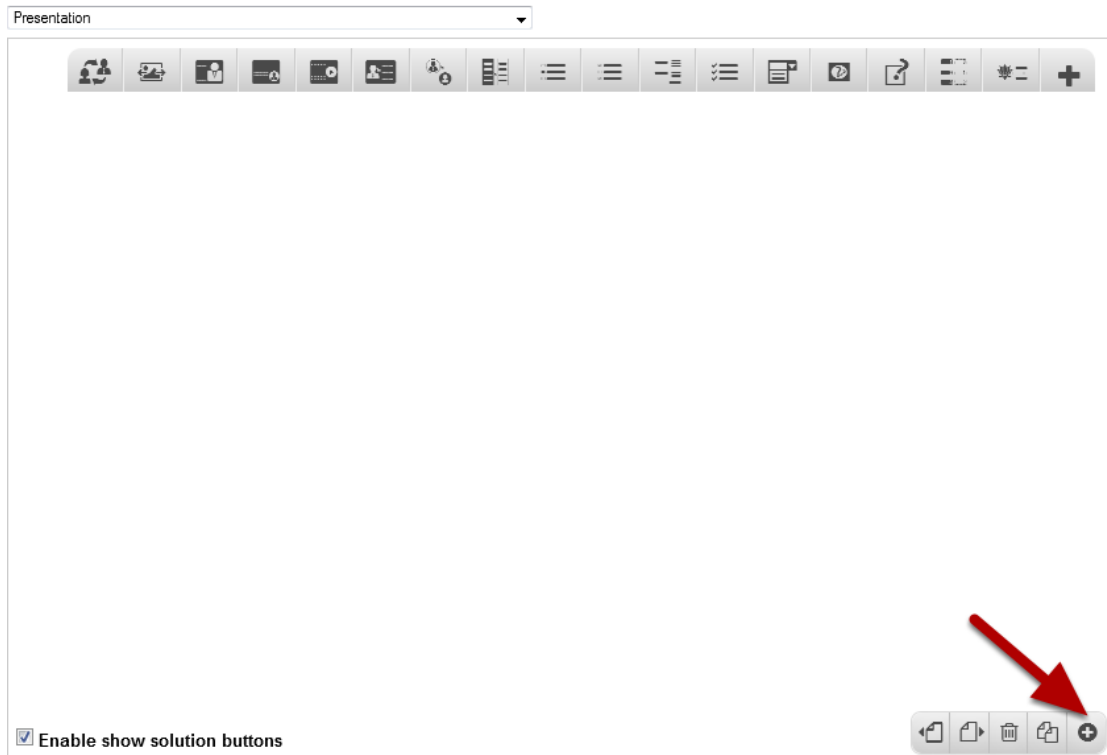
1. The description and instruction text is given on the top of the page.
2. Click on question in any row to reveal the relevant answers on the right side as new columns.
3. Explore all the questions to reveal the relevant answers.

Features of this Component

- You can create two types of Click to reveal Tables component using this component just by checking a checkbox.
- You can easily switch between the two types of this component just by checking a checkbox.
- You can place an optional heading for the page.
- You can add as many as questions and answers as possible.
- You can also add an optional divider between the text on top and the table.

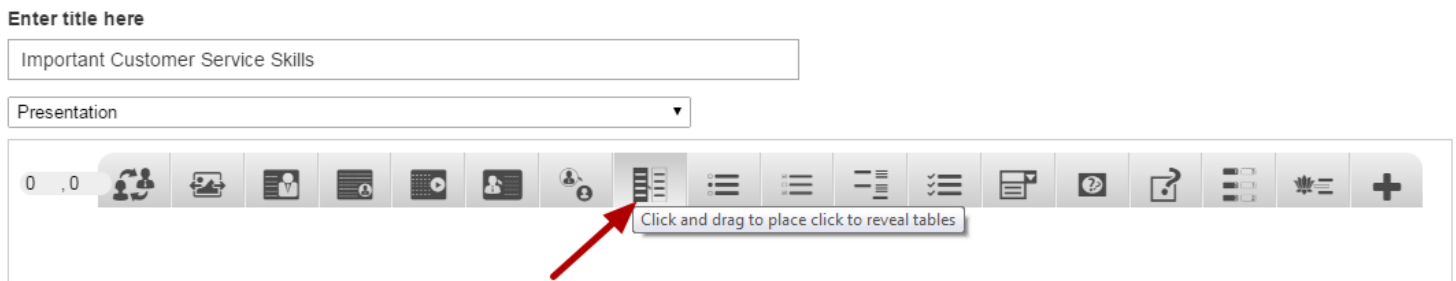
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Click to reveal Tables Component Icon



Then click on the Click to reveal Tables component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit ClickToRevealTables

The screenshot shows a form titled 'Edit ClickToRevealTables'. It contains several input fields and checkboxes, each with a numbered callout:

- 1**: Title input field.
- 2**: Description Top Left input field.
- 3**: Description Top Right input field.
- 4**: Description Bottom input field.
- 5**: ☐ **Second Answer**. Enable to allow answers in second turn.
- 6**: ☐ **Divider**. Enable to allow divider below the description.
- 7**: Question input field (inside the first 'Questions and Answers' panel).
- 8**: First Answer input field (inside the first 'Questions and Answers' panel).
- 9**: Second Answer input field (inside the first 'Questions and Answers' panel).
- 10**: Question input field (inside the second 'Questions and Answers' panel, which is highlighted with a red border).
- 11**: . The alternatives the user may choose from.
- 12**: button.
- 13**: button.

On this screen, you can

- Add an optional title by typing it in the **Title [1]** field.
- Add the description text on the **Description Top Left [2]**, **Description Top Right [3]** and Description Bottom [4] fields.

- Enable the answers in the second column by clicking the **Second Answer [5]** check box.
- Add an optional divider below the description by clicking the **Divider [6]** check box.
- Add Questions in **Question [7]** field under **Questions and Answers** title in the **Available questions and Answers** section.
- Add answers in **First Answer Text [8]** and **Second Answer [9]** text fields.
- Add more questions and answers by clicking on the **Add option [11]** button. By default, only two questions and answers are available.
- Click on the **Done [12]** button to save the changes.
- Remove the component by clicking the **Remove [13]** button.

Step 3: Add a Title (Optional)

Title

B I U I_x Heading 2 ▾






Important Customer Service Skills

body h2

Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page

Step 4: Add Description Top Left

Description Top Left

B I S I_x      Normal ▾

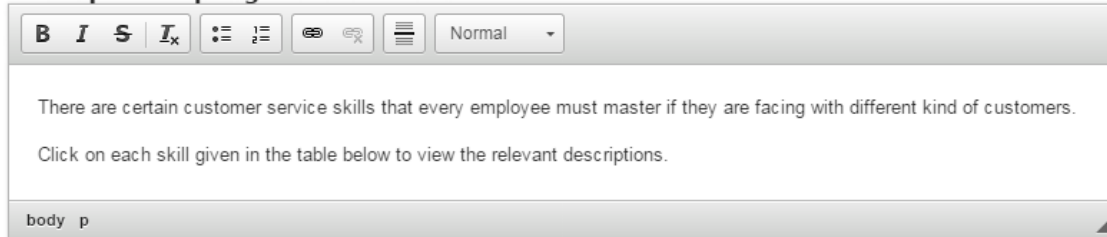
How you treat your customers can make the difference between a loyal returning customer who will, through conversations and story-telling, become an ambassador for your organisation and a lost opportunity or negative influence for your company, somebody more likely to use your competitor's services in the future.

body p

You can add contents to the Description Top Left field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is mandatory.

Step 5: Add Description Top Right (Optional)

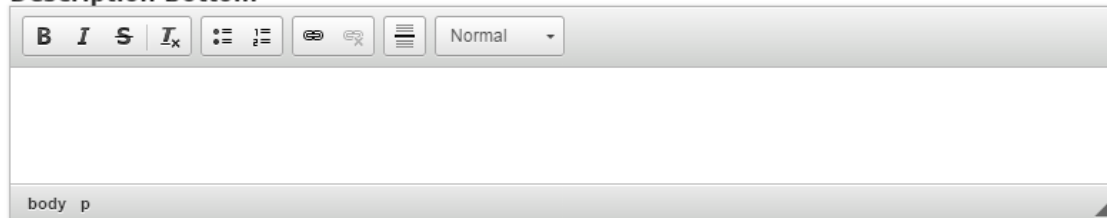
Description Top Right



Type the contents of the page in the Description Top Right field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory as well.

Step 6: Add Description Bottom (Optional)

Description Bottom



You can add any text to this field. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This field is not mandatory as well.

Step 7: Enable Second Answer Checkbox

☐ **Second Answer**
Enable to allow answers in second column.

By clicking the Second Answer checkbox, you can add two relevant answers for each question. These answers will appear on the right side in two new columns. This option is optional, and so tick the checkbox if you need so.

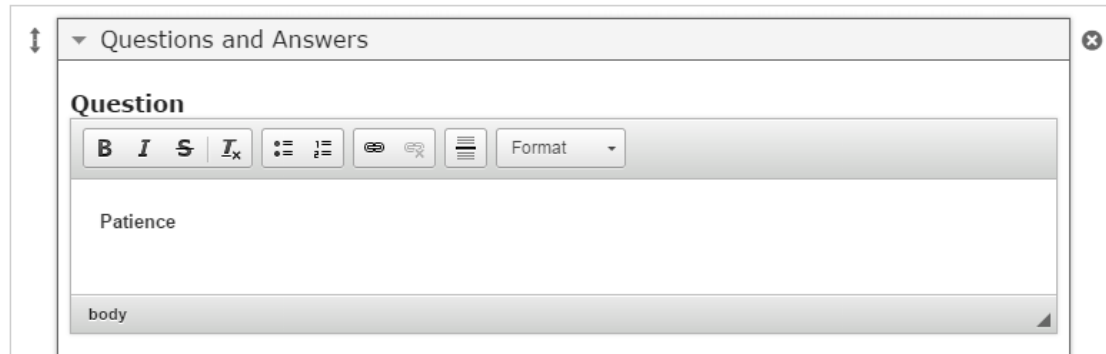
Step 8: Enable Divider Checkbox (Optional)

☒ **Divider**
Enable to allow divider below the description.

You can add an optional divider below the top description parts. If you want enable the divider, just check the Divider checkbox shown above. By default, it is disabled.

Step 9: Enter the Questions

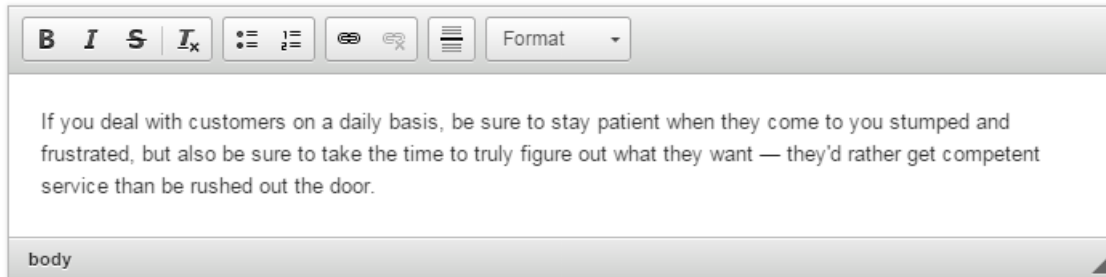
Available Questions and Answers



Under the Available Questions and answers heading, we can add questions. Start entering the question in the Question text fields. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. You should now have something like the above image.

Step 10: Enter the First Answer

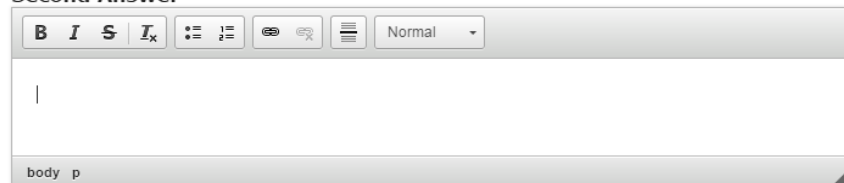
First Answer



Under Available Questions and answers heading, we can add answers. Start entering the answer in the First Answer field. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This field is mandatory.

Step 11: Add Second Answer (Optional)

Second Answer



You can add answer in the second answer field as well. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This is an optional field.

By default, there are only two questions and answers are available at the beginning. If you want to add another one, click the Add option **[3]** as shown in the below image.

Another Question and Answer will be added after you click the Add option button. You can remove any answer by clicking the X **[1]** button on the top right corner of the Option window. You can also change the order of the answers by dragging the Double Headed Arrow **[2]** button on the top left corner of the Option window.

Step 12: Click the Done Button

Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 13: Click the Create Button

Add NewAll Contents

Enter title here
Important Customer Service Skills

Presentation

Upload

Create

Create

0, 0

Important Customer Service Skills

How you treat your customers can make the difference between a loyal returning customer who will, through conversations and story-telling, become an ambassador for your organization and a lost opportunity or negative influence for your company, somebody more likely to use your competitor's services in the future.

Patience

Attentiveness

There are certain customer service skills that every employee must master if they are facing with different kind of customers. Click on each skill given in the table below to view the relevant descriptions.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Important Customer Service SkillsEdit

Important Customer Service Skills

How you treat your customers can make the difference between a loyal returning customer who will, through conversations and story-telling, become an ambassador for your organisation and a lost opportunity or negative influence for your company, somebody more likely to use your competitor's services in the future.

Patience

Attentiveness

Clear Communication Skills

Knowledge of the Products

Ability to use Positive Language

Acting Skills

There are certain customer service skills that every employee must master if they are facing with different kind of customers. Click on each skill given in the table below to view the relevant descriptions.

You can see the finished page with a single answer column as shown in the above image.

Customer Service via e-mail – Dos and Don'ts

E-mails are the key to help calm down anxious and impatient customers. However, you should prepare yourself for the occasional hot tempered emails, regardless of whether their comments are unreasonable or not. Click on the below factors to view the dos and don'ts for each factor.

Kind Language	Even though the customer is offensive, try to solve the issue normally.	Don't leave the problem unresolved or unanswered because you are offended by their tone or for any other reason whatsoever.
Offensive Customer		
Response time		
Being too tamed		
Giving information		

The above is a table with two answers for each question.

Notes

- You can add as many questions as you need in a page using this component.
- You can create as many pages as possible in a Presentation using this component.
- If you enter answers for both columns and leave the Second Answer checkbox unchecked, only one column with the first answer will be shown.
- If you've checked the Second Answer checkbox and haven't entered any text for the Second Answer field, two columns will be shown, but the second column will be empty. So, it's advised not to tick this checkbox when you have only one answer for the question.

How to create a Lesson using the Multichoice Questions: Type 1 Component?

Using this component, you can ask a question and give multiple options but with only one possible correct answer. User can click each answer for the given question and find the correct one. You can also place a feedback for each answer. You can also provide links for the answers which will appear in a modal window.

When to use this Component

You can use this component when you want the users select only one answer out of the choices for a given question from an answers list. If you want to give multiple choices of answers with hyper links and a feedback for each answer, this is the right component to use.

How it works

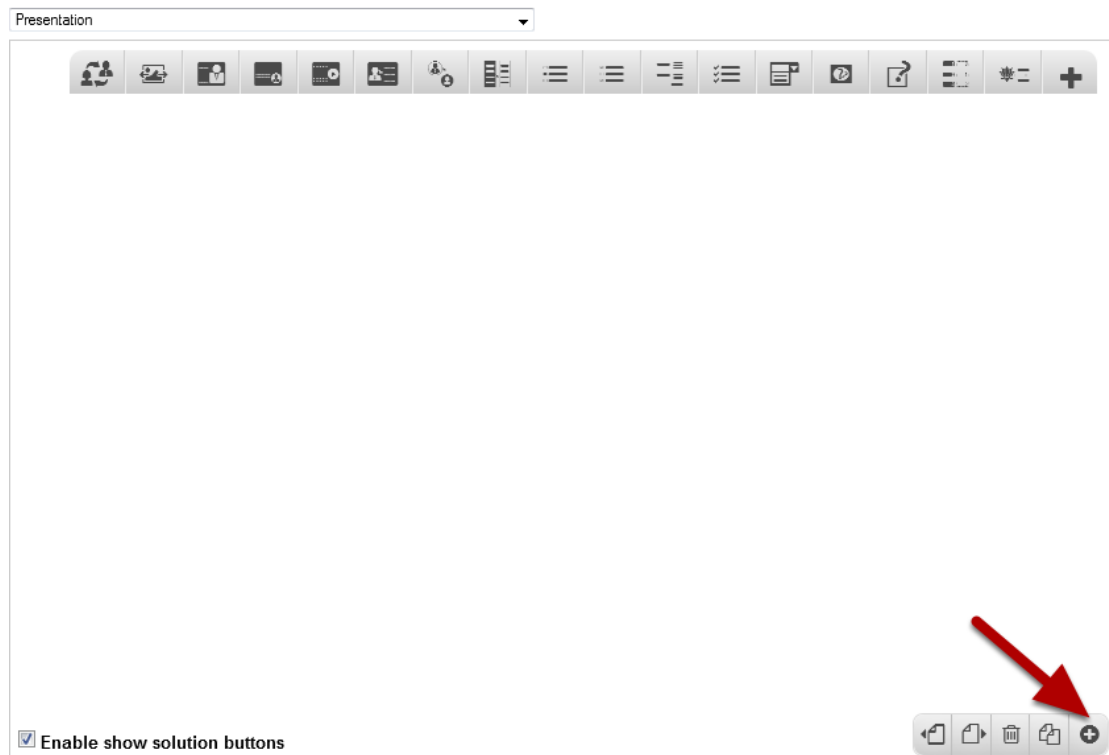
1. User clicks on each answer for the given question and to find the correct one.
2. If the user has selected the correct answer, it will be highlighted in green.
3. If the user has selected any wrong answer, it will be highlighted in blue.
4. A feedback will be displayed at the bottom for each answer.
5. If user clicks on the text of any answer, the linked page will appear in a modal window.
6. Since the answers are highlighted immediately after you've clicked on it, the submit button is not available in this type of question.

Features of this component

- You can place an optional heading for the page. The description texts on the left and right sides are also optional.
- You can place an optional image above the question.
- You can randomize the answers, so that the answers will appear in a random order whenever the page is loaded
- The text can have bulleted points, hyperlinks etc.
- You can place a hyperlink for each answer. The linked page will appear in modal window.
- You can add any number of answers for a question.

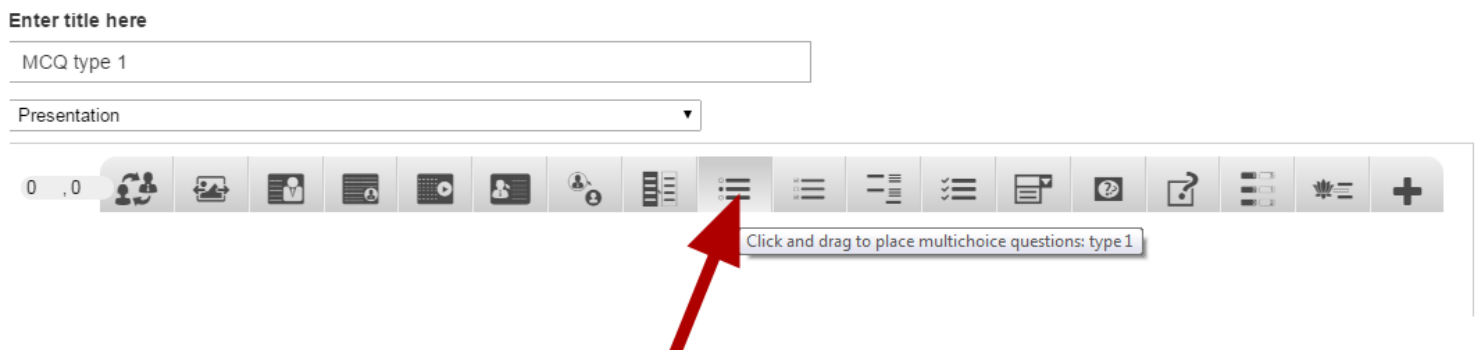
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Multichoice Questions: Type 1 Component Icon



Then click on the Multichoice Questions: Type 1 component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit MultiChoiceQuestionsType1

The screenshot shows a form for editing a multiple-choice question. It includes fields for Title, Image, Description Left, Description Right, Question, and a checkbox for Randomize Answers. Below these are two 'Available Options' sections, each with fields for Answer, Correct, Resource URL, and Feedback. At the bottom are 'Add option', 'Remove', and 'Done' buttons. Numbered callouts 1 through 14 point to specific UI elements.

Title [1]

Image [2]
+ [2]
Edit copyright
An optional image to display above the question.

Description Left [3]

Description Right [4]

Question [5]

☒ **Randomize Answers** [6]
Enable to randomize the order of questions display.

Available Options

Option [7]
Answer [7]
☐ **Correct** [8]
Resource URL [9]
Feedback [10]

Option [11]
Answer
☐ **Correct**
Resource URL
Feedback

Add option [12]
The alternatives the user may choose from.

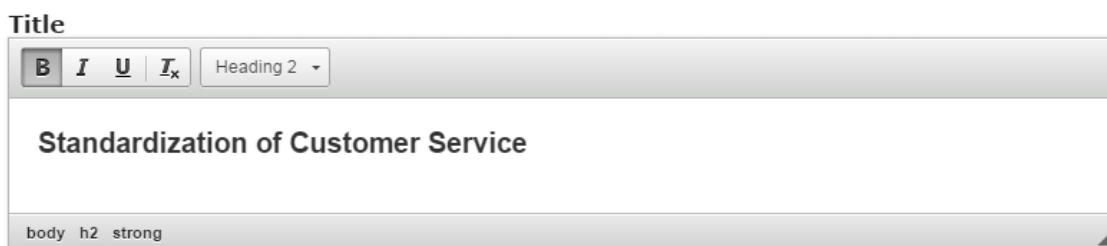
Remove [14] Done [13]

On this screen, you can

- Add an optional title by typing it in the **Title [1]** field.
- You can display an optional image above the question using the '+' icon under Image [2] title.

- Add the description text or contents on the **Description Left [3]** and **Description Right [4]** fields.
- Add question in **Question [5]** text field. This field is mandatory and must have some text in it.
- You can randomize the answers, so that the answers will appear in a random order whenever the page is loaded by clicking on the **Randomize Answers [6]** checkbox.
- Add multiple answers in **Answer [7]** text field under **Options** title in the **Available Options** title. You can add the answers under the **Option** title.
- Mark any one of the answers as the correct answer by checking the **Correct [8]** check box.
- Add the resource URL for the answer in **Resource URL [9]** field.
- Add text to the **Feedback [10]** field. This field is mandatory and must have some text in it.
- Add more alternative answers by clicking on the Add option [12] button.
- Click on the **Done [13]** button to save the changes.
- Remove the component from the page by clicking the **Remove [14]** button.

Step 3: Add a Title (Optional)



Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page

Step 4: Add an Image (Optional)



You can add an image to the page by clicking the '+' icon under the Image [1] title as shown in the above image. You will choose an image file.

You can also update the copyright details of the image after adding by clicking on the **Edit copyright [2]** button shown above.



Title
La Gioconda

Author
Leonardo da Vinci

Year(s)
1503 - 1517

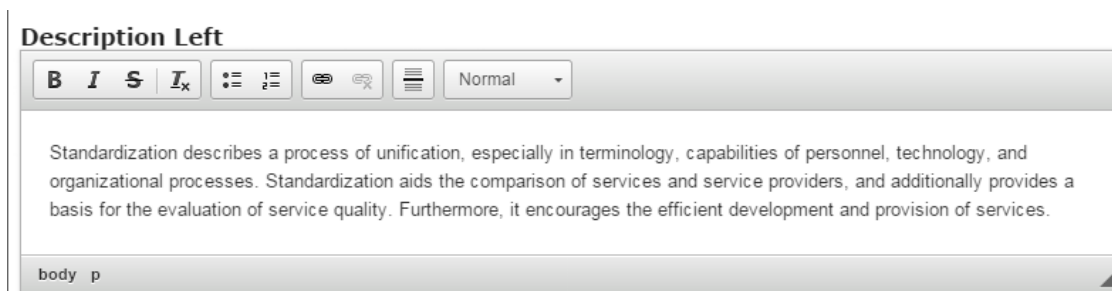
Source
http://en.wikipedia.org/wiki/Mona_Lisa

License
Undisclosed ▼

✕

You can enter the image's copyright details on the above screen and click the **Close** button to update it.

Step 5: Add Description Left (Optional)



Description Left

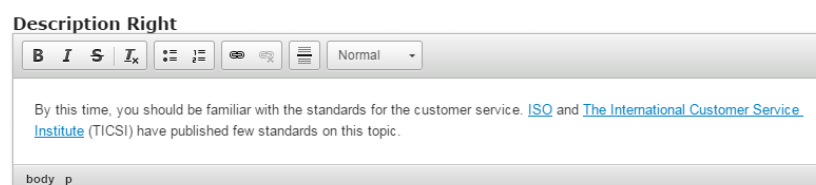
B I S Ix **☰ ☷** **🔗 🔗** **≡** Normal ▼

Standardization describes a process of unification, especially in terminology, capabilities of personnel, technology, and organizational processes. Standardization aids the comparison of services and service providers, and additionally provides a basis for the evaluation of service quality. Furthermore, it encourages the efficient development and provision of services.

body p

Type any description in the Description Left field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

Step 6: Add Description Right (Optional)



Description Right

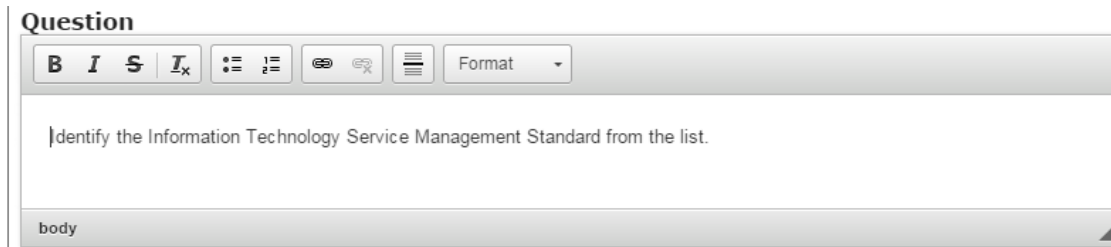
B I S Ix **☰ ☷** **🔗 🔗** **≡** Normal ▼

By this time, you should be familiar with the standards for the customer service. [ISO](#) and [The International Customer Service Institute](#) (TICSI) have published few standards on this topic.

body p

Similarly, you can add contents to the Description Right field as shown in the above image. Just type the contents of the page in the Description Right field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory as well.

Step 7: Enter the Question



Start entering the question in the Question field. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is mandatory. You should now have something like the above image.

Step 8: Randomize Answers (Optional)

☒ **Randomize Answers**
Enable to randomize the order of questions on display.

If you click Randomize Answers checkbox, you make the answers display in an arbitrary order every time the page is loaded. This option is optional, and so ticks the checkbox if you need so.

Step 9: Enter the Answers

Under Available Options, we can add as many answers as possible. Start entering the answers in the Answer fields. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. If the answer is correct, check the Correct **[3]** checkbox as shown in the below image. Make sure that you check this checkbox for only one answer.

By default, there are only two answers available at the beginning. If you want to add another one, click the **Add option [4]** button below the two currently available options as shown in the below image.

Available Options

Option

Answer

ISO 9004:2000

body

☒ Correct

Resource URL

http://en.wikipedia.org/wiki/ISO_9004

Feedback

Sorry, this is a wrong answer. This standard is based on performance improvement.

Add option

Another Option will be added after you click the Add option button. Similarly, you can add as many answers as you want. You can remove any answer by clicking the X [1] button on the top right corner of the Option window. You can also change the order of the answers by dragging the Double Headed Arrow [2] button on the top left corner of the Option window.

Step 10: Enter Resource URL

Resource URL

B I S U Bulleted List Numbered List Link Unlink Format Normal

http://en.wikipedia.org/wiki/ISO_9004

body p

Type or copy and paste the URL for the answer on the Resource URL field as shown in the above image. When user clicks on the answer, the linked page will open in a modal window. You can also change the format of the title. This field is mandatory.

Step 11: Enter the Text for Feedback

Feedback

B I S I_x **☰ ☷** **🔗 🔗** **☰** **Format** ▾

Sorry, this is a wrong answer. This standard is based on performance improvement.

body

The Feedback will be shown below each answer when the user clicks on answer for question. Just type the contents of the page in the Feedback field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is mandatory.

Step 12: Click the Done Button

Add option

The alternatives the user may choose from.

2 **Remove** **1** **Done**

Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 13: Click the Create Button

Add NewAll Contents

Enter title here

MCQ Type 1

Presentation

Create

00

Standardization of Customer Service

Standardization describes a process of unification, especially in terminology, capabilities of personnel, technology, and organizational processes. Standardization aids the comparison of services and service providers, and additionally provides a basis for the evaluation of service quality. Furthermore, it encourages the efficient development and provision of services.

By this time, you should be familiar with the standards for the customer service. [ISO](#) and [The International Customer Service Institute \(TICSI\)](#) have published few standards on this topic.

Identify the Information Technology Service Management Standard from the list.

☐

[ISO 10003:2007](#)

☐

[ISO 10001:2007](#)

☐

[ISO 9004:2000](#)

☐

[ISO/IEC 20000:2005](#)

☒ Enable show solution buttons

Settings and texts

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Standardization of Customer Service

Standardization describes a process of unification, especially in terminology, capabilities of personnel, technology, and organizational processes. Standardization aids the comparison of services and service providers, and additionally provides a basis for the evaluation of service quality. Furthermore, it encourages the efficient development and provision of services.

By this time, you should be familiar with the standards for the customer service. [ISO](#) and [The International Customer Service Institute \(TICSI\)](#) have published few standards on this topic.

Identify the Information Technology Service Management Standard from the list.

- ☐ [ISO/IEC 20000:2005](#)
- ☐ [ISO 10001:2007](#)
- ☐ [ISO 10003:2007](#)
- ☐ [ISO 9004:2000](#)

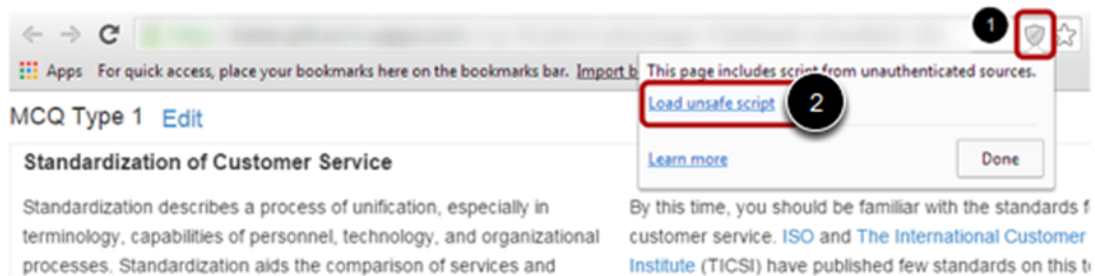
You can see the finished page as shown in the above image.

Disabling Security in Browsers

When the users click on any answers, the related link won't open in modal window unless the security is disabled. Disabling security differs for each browser.

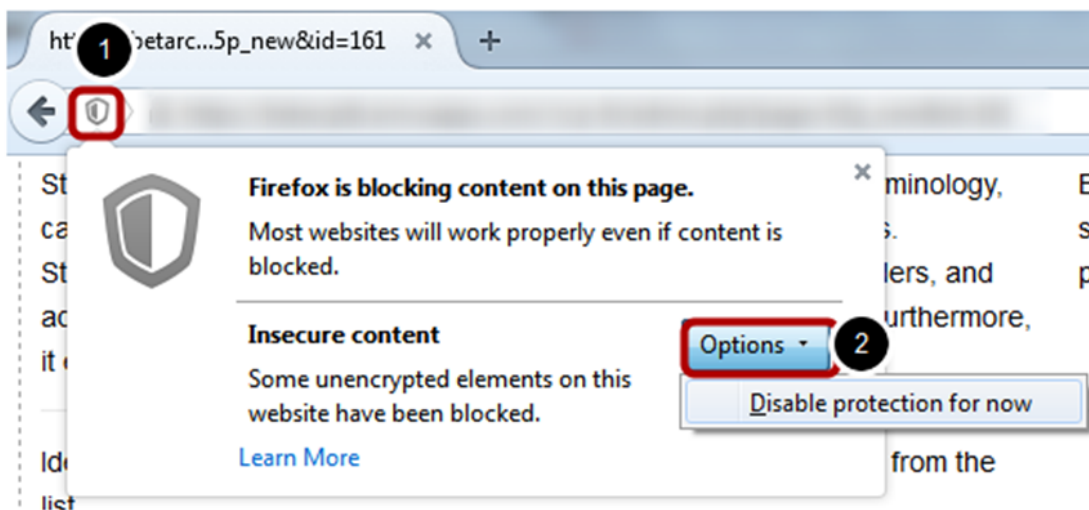
When the user clicks the link, the modal window will appear blank with a security warning depending on the browser you are viewing.

In Chrome



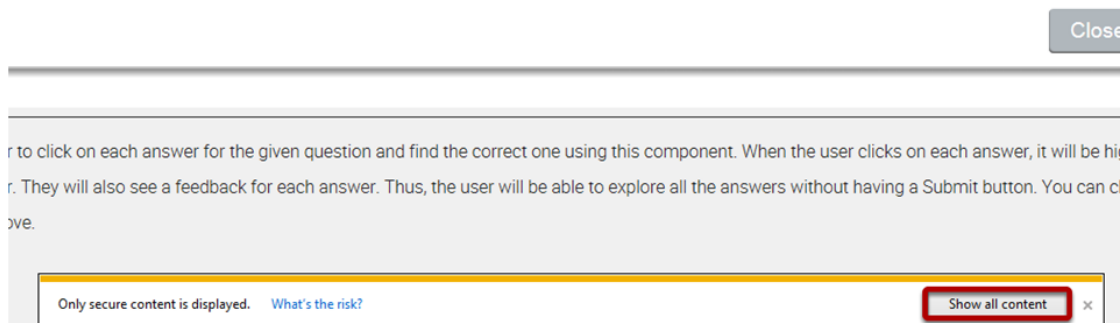
In the Chrome browser, the shield icon **[1]** appears on the top right corner of the address bar. Click **Load unsafe script [2]** link to disable security. The page will be automatically refreshed. Now click on the answer link again, so that the linked page will appear on the modal window.

In Firefox



In the Firefox browser, the shield icon [1] appears on the top left corner of the address bar. Click the shield icon and then click the **Options** [2] button. Then click on the **Disable protection now** option from the drop down menu. The page will be automatically refreshed. Now click on the answer link again, so that the linked page will appear on the modal window.

In Internet Explorer



In the Internet Explorer, you will see a warning message at the bottom of the screen. Just click on the **Show all content** button shown in the above picture. The page will be automatically refreshed. Now click on the answer link again, so that the linked page will appear on the modal window.

Similarly, you can disable security in any other browsers to load the linked pages on the modal window.

Notes

- If you don't want to add a link to the Answer field, type # in that field. This will disable any links in that field.
- The answers will be shown with a round, indicating that you can select only one answer.
- You can create as many pages as possible in a Presentation using this component.
- You can upload images only in .jpg, .png and .gif formats.

How to create a Lesson using the Multichoice Questions: Type 2 Component?

Multichoice Questions: Type 2 component can be used to test the learner's level of knowledge on a given topic.

You can use this component to create 4 types of questions.

1. Questions with Single Correct Answer
2. Questions with Single Correct Answer and Inline Feedback
3. Questions with Multiple Correct Answers
4. Questions with Multiple Correct Answers and Inline Feedback

When to use this Component

Multichoice Questions: Type 2 component can be used for testing well-defined skills related to a certain topic. It can be an effective assessment tool. This component will be very helpful when you want the users select answers for the questions provided in an interactive manner. The question might have a single or multiple correct answers.

How it works

1. User selects answer(s) and clicks the Submit button to submit the answer(s).
2. If the user has selected the correct answer(s), it will be highlighted in green.
3. If the user has selected any wrong answer(s), it will be highlighted in red.
4. The Submit button changes to Retry button and the user clicks it. It turns back to Submit.
5. The user again selects answer(s) and clicks the Submit button to submit the answer(s).
6. If the user has selected the correct answer(s), it will be highlighted in green. If he/she has selected any wrong answer(s), it will be highlighted in red.
7. The button changes to Show.
8. The user clicks the Show button and all the correct answers are highlighted in green and the wrong answers in red.
9. Feedbacks may appear at each attempt at the row level next to the answers or at the overall level on the grey panel at the bottom of the page.

Features of this Component

- You can place an optional heading for the page. The description text on the right side is also optional.
- The First Attempt, Second Attempt and Correct Feedbacks are also optional.
- You can randomize the answers, so that the answers will appear in a random order whenever the page is loaded.
- You can add as many questions and answers as possible.

The below are the initial common steps involved in creating a question with this component.

Step 1: Go to the required Slide

Enter title here

Questions with Single Correct Answer

Presentation



☒ Enable show solution buttons



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Multichoice Questions: Type 2 Component Icon

Enter title here

Questions with Single Correct Answer

Presentation



Click and drag to place multichoice questions: type 2

Then click on the Multichoice question: Type 2 component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit MultiChoiceQuestionsType2

Title 1

Description Left 2

Description Right 3

☒ **Divider** 4
Enable to allow divider.

☐ **Inline Feedback** 5
Enable to allow inline feedback.

☐ **Single Choice** 6
Enable to allow only single answer.

☒ **Randomize Answers** 7
Enable to randomize the order of questions on display.

First Attempt Feedback 8

Second Attempt Feedback 9

Correct Feedback 10

Available options

↑ ↓ ▾ Option ×

Answer

☐ **Correct**

Feedback

11

↑ ↓ ▾ Option ×

Answer

☐ **Correct**

Feedback

Add option 12
The alternatives that the user may choose from.

14 13
Remove Done

On this screen, you can

- Add an optional title by typing it in the **Title [1]** field.

- Add the description text or contents on the **Description Left [2]** and **Description Right[3]** fields. These contents will appear on the left and right sides of the description part respectively. Please note that the Description Right field is optional.
- Add an optional divider between Description text and answers by clicking the **Divider [4]** checkbox.
- Enable the inline feed back by clicking on the **Inline Feed Back [5]** checkbox.
- Enable single answer only by clicking on the **Single Choice [6]** checkbox.
- You can randomize the answers, so that the answers will appear in a random order whenever the page is loaded by clicking on the **Randomize Answers [7]** checkbox.
- Add text to the **First Attempt Feedback[8]**, **Second Attempt Feedback [9]** and **Correct Feedback [10]** fields. Please note that these 3 fields are optional.
- Add multiple answers in **Available options** field. You can add the answers under the **Option** title.
- Add more alternative options by clicking on the **Add option [12]** button.
- Click on the **Done [13]** button to save the changes.
- Remove the component by clicking the **Remove [14]** button.

Once you've added the component, you can create a question of any of the 4 types mentioned earlier. You can check the documents for these types of components to learn how to create a question of these types individually.

How to create a Lesson using the Questions with Single Correct Answer Type?

You can ask a question and give multiple options but only with one possible correct answer. The user can select only one answer per each attempt.

When to use this Type

You can use this component when you want the users select only one answer out of the choices from an answers list.

How it works

1. User selects a single answer and clicks the Submit button to submit the answer.
2. If the user has selected the correct answer, it will be highlighted in green. Correct Feedback is shown in the Grey panel at the bottom of the screen.
3. If the user has selected any wrong answer, it will be highlighted in red. First Attempt Feedback is shown in the grey panel at the bottom of the screen and the Submit button changes to Retry button.
4. The user clicks the Retry button and the question and answers are reset. The Retry button changes back to Submit.
5. The user selects the answer again and clicks the Submit button. Correct Feedback is shown in the grey panel if the selected answer is correct. The correct answer is highlighted in green.
6. Second Attempt Feedback appears in the grey panel if the selected answer is wrong. The button changes to Show.
7. The user clicks the Show button and all the correct answers are highlighted in green and the wrong answers in red.
8. Correct Feedback is shown in the grey panel.

Features of this Type

- You can place an optional heading for the page. The description text on the right side is also optional.
- The First Attempt, Second Attempt and Correct Feedbacks are also optional.
- You can randomize the answers, so that the answers will appear in a random order whenever the page is loaded.
- You can add as many questions and answers as possible.

Once you are in the slide in which this type of question should be added, you can create it by following the below steps.

Step 1: Add a Title (Optional)

Title

B I U I_x Normal ▾






Customer Service for Cashiers

body p

Type the title of the page on the **Title** field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page.

Step 2: Add Description Left

Description Left

B I S I_x      Normal ▾






In many businesses, the cashier is the first person a customer sees. In fact, in the majority of sales situations the cashier is the only employee a customer actually speaks to. Customers are more likely to return to the same business if the cashiers are friendly, helpful, and polite. Though your time with each customer is short, your role in their day is important. You could be the one to put a smile on their face and the one who convinces them to come again another time.

body p

You can add contents to the **Description Left** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents

Step 3: Add Description Right (Optional)

Description Right

B I S I_x      Normal ▾

Companies, brands, organizations, whatever can offer all the valuable products and gadgets in the world but, if their cashiers, salespeople- the ones who actually engage with the end-user- are crap and don't represent the brand appropriately to ALL customers, then the product is useless!

But, what if a customer cannot pay? With your knowledge, try to answer this question by selecting the correct answer and then clicking the Submit button.

body p

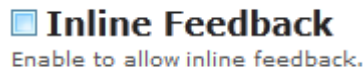
Similarly, you can add contents to the **Description Right** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

Step 4: Enable Divider (Optional)



You can add a divider between the description texts and answers. If you want to enable the divider, just check the **Divider** checkbox shown above. By default it is enabled.

Step 5: Make sure the Inline Feedback Checkbox is unchecked



If you click **Inline Feedback** checkbox, the feedback will appear next to the answers in a row. In our case, we need to make sure that it is disabled since we want the feedbacks appear at the bottom in the grey panel.

Step 6: Check the Single Choice Checkbox



Since we want the user to select only one answer, we need to check the **Single Choice** checkbox. Make sure it is checked.

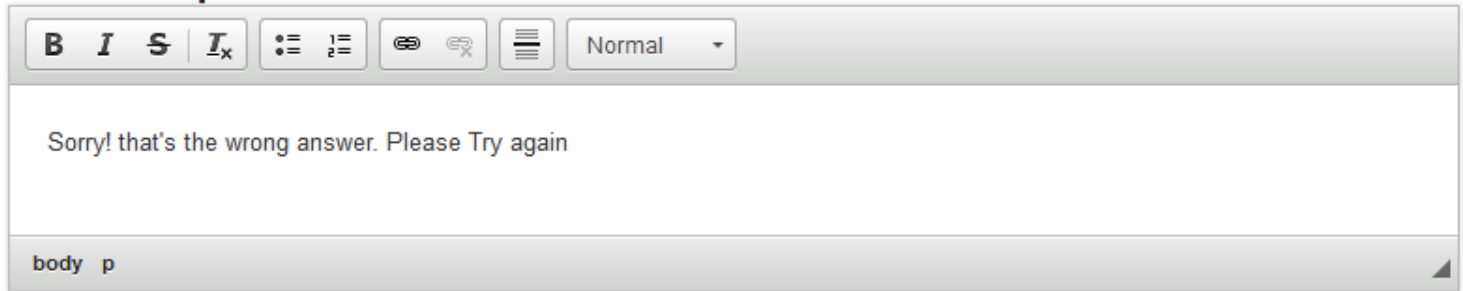
Step 7: Randomize Answers (Optional)



By clicking the **Randomize Answers** checkbox, you can make the answers display in an arbitrary order every time the page is loaded. This option is optional, and so tick the checkbox if you need so

Step 8: Enter the text for the First, Second and Correct Feedbacks (Optional)

First Attempt Feedback

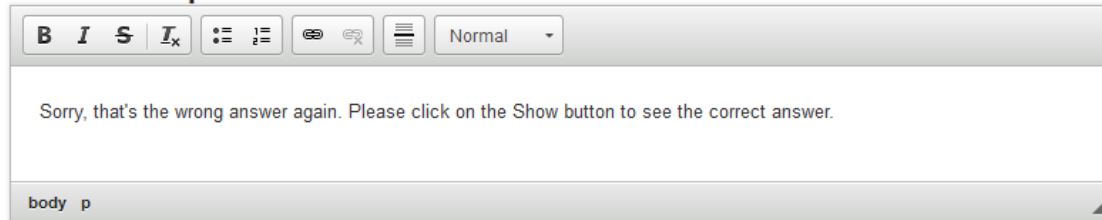


Sorry! that's the wrong answer. Please Try again

body p

First Attempt Feedback is the feedback that appears when the user selects a wrong answer at the first attempt. Type the contents in the **First Attempt Feedback** field as shown in the above image.

Second Attempt Feedback

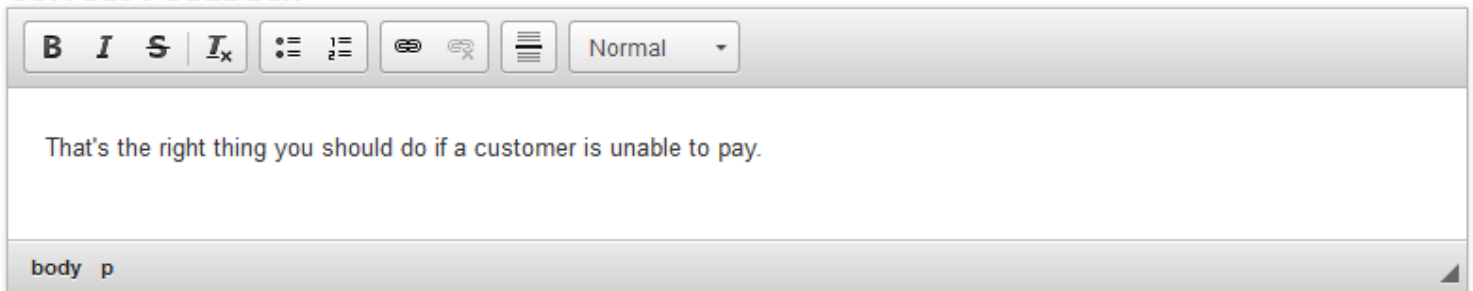


Sorry, that's the wrong answer again. Please click on the Show button to see the correct answer.

body p

Second Attempt Feedback is the feedback that appears when the user selects a wrong answer at the second attempt. Type the contents in the **Second Attempt Feedback** field as shown in the above image.

Correct Feedback



That's the right thing you should do if a customer is unable to pay.

body p

Similarly, Correct Feedback is the feedback that appears when the user selects the correct answer at anytime. This is also the feedback that will be shown when the user clicks the Show button after selecting any wrong answer in the second attempt. Just type the contents of the page in the Correct Answer Feedback field as shown in the above image.

If you don't want to display these three feedbacks, you can leave these fields blank since these fields are not mandatory.

Step 9: Enter the Questions

Under Available options, we add the answer alternatives the user can choose from. Two empty available options are listed by default.

Start entering the answers in the Answer fields. If the answer is correct, check the Correct [4] checkbox as shown in the below image. Make sure that you check this checkbox for only one answer.

By default, there are only two answers available at the beginning. If you want to add another one, click the Add option [3] button below the two currently available options as shown in the below image.

Another Option will be added after you click the Add option button. You can remove any answer by clicking the X [1] button on the top right corner of the Option window. You can also change the order of the answers by dragging the Double Headed Arrow [2] button on the top left corner of the Option window. Similarly, you can add as many answers as you want.

Step 10: Type 'none' in the Feedback Field for each Answer

Feedback

B I S I_x **☰ ☷** **🔗 🗨** **☰** **Normal** ▼

none|

body p

We don't need to display any feedback at the row level. So, type 'none' in the **Feedback** text fields after each answer, since these fields are mandatory.

Step 11: Click the Done Button

Add option

The alternatives the user may choose from.

2
Remove

1
Done

Once you've updated all the details, click the **Done [1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove [2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 12: Click the Create Button

Add New

All Contents

Create

Enter title here

Questions with Single Correct Answer

Presentation

0 , 0

Customer Service for Cashiers

In many businesses, the cashier is the first person a customer sees. In fact, in the majority of sales situations the cashier is the only employee a customer actually speaks to. **Customers** are more likely to return to the same business if the cashiers are friendly, helpful, and polite. Though your time with each customer is short, your role in their day is important. You could be the one to put a smile on their face and the one who convinces them to come again another time.

Companies, brands, organizations, whatever can offer all the valuable products and gadgets in the world but, if their cashiers, salespeople- the ones who actually engage with the end-user- are crap and don't represent the brand appropriately to ALL customers, then the product is useless! But, what if a customer cannot pay? With your knowledge, try to answer this question by selecting the correct answer and then clicking the Submit button.

☐ Offer to call them a cab and they can pay at a later date

☐ Ask them to get out

☐ Ask them to borrow money from someone else

☐ Call the police

Submit

☒ Enable show solution buttons

Settings and texts

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Customer Service for Cashiers

In many businesses, the cashier is the first person a customer sees. In fact, in the majority of sales situations the cashier is the only employee a customer actually speaks to. Customers are more likely to return to the same business if the cashiers are friendly, helpful, and polite. Though your time with each customer is short, your role in their day is important. You could be the one to put a smile on their face and the one who convinces them to come again another time.

Companies, brands, organizations, whatever can offer all the valuable products and gadgets in the world but, if their cashiers, salespeople- the ones who actually engage with the end-user- are crap and don't represent the brand appropriately to ALL customers, then the product is useless!

But, what if a customer cannot pay? With your knowledge, try to answer this question by selecting the correct answer and then clicking the Submit button.

<input type="radio"/> Call the police	<input type="radio"/> Ask them to get out
<input type="radio"/> Offer to call them a cab and they can pay at a later date	<input type="radio"/> Ask them to borrow money from someone else and pay immediately

Submit

You can see the finished page created with “Multichoice Questions: Type 2 Component” component with “Questions with Single Correct Answer” type as shown in the above image

Notes

- You can create as many pages as possible in a Presentation using this component.
- The answers will be shown with a round, indicating that you can select only one answer.
- In the Feedback fields after each answer, you can just add some spaces or type anything randomly, since it won't be displayed for this type of question. But make sure that you enter something in these fields.

How to create a Lesson using the Questions with Single Correct Answer and Inline Feedback Type?

You can ask a question and give multiple options but with only one possible correct answer. The feedbacks appear inline next to the questions at row level. The user can select only one answer per each attempt.

When to use this Type

You can use this component when you want the users select only one answer out of the choices from an answers list. If you want to give relevant feedback for each selected answer, this is the right component to use.

How it works

1. User selects single answer and clicks the Submit button
2. If the user has selected the correct answer, it will be highlighted in green and you will see a Feedback next to the selected answer you selected.
3. If the user has selected any wrong answer, it will be highlighted in red and you will see a Feedback next to the answer you selected and the Submit button changes to Retry button.
4. The user clicks the Retry button and the question and answers are reset. The Retry button changes back to Submit.
5. The user selects the answer again and clicks the Submit button. The selected answer is highlighted in green if the selected answer is correct.
6. If the selected answer is wrong, it will be highlighted in red and you will see a Feedback next to the answer you selected.
7. The button changes to Show.
8. The user clicks the Show button and all the correct answers are highlighted in green and the wrong answers in red.
9. The Feedback will appear at the row level after each answer.

Features of this Type

- You can place an optional heading for the page. The description text on the right side is also optional.
- The First Attempt, Second Attempt and Correct Feedbacks are also optional.
- You can randomize the answers, so that the answers will appear in a random order whenever the page is loaded.
- You can add as many questions and answers as possible.

Once you are in the slide in which this type of question should be added, you can create it by following the below steps.

Step1: Add a Title (Optional)



Title

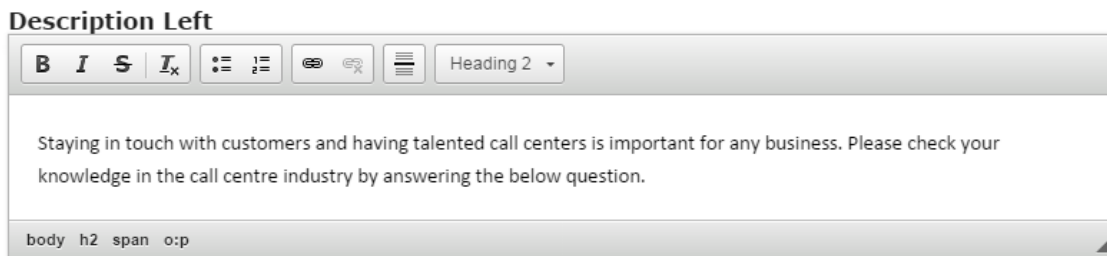
B I U I_x Normal

Call Centers and Customers

body p

Type the title of the page on the **Title** field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page.

Step 2: Add Description Left



Description Left

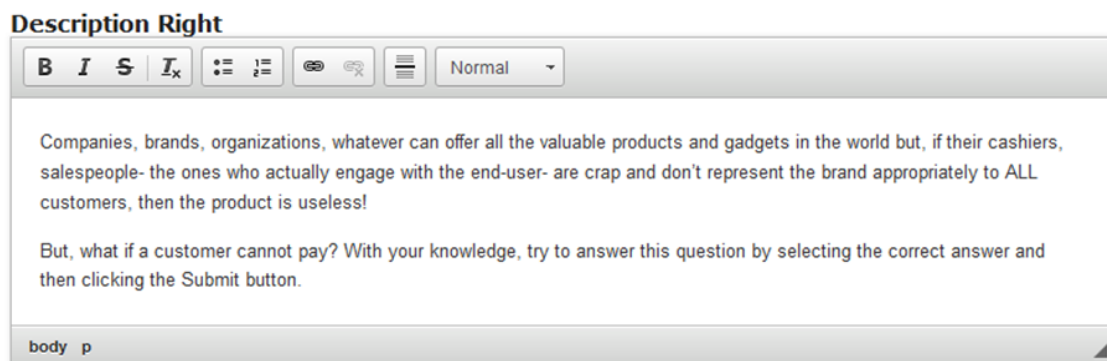
B I S I_x Bulleted List Numbered List Link Unlink Horizontal Line Heading 2

Staying in touch with customers and having talented call centers is important for any business. Please check your knowledge in the call centre industry by answering the below question.

body h2 span o:p

You can add contents to the **Description Left** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 3: Add Description Right (Optional)



Description Right

B I S I_x Bulleted List Numbered List Link Unlink Horizontal Line Normal

Companies, brands, organizations, whatever can offer all the valuable products and gadgets in the world but, if their cashiers, salespeople- the ones who actually engage with the end-user- are crap and don't represent the brand appropriately to ALL customers, then the product is useless!

But, what if a customer cannot pay? With your knowledge, try to answer this question by selecting the correct answer and then clicking the Submit button.

body p

Similarly, you can add contents to the **Description Right** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

Step 4: Enable Divider (Optional)



You can add a divider between the description texts and answers. If you want to enable the divider, just check the **Divider** checkbox shown above. By default it is enabled.

Step 5: Make sure the Inline Feedback Checkbox is checked



If you click **Inline Feedback** checkbox, the feedback will appear next to the answers in a row. In our case, we need to make sure that it is enabled since we want the feedbacks appear at the row level after each answer.

Step 6: Check the Single Choice Checkbox



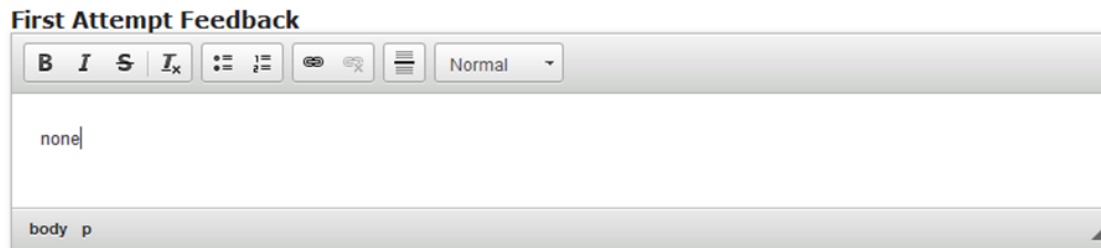
Since we want the user to select only one answer, we need to check the **Single Choice** checkbox shown above. Make sure it is checked.

Step 7: Randomize Answers (Optional)



If you click **Randomize Answers** checkbox, you make the answers display in an arbitrary order every time the page is loaded. This option is optional, and so tick the checkbox if you need so.

Step 8: Enter 'none' in First, Second and Correct Feedback Fields (Optional)

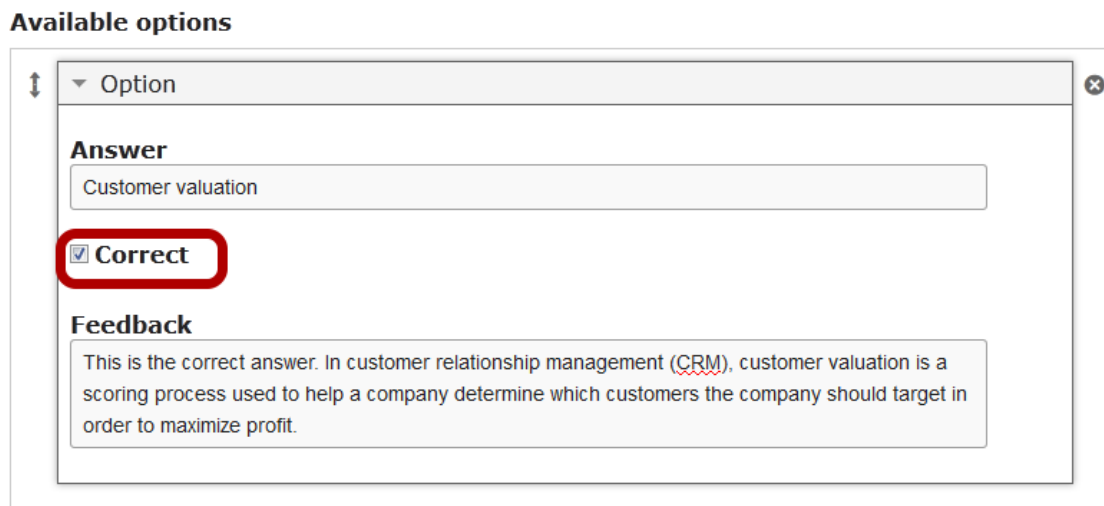


You can leave the First, Second and Correct Feedback fields blank or enter 'none' in these fields.

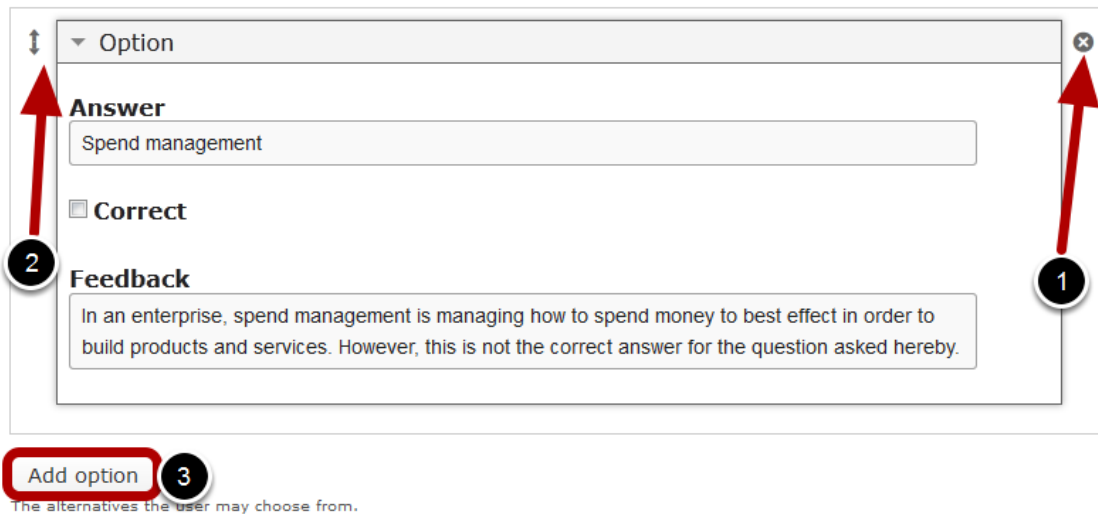
Step 9: Enter the Questions

Under Available options title, we can add as many as questions and answers as possible. Two empty questions are listed by default, since we usually need at least one correct and one incorrect answer.

Start entering the answers in the Answer fields. If the answer is correct, check the Correct checkbox as shown in the below image. Make sure that you check this checkbox for only one answer.



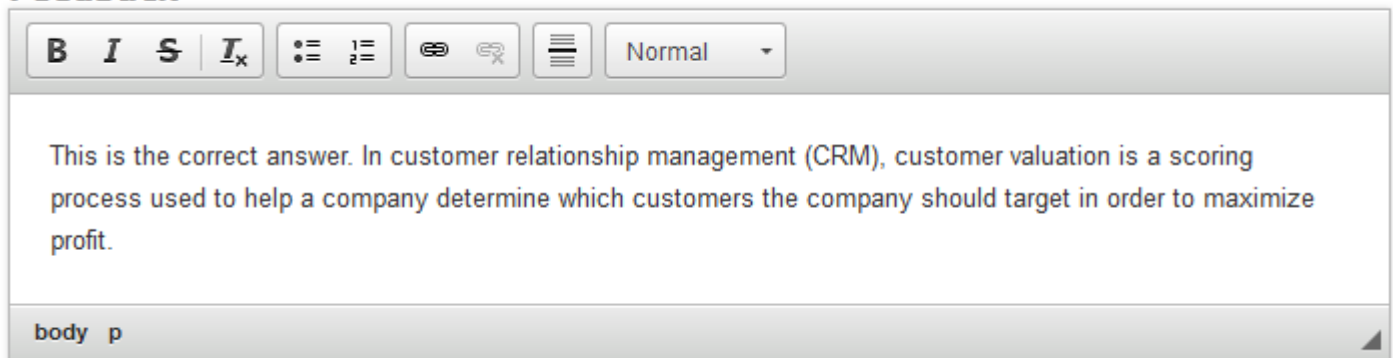
By default, there are only two answers available at the beginning. If you want to add another one, click the **Add option [3]** button below the two currently available options as shown in the below image.



Another Option will be added after you click the Add option button. You can remove any answer by clicking the X [1] button on the top right corner of the **Option** window. You can also change the order of the answers by dragging the Double Headed Arrow [2] button on the top left corner of the Option window. Similarly, you can add as many answers as you want.

Step 10: Type Feedbacks in the Feedback Field for each Answer

Feedback



We need to display any feedback at the row level. So, type feedbacks in the **Feedback** text fields after each answer as shown in the above image.

Step 11: Click the Done Button



Once you've updated all the details, click the **Done** [1] button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove** [2] button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 12: Click the Create Button

The screenshot shows the LMS interface. At the top left, there are two buttons: 'Add New' (blue) and 'All Contents' (white). Below them is a text input field labeled 'Enter title here' containing the text 'Questions with Single Correct Answer and Inline Feedback'. To the right of this field is a dropdown menu currently set to 'Presentation'. On the top right, there is a 'Create' button (blue) with a red arrow pointing to it. Below the title field is a rich text editor toolbar with various icons. The main content area shows a preview of a question titled 'Call Centers and Customers'. The question text is: 'Staying in touch with customers and having talented call centers is important for any business. Please check your knowledge in the call centre industry by answering the below question.' The question options are: 'Business impact analysis', 'Customer valuation', 'Mean opinion score', and 'Spend management'. The question is followed by a 'Submit' button.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page

The screenshot shows the LMS interface in 'Edit' mode. At the top left, there are two buttons: 'Questions with Single Correct Answer and Inline Feedback' (blue) and 'Edit' (white). Below them is a text input field labeled 'Enter title here' containing the text 'Questions with Single Correct Answer and Inline Feedback'. To the right of this field is a dropdown menu currently set to 'Presentation'. On the top right, there is a 'Create' button (blue) with a red arrow pointing to it. Below the title field is a rich text editor toolbar with various icons. The main content area shows a preview of a question titled 'Call Centers and Customers'. The question text is: 'Staying in touch with customers and having talented call centers is important for any business. Please check your knowledge in the call centre industry by answering the below question.' The question options are: 'Customer valuation', 'Mean opinion score', 'Spend management', and 'Business impact analysis'. The question is followed by a 'Submit' button.

You can see the finished page created with “Multichoice Questions: Type 2 Component” component with “Questions with Single Correct Answer and Inline feedback” option as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- The answers will be shown with a round, indicating that you can select only one answer.
- Since the feedbacks appear at the row level next to the answers, the feedbacks won't appear at the grey panel at the bottom of the screen. So, you can leave the First, Second and Correct Feedback fields blank or enter 'none' in these fields.
- We need to display any feedback at the row level. So, you must type the feedbacks in the Feedback field after each answer.

How to create a Lesson using the Questions with Multiple Correct Answers Type?

You can ask a question and give multiple options with more than one possible correct answer. The user can select more than one answer per each attempt.

When to use this Type

You can use this component when you want the users select more than one answer out of the choices from an answers list.

How it works

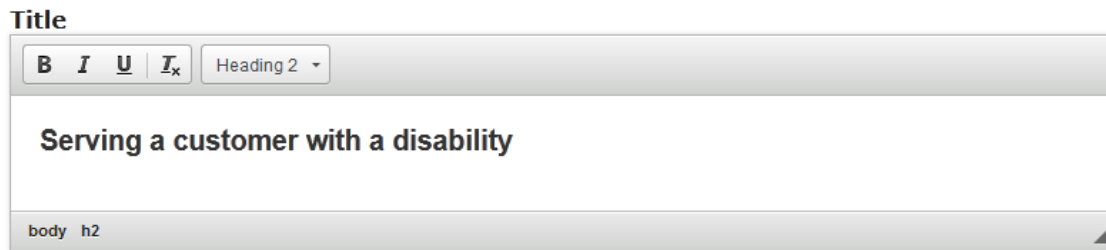
1. User selects multiple answers and clicks the Submit button to submit the answers.
2. If the user has selected all the correct answers only, the correct answers will be highlighted in green and the user will receive a final feedback below in a grey panel. Correct Feedback is shown in the grey panel at the bottom of the screen. The Submit button disappears.
3. If the user hasn't selected all the correct answers only, the selected correct answers will be highlighted in green and the selected wrong selected answers in red. First Attempt Feedback is shown in the grey panel at the bottom of the screen and the Submit button changes to Retry button.
4. The user clicks the Retry button and the question and answers are reset. The Retry button changes back to Submit.
5. The user selects the answers again and clicks the Submit button. The selected answers are highlighted in green if the user has selected all the correct answers only. The Correct Feedback is shown in the grey panel. The Submit button disappears.
6. If the user hasn't selected all the correct answers only, the selected correct answers will be highlighted in green and the selected wrong selected answers in red. Second Attempt Feedback is shown in the grey panel at the bottom of the screen and the Submit button changes to Show button.
7. The user clicks the Show button and all the correct answers are highlighted in green and the wrong answers in red.
8. Correct Feedback is shown in the grey panel.

Features of this Type

- You can place an optional heading for the page. The description text on the right side is also optional.
- The First Attempt, Second Attempt and Correct Feedbacks are also optional.
- You can randomize the answers, so that the answers will appear in a random order whenever the page is loaded.
- You can add as many questions and answers as possible.

Once you are in the slide in which this type of question should be added, you can create it by following the below steps.

Step1: Add a Title (Optional)



Title

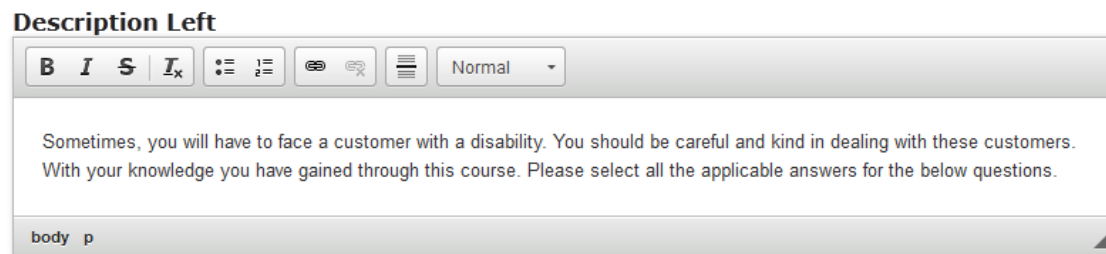
B I U I_x Heading 2 ▾

Serving a customer with a disability

body h2

Type the title of the page on the **Title** field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page.

Step 2: Add Description Left



Description Left

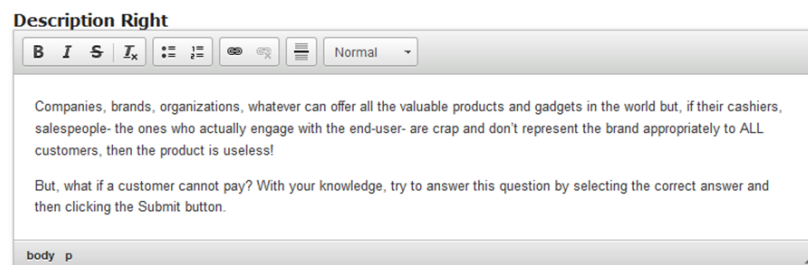
B I S I_x ••= 1= ••= Normal ▾

Sometimes, you will have to face a customer with a disability. You should be careful and kind in dealing with these customers. With your knowledge you have gained through this course. Please select all the applicable answers for the below questions.

body p

You can add contents to the **Description Left** field as shown in the above image. Just type the contents of the page in the Description field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents

Step 3: Add Description Right (Optional)



Description Right

B I S I_x ••= 1= ••= Normal ▾

Companies, brands, organizations, whatever can offer all the valuable products and gadgets in the world but, if their cashiers, salespeople- the ones who actually engage with the end-user- are crap and don't represent the brand appropriately to ALL customers, then the product is useless!

But, what if a customer cannot pay? With your knowledge, try to answer this question by selecting the correct answer and then clicking the Submit button.

body p

Similarly, you can add contents to the **Description Right** field as shown in the above image. Just type the contents of the page in the Description Right field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between

the contents. Please note that this field is not mandatory.

Step 4: Enable Divider (Optional)

☒ **Divider**
Enable to allow divider.

You can add a divider between the description texts and answers. If you want enable the divider, just check the **Divider** checkbox shown above. By default it is enabled.

Step 5: Make sure the Inline Feedback Checkbox is unchecked

☐ **Inline Feedback**
Enable to allow inline feedback.

If you click **Inline Feedback** checkbox, the feedback will appear next to the answers in a row. In our case, we need to make sure that it is unchecked since we want the feedbacks appear at the bottom in the grey panel.

Step 6: Make sure the Single Choice Checkbox is unchecked

☐ **Single Choice**
Enable to allow only single answer.

If you click **Single Choice** checkbox, user can select only one answer. In our case, we need to make sure that it is unchecked since user should be able to select multiple answers.

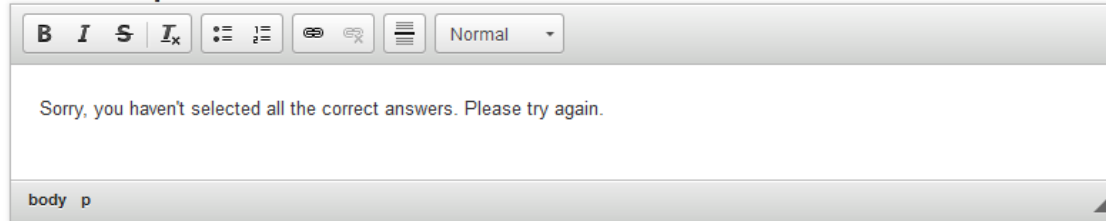
Step 7: Randomize Answers (Optional)

☒ **Randomize Answers**
Enable to randomize the order of questions on display.

By clicking the **Randomize Answers** checkbox, you can make the answers display in an arbitrary order every time the page is loaded. This option is optional, and so ticks the checkbox if you need so.

Step 8: Enter the text for First, Second and Correct Feedbacks (Optional)

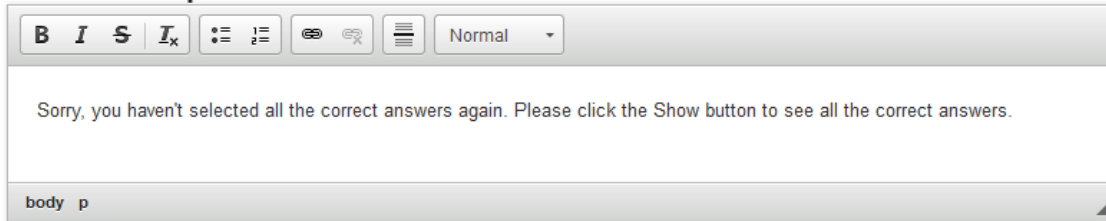
First Attempt Feedback



The screenshot shows a text editor for 'First Attempt Feedback'. It has a toolbar with buttons for Bold (B), Italic (I), Strikethrough (S), Underline (U), Bulleted List, Numbered List, Link, Unlink, and a 'Normal' dropdown menu. The text area contains the message: 'Sorry, you haven't selected all the correct answers. Please try again.' The status bar at the bottom shows 'body p'.

First Attempt Feedback is the feedback that appears when the user selects a wrong answer at the first attempt. Type the contents in the **First Attempt Feedback** field as shown in the above image

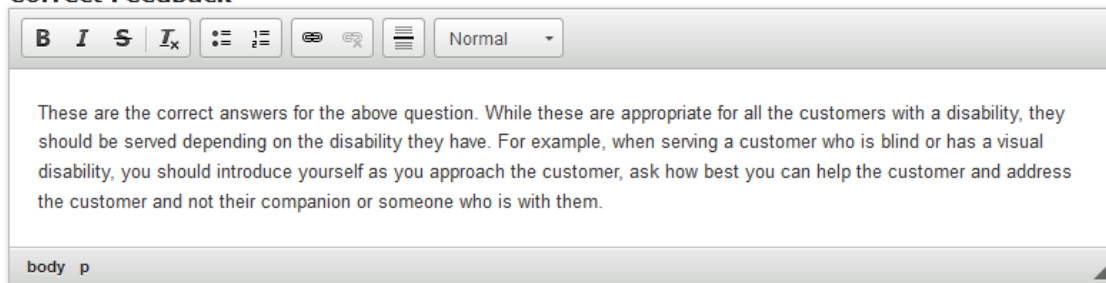
Second Attempt Feedback



The screenshot shows a text editor for 'Second Attempt Feedback'. It has the same toolbar as the first attempt feedback editor. The text area contains the message: 'Sorry, you haven't selected all the correct answers again. Please click the Show button to see all the correct answers.' The status bar at the bottom shows 'body p'.

Second Attempt Feedback is the feedback that appears when the user selects a wrong answer at the second attempt. Type the contents in the **Second Attempt Feedback** field as shown in the above image

Correct Feedback



The screenshot shows a text editor for 'Correct Feedback'. It has the same toolbar as the other feedback editors. The text area contains the message: 'These are the correct answers for the above question. While these are appropriate for all the customers with a disability, they should be served depending on the disability they have. For example, when serving a customer who is blind or has a visual disability, you should introduce yourself as you approach the customer, ask how best you can help the customer and address the customer and not their companion or someone who is with them.' The status bar at the bottom shows 'body p'.

Similarly, Correct Feedback is the feedback that appears when the user selects the correct answer. This is also the feedback that will be shown when the user clicks the Show button after selecting any wrong answer in the second attempt. Just type the contents of the page in the **Correct Feedback** field as shown in the above image.

If you don't want to display these three feedbacks, you can leave these fields blank since these fields are not mandatory.

Step 9: Enter the Questions

Under **Available options** title, we can add as many as questions and answers. Two empty questions are listed by default, since we usually need at least one correct and one incorrect answer.

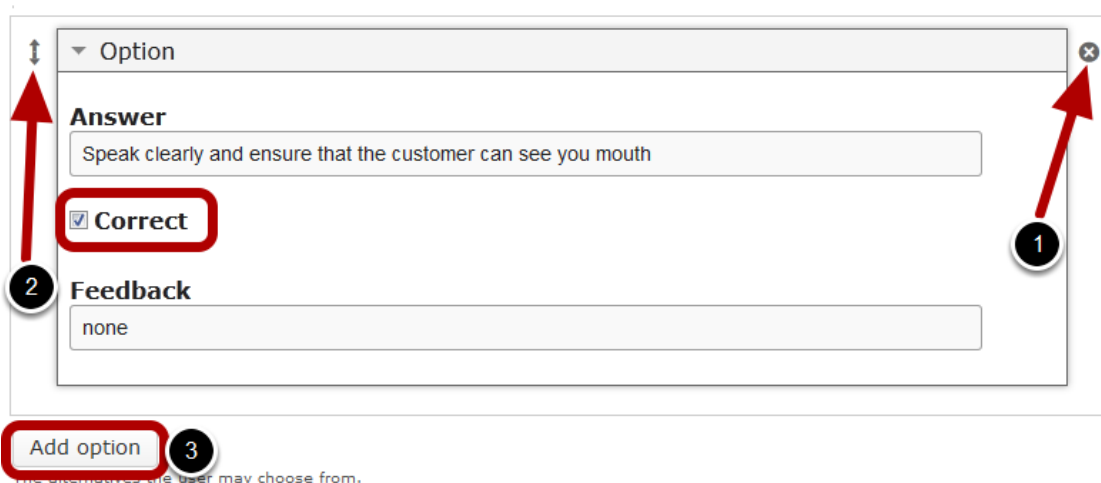
Start entering the answers in the **Answer** fields. If the answer is correct, check the **Correct** checkbox as shown in the below image. Make sure that you check this checkbox for more than one answer.

You should now have something like the below image:



The image shows a single question option form. At the top, there is a dropdown menu labeled 'Option'. Below it, the 'Answer' field contains the text 'Address the customer directly'. A red box highlights the 'Correct' checkbox, which is checked. Below the 'Answer' field, the 'Feedback' field contains the text 'none'.

By default, there are only two answers available at the beginning. If you want to add another one, click the **Add option [3]** button below the two currently available options as shown in the below image.



The image shows a list of question options. The first option is highlighted with a red box around the 'Correct' checkbox. A red arrow labeled '1' points to the 'X' button in the top right corner of the option window. A red arrow labeled '2' points to the double-headed arrow button in the top left corner of the option window. A red arrow labeled '3' points to the 'Add option' button at the bottom of the list. Below the 'Add option' button, there is a small text label: 'The alternatives the user may choose from.'

Another Option will be added after you click the Add option button. You can remove any answer by clicking the X [1] button on the top right corner of the Option window. You can also change the order of the answers by dragging the Double Headed Arrow [2] button on the top left corner of the

Option window. Similarly, you can add as many answers as you want.

Step 10: Type 'none' in the Feedback Field for each Answer

Feedback

B I S I_x **☰ ☰** **☰ ☰** **☰ ☰** **Normal** ▼

none

body p

We don't need to display any feedback at the row level. So, type 'none' in the **Feedback** text fields after each answer, since these fields are mandatory.

Step 11: Click the Done Button

Add option

The alternatives the user may choose from.

2
Remove

1
Done

Once you've updated all the details, click the **Done [1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove [2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 12: Click the Create Button

Add NewAll Contents

Create

Enter title here

Questions with Multiple Correct Answers

Presentation

0,0

Serving a customer with a disability

Sometimes, you will have to face a customer with a disability. You should be careful and kind in dealing with these customers. With your knowledge you have gained through this course. Please select all the applicable answers for the below questions.

Select the points below that you think to be appropriate while dealing with a customer with a disability.

<input type="checkbox"/> Speak clearly and ensure that the customer can see your mouth	<input type="checkbox"/> Ask the customer to visit some other day
<input type="checkbox"/> Find an area with little background noise	<input type="checkbox"/> Address the customer directly
<input type="checkbox"/> Mumble and look away from the customer	

Submit

☒ Enable show solution buttons

Settings and texts

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Serving a customer with a disability

Sometimes, you will have to face a customer with a disability. You should be careful and kind in dealing with these customers. With your knowledge you have gained through this course. Please select all the applicable answers for the below questions.

Select the points below that you think to be appropriate while dealing with a customer with a disability.

☐

Mumble and look away from the customer

☐

Address the customer directly

☐

Find an area with little background noise

☐

Speak clearly and ensure that the customer can see you mouth

☐

Ask the customer to visit some another day

Submit

You can see the finished page created with “Multichoice Questions: Type 2 Component” component with “Questions with Multiple Correct Answer” option as shown in the above image

Notes

- You can create as many pages as possible in a Presentation using this component.
- The answers will be shown with a square, indicating that you can select more than one answer.
- In the Feedback fields after each answer, you can just add some spaces or type anything randomly, since it won't be displayed for this type of question. But make sure that you enter something in these fields.

How to create a Lesson using the Questions with Multiple Correct Answers and Inline Feedback Type?

You can ask a question and give multiple options with more than one possible correct answer. The feedbacks appear inline next to the questions at row level. The user can select more than one answer per each attempt.

When to use this Type

You can use this component when you want the users select more than one answer out of the choices from an answers list. If you want to give relevant feedback for each selected answer, this is the right component to use.

How it works

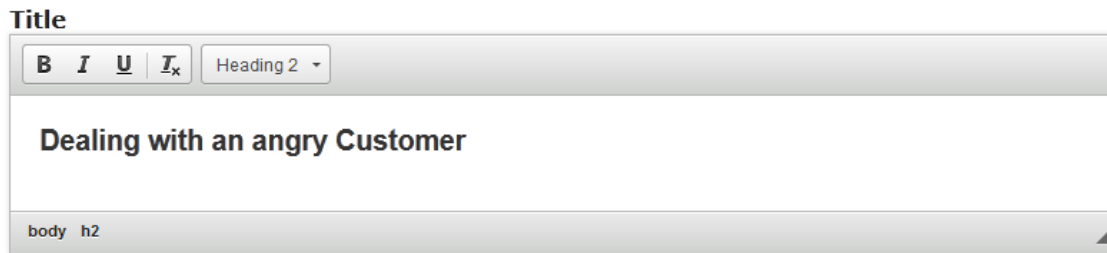
- User selects a multiple answers and clicks the Submit button to submit the answer.
- If the user has checked all the correct answers only, the correct answers will be highlighted in green and you will see the feedbacks next to the answers you selected at row level.
- If the user hasn't selected all the correct answers only, the selected correct answers will be highlighted in green and the wrong answers in red and you will see Feedbacks next to the answer you selected and the Submit button changes to Retry button.
- The user clicks the Retry button and the question and answers are reset. The Retry button changes back to Submit.
- The user selects the answers again and clicks the Submit button.
- If the user has checked all the correct answers only again, the correct answers will be highlighted in green and you will see the feedbacks next to the answers you selected.
- If the user hasn't selected all the correct answers only, the selected correct answers will be highlighted in green and the wrong answers in red and you will see feedbacks next to the answer you selected.
- The button changes to Show.
- The user clicks the Show button and all the correct answers are highlighted in green and the wrong answers in red.
- The feedbacks will appear at the row level after each answer.

Features of this Type

- You can place an optional heading for the page. The description text on the right side is also optional.
- The First Attempt, Second Attempt and Correct Feedback are also optional.
- You can randomize the answers, so that the answers will appear in a random order whenever the page is loaded.
- You can add as many questions and answers as possible.

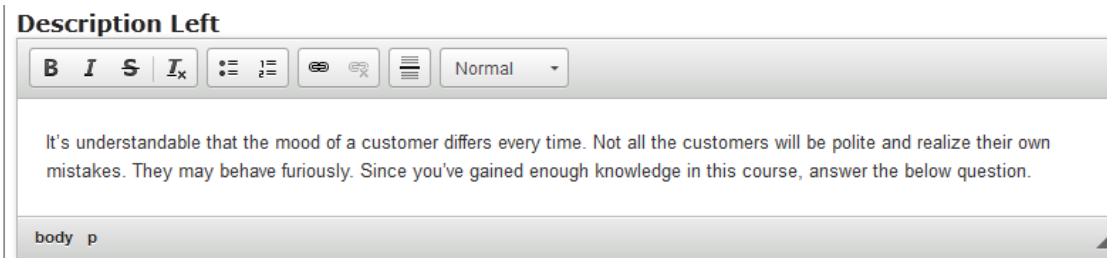
Once you are in the slide in which this type of question should be added, you can create it by following the below steps.

Step1: Add a Title (Optional)



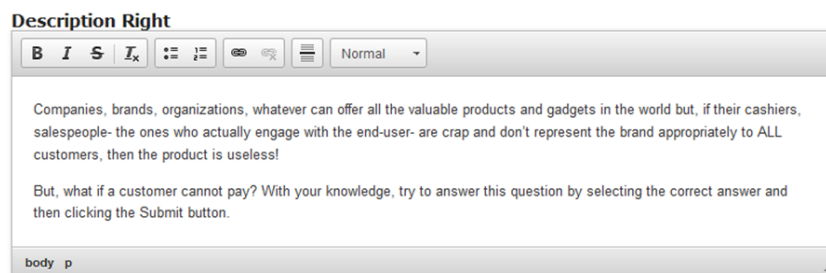
Type the title of the page on the **Title** field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page.

Step 2: Add Description Left



Type the contents of the page in the **Description Left** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents

Step 3: Add Description Right (Optional)



Similarly, you can add contents to the **Description Right** field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

Step 4: Enable Divider (Optional)



You can add a divider between the description texts and answers. If you want enable the divider, just check the **Divider** checkbox shown above. By default it is enabled.

Step 5: Make sure the Inline Feedback Checkbox is checked



If you click **Inline Feedback** checkbox, the feedback will appear next to the answers in a row. In our case, we need to make sure that it is enabled since we want the feedbacks appear at the row level after each answer.

Step 6: Make sure the Single Choice Checkbox is unchecked



If you click **Single Choice** checkbox, user can select a single answer. Single choice means only one answer can be selected. In our case, we need to make sure that it is disabled since user selects multiple answers.

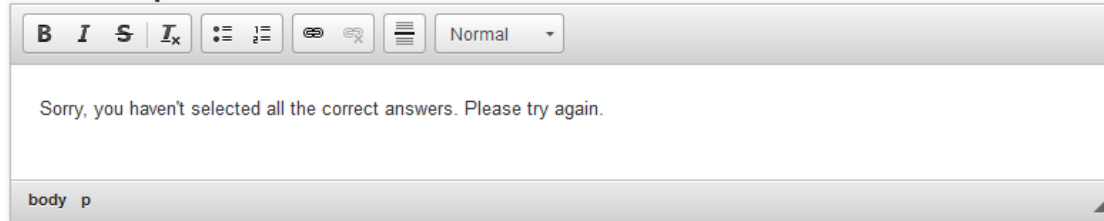
Step 7: Randomize Answers (Optional)



By clicking the **Randomize Answers** checkbox, you can make the answers display in an arbitrary order every time the page is loaded. This option is optional, and so ticks the checkbox if you need so.

Step 8: Enter the text for First, Second and Correct Feedbacks (Optional)

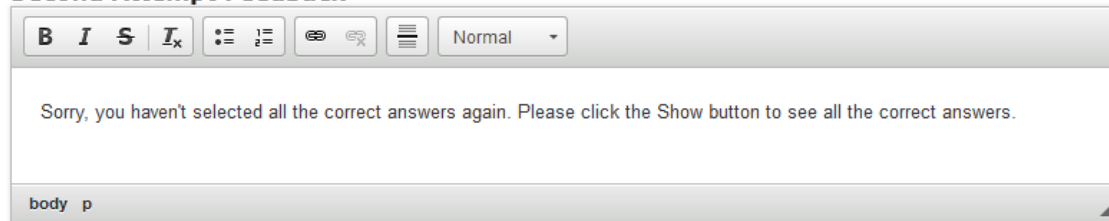
First Attempt Feedback



Sorry, you haven't selected all the correct answers. Please try again.

First Attempt Feedback is the feedback that appears when the user selects a wrong answer at the first attempt. Type the contents in the **First Attempt Feedback** field as shown in the above image.

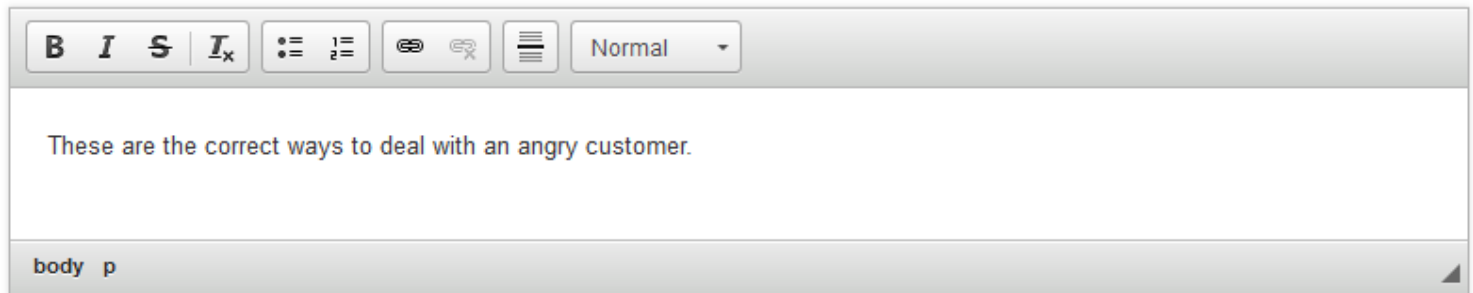
Second Attempt Feedback



Sorry, you haven't selected all the correct answers again. Please click the Show button to see all the correct answers.

Second Attempt Feedback is the feedback that appears when the user selects a wrong answer at the second attempt. Type the contents in the **Second Attempt Feedback** field as shown in the above image.

Correct Feedback



These are the correct ways to deal with an angry customer.

Similarly, Correct Feedback is the feedback that appears when the user selects the correct answer. This is also the feedback that will be shown when the user clicks the Show button after selecting any wrong answer in the second attempt. Just type the contents of the page in the **Correct Feedback** field as shown in the above image.

If you don't want to display these three feedbacks, you can leave these fields blank since these fields are not mandatory.

Step 9: Enter the Questions

Under **Available options** title, we can add as many as questions and answers. Two empty questions are listed by default, since we usually need at least one correct and one incorrect answer.

Start entering the answers in the Answer fields. If the answer is correct, then check the **Correct [3]** checkbox as shown in the below image. Make sure that you check this checkbox for more than one answer.

By default, there are only two answers available at the beginning. If you want to add another one, click the **Add option [4]** button below the two currently available options as shown in the below image.

Another Option will be added after you click the Add option button. You can remove any answer by clicking the X [1] button on the top right corner of the Option window. You can also change the order of the answers by dragging the Double Headed Arrow [2] button on the top left corner of the Option window. Similarly, you can add as many answers as you want.

Step 10: Type Feedbacks in the Feedback Field for each Answer

We need to display any feedback at the row level. So, type feedbacks in the **Feedback** text fields after each answer as shown in the above image.

Step 11: Click the Done Button

Add option

The alternatives the user may choose from.

2
Remove

1
Done

Once you've updated all the details, click the **Done [1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove [2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 12: Click the Create Button

Add NewAll Contents


Create

Enter title here

Questions with Multiple Correct Answers

Presentation

0, 0



Serving a customer with a disability

Sometimes, you will have to face a customer with a disability. You should be careful and kind in dealing with these customers. With your knowledge you have gained through this course. Please select all the applicable answers for the below questions.

☐ Speak clearly and ensure that the customer can see your mouth

☐ Find an area with little background noise

☐ Mumble and look away from the customer


☐ Ask the customer to visit some another day

☐ Address the customer directly

Select the points below that you think to be appropriate while dealing with a customer with a disability.

Submit

☒ Enable show solution buttons



Settings and texts

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Serving a customer with a disability

Sometimes, you will have to face a customer with a disability. You should be careful and kind in dealing with these customers. With your knowledge you have gained through this course. Please select all the applicable answers for the below questions.

Select the points below that you think to be appropriate while dealing with a customer with a disability.

☐ Mumble and look away from the customer☐ Address the customer directly☐ Find an area with little background noise☐ Speak clearly and ensure that the customer can see you mouth☐ Ask the customer to visit some another day

You can see the finished page created with “Multichoice Questions: Type 2 Component” component with “Questions with Multiple Correct Answer and Inline Feedback” option as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- The answers will be shown with a square, indicating that you can select more than one answer.
- Since the feedbacks appear at the row level next to the answers, the feedbacks won't appear at the grey panel at the bottom of the screen. So, you can leave the First, Second and Correct Feedback fields blank or enter 'none' in these fields.
- We need to display any feedback at the row level. So, you must type the feedbacks in the Feedback field after each answer.

How to create a Lesson using the Multichoice Questions: Type 3 Component?

You can ask multiple questions and give multiple options but only with one possible correct answer for each question. The user can select only one answer per each question

When to use this Component

You can use this component when you want the users select only one answer out of the choices for each question from an answers list. If you want to give multiple questions on a page, and a feedback for each question, this is the right component to use.

How it works

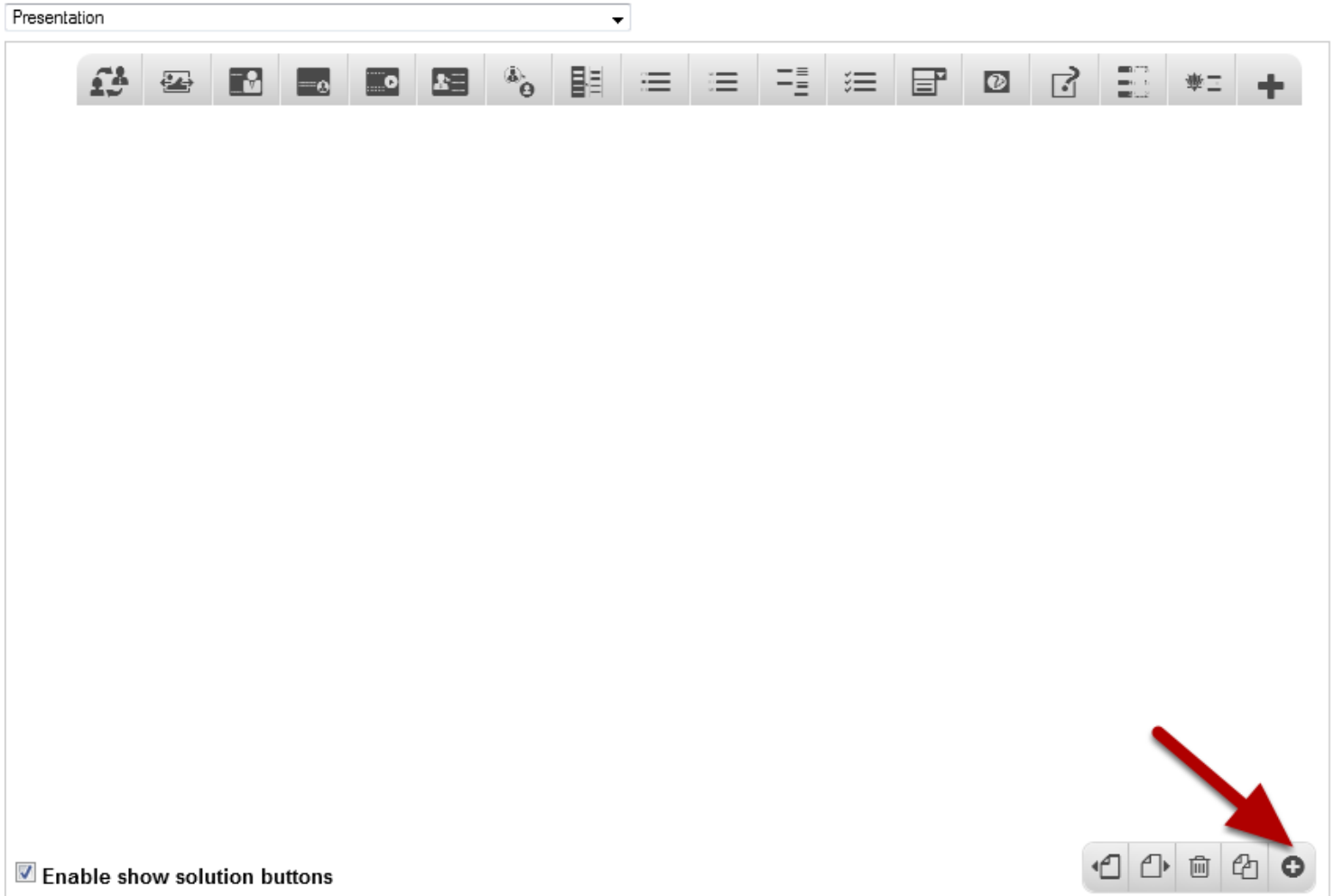
1. User selects a single answer for each question and clicks the Submit button to submit the answer.
2. If the user has selected the correct answer, it will be highlighted in green for each question.
3. If the user has selected any wrong answer, it will be highlighted in red.
4. A feedback will be displayed at the bottom of each question.
5. Since the answers are highlighted immediately after you've clicked the Submit button, the retry option is not available in this type of questions.

Features of this Component

- You can place an optional heading for the page. The description texts on the left and right sides are also optional.
- Feedbacks for the individual questions are also optional.
- You can randomize the answers, so that the answers will appear in a random order whenever the page is loaded
- The text can have bulleted points, hyperlinks etc.
- You can add as many questions and answers as possible.

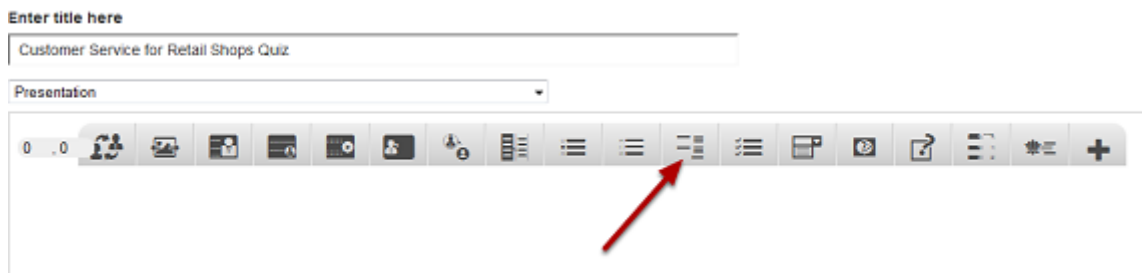
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Multichoice Questions: Type 3 Component Icon



Then click on the Multichoice Questions: Type 3 component icon as shown in the above image. You will see a screen similar to the image shown below.

Title

Description Left

Description Right

Available Questions

Option

Question Text

☒ Randomize answers

Enable to randomize the order of questions on display.

Available Answers

Option

Answer

☐ Correct

Option

Answer

☐ Correct

Add option

The alternatives the user may choose from.

Feedback

Option

Question Text

☒ Randomize answers

Enable to randomize the order of questions on display.

Available Answers

Option

Answer

☐ Correct

Option

Answer

☐ Correct

Add option

The alternatives the user may choose from.

Feedback

Add option

The alternatives the user may choose from.

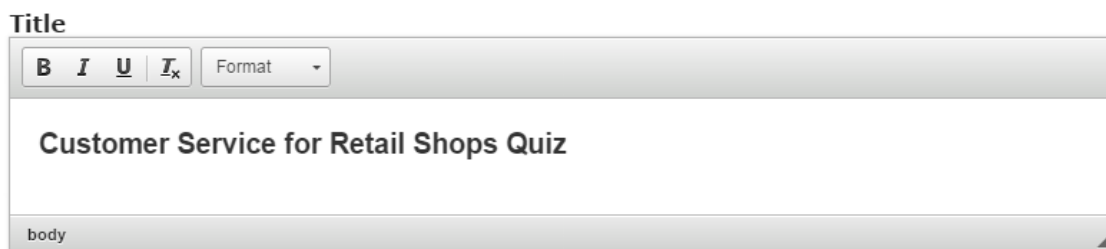
Remove

Done

On this screen, you can

- Add an optional title by typing it in the **Title [1]** field.
- Add the description text or contents on the **Description Left [2]** and **Description Right [3]** fields. These contents will appear on the left and right sides of the description part respectively. Please note that the Description Right field is optional.
- Add multiple Questions in **Question Text [5]** field under **Options [4]** title in the **Available questions** title. You can add the questions under the **Option** title.
- You can randomize the answers, so that the answers will appear in a random order whenever the page is loaded by clicking on the **Randomize Answers [6]** checkbox.
- Add multiple answers in **Answer Text [7]** field under **Options** title in the **Available Answers** title. You can add the answers under the **Option [9]** title.
- Check the Correct answer for each question by clicking the **Correct [8]** check box.
- Add more alternative answers by clicking on the **Add option [10]** button.
- Add text to the **Feedback [11]** field.
- Add more questions by clicking on the **Add option [12]** button.
- Click on the **Done [13]** button to save the changes.
- Remove the component from the page by clicking **Remove [14]** button.

Step 3: Add a Title (Optional)



Title

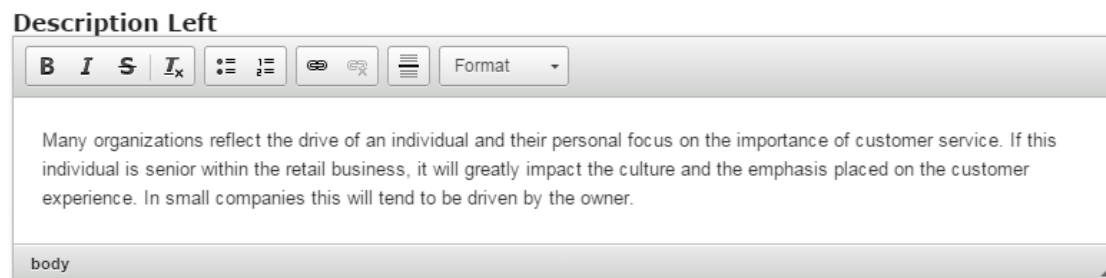
B I U I_x Format

Customer Service for Retail Shops Quiz

body

Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as empty space on the page

Step 4: Add Description Left (Optional)



Description Left

B I S I_x :≡ ≡: ☞ ☜ ≡≡≡ Format

Many organizations reflect the drive of an individual and their personal focus on the importance of customer service. If this individual is senior within the retail business, it will greatly impact the culture and the emphasis placed on the customer experience. In small companies this will tend to be driven by the owner.

body

You can add contents to the Description Left field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

Step 5: Add Description Right (Optional)

Description Right

B I S I_x **≡ ≡** **≡ ≡** **≡ ≡** **Normal** ▾

Customer service is a key competitive differentiator and should be seen as a long-term commitment and will not succeed if it is viewed only as a short-term tactic. Take the below quiz about the customer service. Click on the answer for each question and click the 'Submit' button. Then you will see a feedback for each question, so that you can evaluate your skills.

body p

Similarly, you can add contents to the Description Right field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory as well.

Step 6: Enter the Questions

Available Questions

↑ ↓ ▾ Option ×

Question Text

B I S I_x **≡ ≡** **≡ ≡** **≡ ≡** **Format** ▾

"Surgical Shopping" means

body

Under the Available Questions heading, we can add the questions. Start entering the question in the Question Text fields. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. You should now have something like the above image.

Step 7: Randomize Answers (Optional)

☒ **Randomize answers**
Enable to randomize the order of questions on display.

By clicking the Randomize Answers checkbox, you can make the answers display in an arbitrary order every time the page is loaded. This option is optional, and so ticks the checkbox if you need so

Step 8: Enter the Answers

Under Available Questions, we can add as many answers as possible. Start entering the answers in the Answer fields. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. If the answer is correct, check the **Correct [3]** checkbox as shown in the below image. Make sure that you check this checkbox for only one answer.

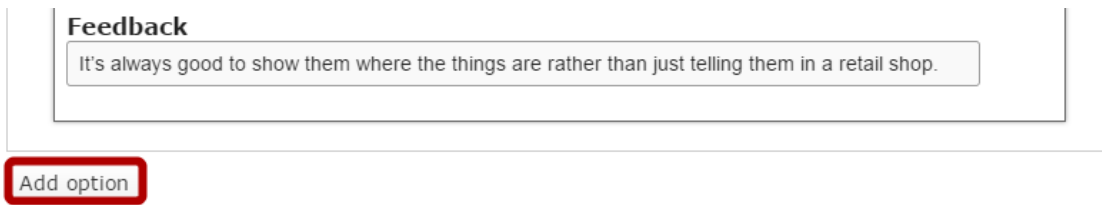
By default, there are only two answers available at the beginning. If you want to add another one, click the **Add option [4]** button below the two currently available options as shown in the below image.

Another Option will be added after you click the Add option button. You can remove any answer by clicking the X [1] button on the top right corner of the Option window. You can also change the order of the answers by dragging the Double Headed Arrow [2] button on the top left corner of the Option window. Similarly, you can add as many answers as you want.

Step 9: Enter the Text for Feedback (Optional)

This is the feedback that will be shown below each question when the user clicks the Submit button after selecting an answer for each question. Just type the contents of the page in the Feedback field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is optional as well.

Step 10: Add more Questions (Optional)




Feedback

It's always good to show them where the things are rather than just telling them in a retail shop.

Add option

By default, there are only two questions available at the beginning. You can remove the second question if you want to place only one question. If you want to add another one, click the Add option button below the two currently available question options as shown in the above image.

Step 11: Click the Done Button



Add option

2 Remove 1 Done

Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** link shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 12: Click the Create Button

Add NewAll Contents

Create

Create

Enter title here

MCQ Type 3 Demo

Presentation

00

Customer Service for Retail Shops Quiz

Many organizations reflect the drive of an individual and their personal focus on the importance of customer service. If this individual is senior within the retail business, it will greatly impact the culture and the emphasis placed on the customer experience. In small companies this will tend to be driven by the owner.

Customer service is a key competitive differentiator and should be seen as a long-term commitment and will not succeed if it is viewed only as a short-term tactic. Take the below quiz about the customer service. Click on the answer for each question and click the ‘Submit’ button. Then you will see a feedback for each question, so that you can evaluate your skills.

"Surgical Shopping" means

☐

Shopping for a surgeon

☐

Shopping at a store because it has lower prices

☐

Shopping for only what is needed and getting out of a

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Customer Service for Retail Shops Quiz

Many organizations reflect the drive of an individual and their personal focus on the importance of customer service. If this individual is senior within the retail business, it will greatly impact the culture and the emphasis placed on the customer experience. In small companies this will tend to be driven by the owner.

Customer service is a key competitive differentiator and should be seen as a long-term commitment and will not succeed if it is viewed only as a short-term tactic. Take the below quiz about the customer service. Click on the answer for each question and click the 'Submit' button. Then you will see a feedback for each question, so that you can evaluate your skills.

"Surgical Shopping" means

- ☐ Shopping for a surgeon
- ☐ Shopping at a store because it has lower prices
- ☐ Shopping for only what is needed and getting out of a store as fast as possible
- ☐ Cutting through company red tape to talk to a manager

Being ignored by employees while we shop is called

- ☐ Derailing our reality
- ☐ Denying our responsibility
- ☐ Denying our reality
- ☐ Walmart

The more time customers spend in a store

- ☐ The more money they will spend
- ☐ The more likely they will be to run into displays with their cart
- ☐ The less money they will spend
- ☐ The fewer open-ended questions they need to be asked

An example of the extra question is

- ☐ "Did you find everything okay?"
- ☐ "Is there anything else I can get for you?"
- ☐ "What else can I get for you?"
- ☐ "Can I get this with extra item?"

If a customer asks where something is, the most effective response is

- ☐ "Let me show you where it is."
- ☐ "It's over in (whichever aisle). Would you like me to show you?"
- ☐ "I don't know. You're so smart, you find it."
- ☐ "Did you check in (whichever aisle)?"

[Submit](#)

You can see the finished page as shown in the above image.

Notes

- You can create as many questions as possible in a page using this component.
- The answers will be shown with a round, indicating that you can select only one answer.
- You can leave any question unanswered, but you need to answer at least one question to be able to click the Submit button.

How to create a Lesson using the Summary Questions Component?

Using this component, you can interactively build a summary of a certain topic. Summary Questions are a perfect way to strengthen your learners' ability to remember by encouraging them to build interactive summaries as they learn. Summary Questions can be created stand-alone or they can be included in Interactive Videos or Presentations. Either way, they are created in the same way.

When to use this Component

Summary Questions work best when they are presented to the learner immediately after the learning content.

Examples are:

- at the end of an article or a chapter of text
- at the end of a video
- at the last slide of a presentation

Summary Questions help the learner remember key information in a text, video or presentation, by actively building a summary about the topic at hand. When the learner has completed a summary, a complete list of key statements about the topic is the end result.

How it works

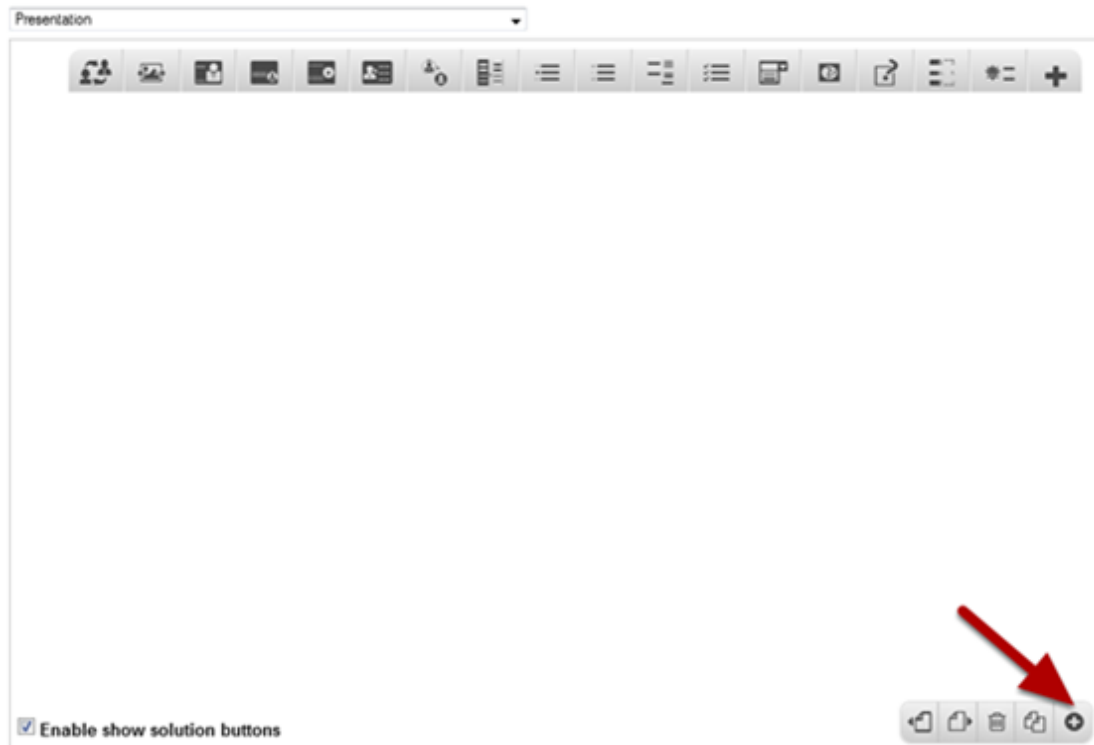
1. Optional introduction text is provided above the summary task. The user can read the summary statements below the introduction text.
2. Learner clicks on any one of the summary statements which is correct.
3. If the learner has selected the correct statement, it will be moved to the top of the page and the green tick mark will be shown at the right corner of the statement.
4. If the learner has selected any wrong statement, it will be highlighted in red and the statement is struck out with a red line.
5. The learner's progress and wrong answers count will be updated accordingly.
6. The learner can select answers again until they choose the correct one.
7. Once all the statements in this set have been completed, the next set of statements appears.
8. Once all the sets of statements are completed, your result will be displayed at the bottom of the page.

Features of this Component

- You can add as many statements as possible in a set of statements.
- You can add as many sets of statements as possible in a page.
- Your progress and wrong the count of selected answers will be updated automatically.
- A final accumulative result will be shown at the end.
- You can add optional tips to the statement sets as well

You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Summary Questions Component Icon



Click on the Summary Questions component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit Summary

The screenshot shows the 'Edit Summary' interface. At the top is the 'Introduction text' section with a text input field labeled '1' containing the text 'Choose the correct statement.' Below this is a small note: 'Will be displayed above the summary task.' The main section is titled 'Summary'. It contains a 'Statements' section with a title 'List of statements for the summary. The first statement is correct.' Below the title are two 'Statement' input fields, each with a small 'x' icon to its right. Red arrows point from callout '2' to both of these input fields. Below the statements is an 'Add statement' button labeled '3'. Underneath is a 'Tip' section with a 'Tip text' input field labeled '4'. At the bottom of the 'Summary' section is an 'Add statements' button labeled '5' with the text 'List of summaries' below it. At the very bottom of the interface are two buttons: a red 'Remove' button labeled '7' and a blue 'Done' button labeled '6'.

On this screen, you can

- Add some introduction to your task in the **Introduction Text [1]** field.
- Add statement in the **Statement [2]** fields under **Statements** title, which is under the **Summary** heading again.
- Add more statement for each summary by clicking the **Add statement [3]** button.
- Type tip for the set of statements in the **Tip text [4]** field under the **Tip** title.
- Add more set of statements by clicking on the **Add statements [5]** button.
- Click the **Done [6]** button to save the changes.
- Remove the component by clicking on the **Remove [7]** button.

Step 3: Add Introduction Text

Introduction text

B I U I_x **Format** ▾

Bad Customer Service

When customers have a bad service experience, they don't just get mad; most of the time they try to get even. Bad customer service is more expensive than you think. Companies who want to be in business for the long haul will have to be serious about eliminating bad customer service. Learn the true impact of bad customer service and its affect on customer loyalty and satisfaction

Take a look at the video given at the below link:
<https://www.youtube.com/watch?v=s3aR3yP4aKg>

After watching the video, identify and click on the statements which are true as per your consideration about the video.

body

Will be displayed above the summary task.

Type the Introduction text of the page on the Introduction text field as shown in the above image. You can also change the format of the title. The Introduction text will be visible to the learner throughout the Summary Questions. You can use this field to give the learner a short introduction or some instructions.

Step 4: Add Statements

▼ Statements

List of statements for the summary. The first statement is correct.

Statement 4

This man has to learn to respect every person, who might become his customer later.

Statement 2

Though he is so careless, his comic sense will attract more customers.

Add statement 3

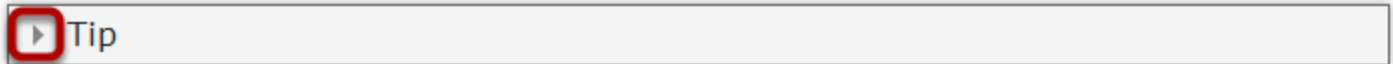
► Tip

Start entering the statement in the Statement fields. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that these fields are mandatory. You should now have something like the above image. By default only one set of statements with two statements are available initially. Note that the top statement in any set of statements should always be the correct one. You can add as many incorrect statements as you want. You can add another statement by clicking the Add statement [3] button.

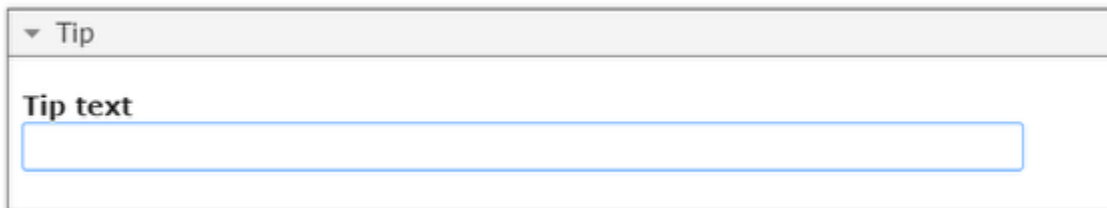
You can remove any statement by clicking the X [1] button on the top right corner of the Statement window. You can also change the order of the statements by dragging the Double Headed Arrow [2] button on the top left corner of the Statement window. You can also remove a set of statements by clicking the X [4] button next to the Statements title.

Step 5: Add Tip (Optional)

Add statement

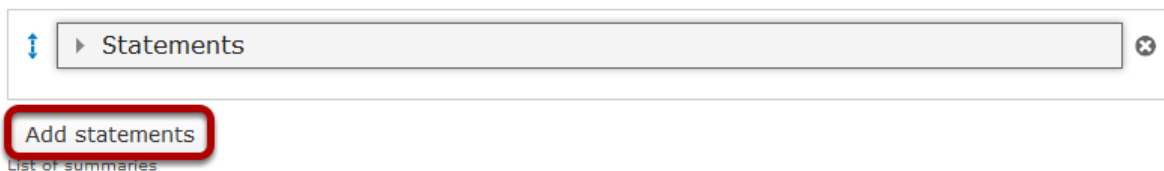


You can optionally add tips to the set of statements as well. To do that, just click the arrow button with Tips title as shown in the above image. You will see the below screen.



Just type the tip for summary in the Tip text field as shown in the above image.

Step 6: Add more Set of Statements (Optional)



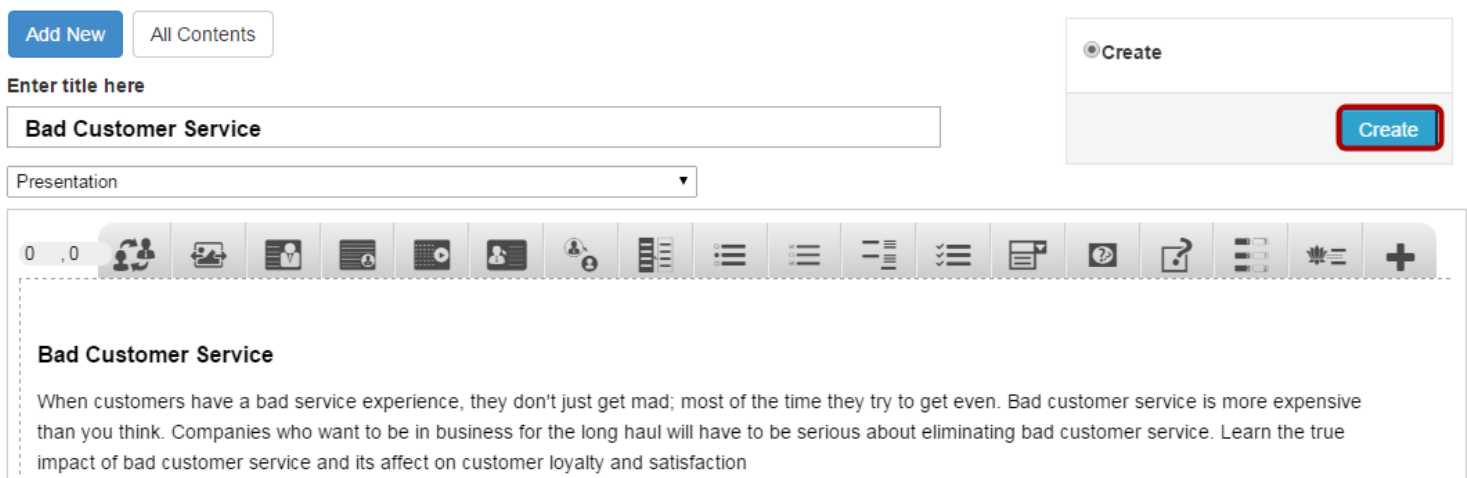
By default, there are only one summary available at the beginning. If you want to add another one, click the Add Statements button below the currently available summary as shown in the above image.

Step 7: Click the Done Button




Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 8: Click the Create Button



If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.



Bad Customer Service

When customers have a bad service experience, they don't just get mad; most of the time they try to get even. Bad customer service is more expensive than you think. Companies who want to be in business for the long haul will have to be serious about eliminating bad customer service. Learn the true impact of bad customer service and its affect on customer loyalty and satisfaction

Take a look at the video given at the below link:
<https://www.youtube.com/watch?v=s3aR3yP4aKg>

After watching the video, identify and click on the statements which are true as per your consideration about the video.

✓ Progress: 0/3

This man has to learn to respect every person, who might become his customer later.

Though he is so careless, his comic sense will attract more customers.

You can see the finished page as shown in the above image.

Notes

- The Introduction text field will be populated with the text “Choose the correct statement.” You can change this sentence, but make sure you don’t leave it blank since this is a mandatory field.
- Make sure that you enter the correct statement in a set of statements as the first statement.
- There can be only one correct statement in a set of statements.

How to create a Lesson using the Dropdown Questions Component?

Using this Component you can ask a question and give multiple options as a drop down list but only with only one possible correct answer. The user will select the correct answer from the dropdown list.

When to use this Component

You can use this component when you want the users select only one answer out of the choices for a given each question from a drop down list.

How it works

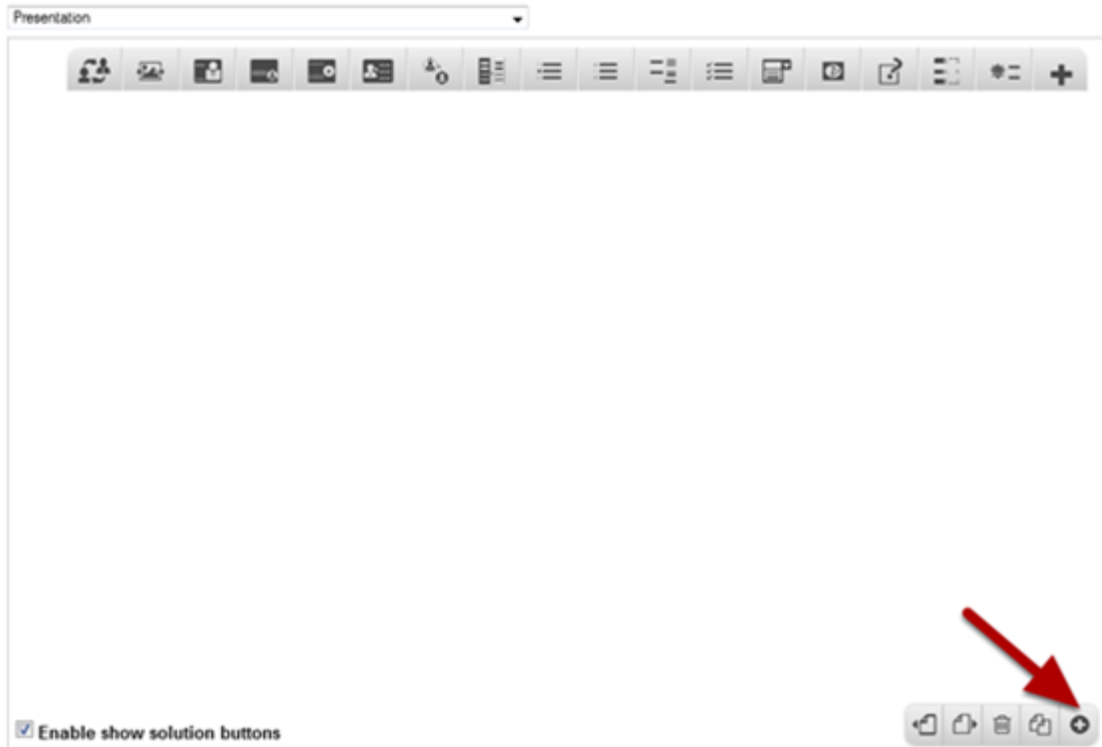
1. User reads the description texts displayed at the left and right sides of the page and questions displayed below the description texts.
2. Then, the user selects answers from the drop down boxes for the given questions and clicks submit button to find the correct answer.
3. The correct answers selected by the user it will be highlighted in green. The wrong answers will be highlighted in red.
4. If he/she has selected only the correct answers for all the questions, the Final Feedback will be shown at the bottom of the page in a grey panel.
5. If the user has selected any wrong answer, the First Attempt Feedback will be shown at the bottom of the questions. Submit button changes to Retry. The user clicks the Retry button.
6. The correct answers will be highlighted in green and wrong answers in red. If he/she has selected only the correct answers for all the questions, the Final Feedback will be shown at the bottom of the page in a grey panel.
7. If there are any wrong answers selected, the Second Attempt Feedback will be shown in the grey panel. Submit button changes to Show.
8. Click the Show button to view the correct answers. The Final Feedback is displayed.

Features of this Component

- You can place an optional title for the page.
- The Description Right field is optional. Use it if you want so.
- The First Attempt, Second Attempt and Final Feedbacks are optional as well.
- The description and feedback texts can have bulleted points, hyperlinks etc.
- You can add as many questions as possible for a page.
- You can add as many answers as possible for a question.

You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Dropdown Questions Component Icon



Click on the Dropdown Questions Component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit DropDownQuestions

Title [1]

Description Left [2]

Description Right [3]

First Attempt Feedback [4]

Second Attempt Feedback [5]

Final Feedback [6]

Available Questions

Option [11]

Question Text [7]

Available Answers

Answer [8]

Answer Text [8]

☐ **Correct** [9]

Answer

Answer Text

☐ **Correct**

Add option [10]
The alternatives the user may choose from.

Option [11]

Question Text

Available Answers

Answer

Answer Text

☐ **Correct**

Answer

Answer Text

☐ **Correct**

Add option [12]
The alternatives the user may choose from.

[14] Remove [13] Done

On this screen, you can

- Add an optional title by typing it in the **Title [1]** field.
- Add the description texts on the **Description Left [2]** and **Description Right [3]** fields.

- Add text to the **First Attempt Feedback [4]**, **Second Attempt Feedback [5]** and **Final Feedback [6]** field.
- Add questions in **Question Text [7]** field under **Options** title in the **Available Questions** heading.
- Add answers in the **Answer Text [8]** field under **Answer** title.
- Select the correct answer for each question by clicking the **Correct [9]** check box.
- Add more answers by clicking on the **Add option [10]** button.
- Add more questions and answers in the following fields [11] in the same way.
- Add more questions by clicking on the **Add option [12]** button.
- Click on the **Done [13]** button to save the changes.
- Remove the component by clicking the **Remove [14]** button.

Step 3: Add a Title (Optional)

Title

B I U I_x Heading 2 ▾






A Guide for the Salesperson

body h2

Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as empty space on the page

Step 4: Add Description Left

Description Left

B I S I_x      Normal ▾






The sales profession is at an historic crossroads. The path from the past is littered with pseudo-salespeople, maneuvering, ambushing, tricking and cajoling customers into buying a product or service. The path to the future is studded with up-front, empathetic professional salespeople who serve as advisors, counselors, even partners, to their customers. Given these options, the road to choose seems clear.

body p

You can add contents to the Description Left field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This field is mandatory and must have some text in it.

Step 5: Add Description Right (Optional)

Description Right

B I S I_x      **Format** ▾

Tomorrow's customers will demand that salespeople show heightened concern and care for their well being. Thus, salespeople in upcoming decades must develop a deeper relationship with their clients, even acting as their business counselors. They can do that by expressing characteristics usually associated with counselors: empathy, warmth and genuineness. Let's look at these individually.






Try to answer all the below questions by selecting the correct answers from the drop down boxes and click the Submit button to check the correct answers.

body

Similarly, you can add contents to the Description Right field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory as well.

Step 6: Update First Attempt Feedback (Optional)

First Attempt Feedback

B I S I_x      **Format** ▾






Sorry, you haven't selected all the correct answers. Please try again.

body

The First Attempt Feedback will be shown when the user has selected a wrong answer for any of the questions at the first attempt. Just type the feedback in the First Attempt Feedback field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

Step 7: Update Second Attempt Feedback (Optional)

Second Attempt Feedback

B I S I_x      **Format** ▾






Sorry, you haven't selected all the correct answers again. Please click the Show button to see the correct answers

body

The Second Attempt Feedback will be shown when the user has selected a wrong answer for any of the questions at the second attempt. Just type the feedback of the page in the Second Attempt Feedback field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This field is not mandatory.

Step 8: Update Final Feedback (Optional)

Final Feedback

B I S I_x      Normal ▾

These are the correct answers for the given questions. Remember that doing the right thing for the customer is the best thing for the salesperson as well as his or her employer.

body p






Similarly, type the contents in the Final Feedback field as shown in the above image. The Final Feedback will be shown when the user has selected correct answers for all the questions. This is the same feedback that appears when the user clicks the Show button. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

Step 9: Enter the Question

Available Questions

↑ ▾ Option ✕

Question Text

B I S I_x      Format ▾

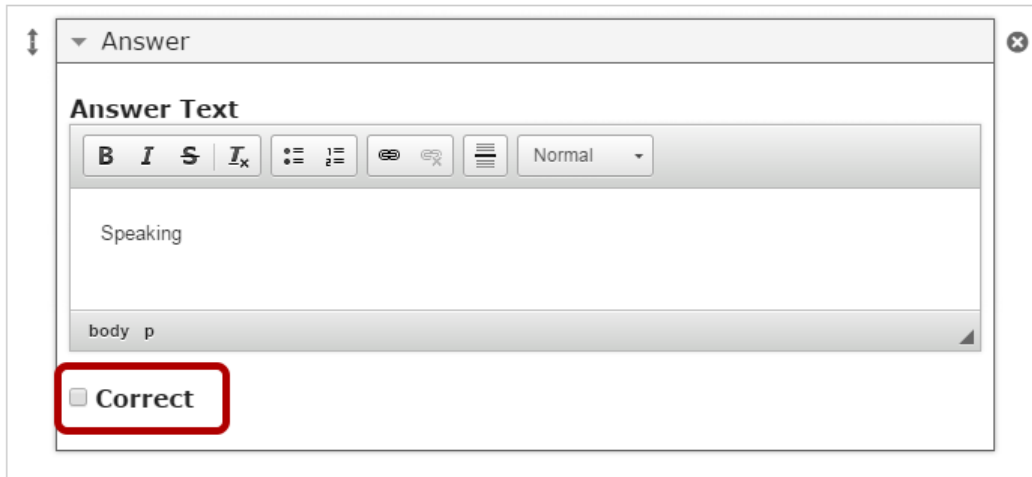
The most important communication skill for salespeople to develop is:

body

Start entering the question in the Question Text field. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is mandatory. You should now have something like the above image.

Step 10: Enter the Answers

Available Answers



Under Available Answers, we can add as many answers as possible. Start entering the answers in the Answer text fields. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. If the answer is correct, check the Correct checkbox as shown in the above image.

By default, there are only two answers available at the beginning. If you want to add another one, click the Add option **[3]** button as shown in the below image.

Available Answers

The screenshot shows the 'Available Answers' window with two answer options. The first option has the text 'Speaking' and is marked as 'Correct'. The second option has the text 'Listening' and is also marked as 'Correct'. Below the options is an 'Add option' button. Red arrows and numbers highlight specific features: arrow 1 points to the 'X' button in the top right corner of the first answer box; arrow 2 points to the double-headed arrow icon in the top left corner of the second answer box; and arrow 3 points to the 'Add option' button.

Answer

Answer Text

Speaking

☐ Correct

Answer

Answer Text

B **I** **S** **I_x** Normal

Listening

body p

☒ Correct

Add option

The alternatives the user may choose from.

Another answer will be added after you click the Add option button. You can remove any answer by clicking the X [1] button on the top right corner of the Available answers window. You can also change the order of the answers by dragging the Double Headed Arrow [2] button on the top left corner of the Available answers window. Similarly, you can add as many answers as you want.

Step 11: Add more Questions

The image shows a user interface for adding questions. It consists of two main sections, each titled 'Available Questions'. Each section contains a 'Question Text' field and a list of 'Available Answers'. Each answer has an 'Answer Text' field and a 'Correct' checkbox. At the bottom of each section is an 'Add option' button. A red arrow labeled '1' points to the 'Add option' button in the first section. A red arrow labeled '2' points to the 'Add option' button in the second section. At the bottom left, a red box highlights the 'Add option' button, with a circled '3' next to it. At the bottom right, there are 'Remove' and 'Done' buttons.

By default, there are only two questions are available at the beginning. If you want to add another one, click the Add option **[3]** button below the two currently available questions as shown in the above image. Another Question will be added after you click the Add option button.

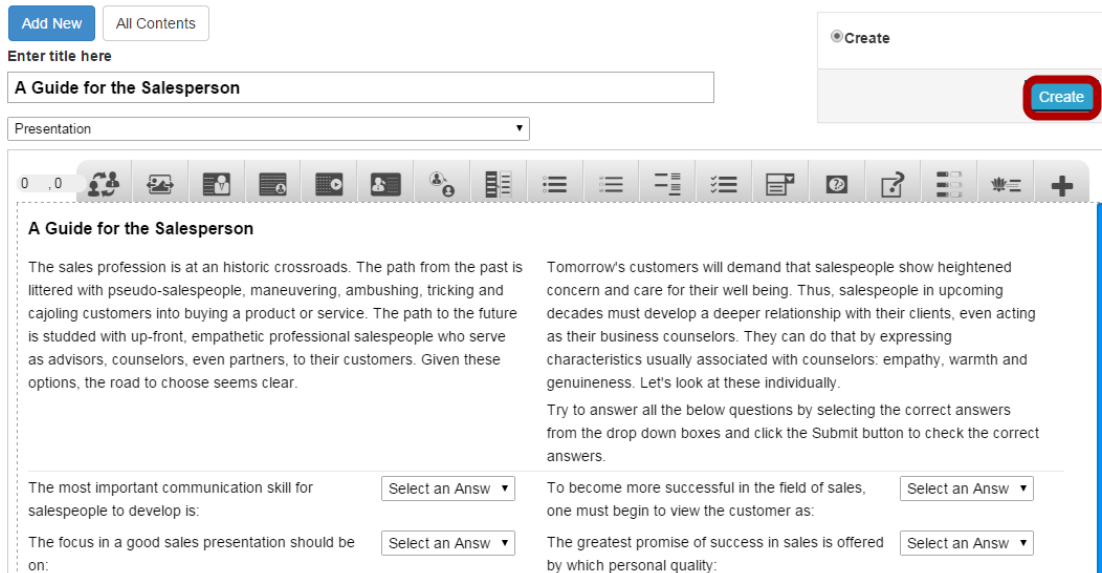
You can remove any questions by clicking the X [1] button on the top right corner of the Option window. You can also change the order of the questions by dragging the Double Headed Arrow [2] button on the top left corner of the Option window. Similarly, you can add as many questions as you want.

Step 12: Click the Done Button



Once you've updated all the details, click the Done [1] button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove [2] button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 13: Click the Create Button



If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the Create button as shown above picture to finish editing the page.

A Guide for the Salesperson

The sales profession is at an historic crossroads. The path from the past is littered with pseudo-salespeople, maneuvering, ambushing, tricking and cajoling customers into buying a product or service. The path to the future is studded with up-front, empathetic professional salespeople who serve as advisors, counselors, even partners, to their customers. Given these options, the road to choose seems clear.

Tomorrow's customers will demand that salespeople show heightened concern and care for their well being. Thus, salespeople in upcoming decades must develop a deeper relationship with their clients, even acting as their business counselors. They can do that by expressing characteristics usually associated with counselors: empathy, warmth and genuineness. Let's look at these individually. Try to answer all the below questions by selecting the correct answers from the drop down boxes and click the Submit button to check the correct answers.

The most important communication skill for salespeople to develop is:

Select an Answer ▼

The focus in a good sales presentation should be on:

Select an Answer ▼

To become more successful in the field of sales, one must begin to view the customer as:

Select an Answer ▼

The greatest promise of success in sales is offered by which personal quality:

Select an Answer ▼

Submit

You can see the finished page as shown in the above image.

Notes

- You can create as many pages with the dropdown questions as possible in a Presentation using this component.
- You can add as many as questions and answers as possible in a page using this component.
- You can set more than 1 answer as correct answers. But you will be able to choose only one answer from the dropdown list.
- If you don't want to display any feedback in the grey panel, type "none" in the relevant text field for the feedback. If you leave these fields blank, a grey panel with no text will appear.
- If you don't select any answer for a question, it will be considered as a wrong answer.

How to create a Lesson using the Free Text with Feedback Component?

Using this component, you can ask a question and enable the user to enter the answer in the text field provided. Then, you can give the user some feedback and a better answer for the question.

When to use this Component

You can use this component whenever you want to ask questions to the users and give some feedbacks for user's answers. You can use this component whenever there can be various answers for a question.

How it works

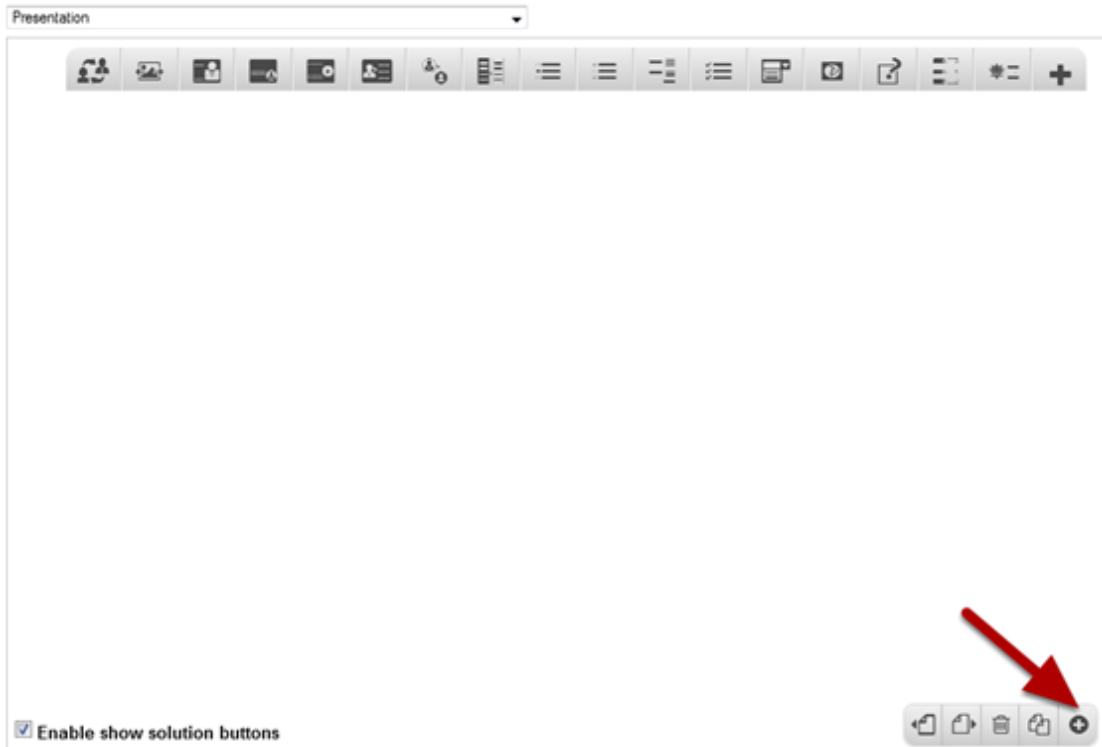
1. The descriptions and instructions are placed on the top left and top right sides on the page. The question can be found below the descriptions.
2. The user types the answer for the provided question in the text field opposite to the question.
3. He/she clicks the Check button.
4. A more effective answer and feedback are displayed.
5. If there are more questions, the user can click on the 'Next' button to see the next question.
6. The user can navigate between the questions using the 'Next' and 'Previous' buttons and repeat step 2 to 5.

Features of this Component

- You can place an optional title for the page.
- The Description Right field is optional.
- The texts can have bulleted points, hyperlinks etc.

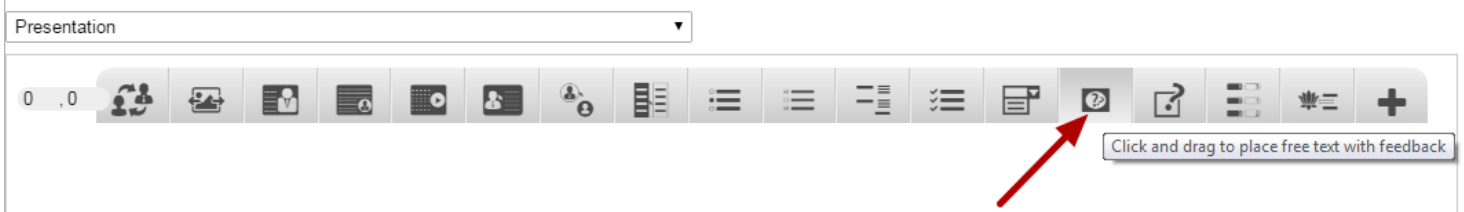
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Free Text with Feedback Component Icon



Click on the Free Text with Feedback component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit FreeTextWithFeedback

The screenshot shows a form titled "Edit FreeTextWithFeedback". It contains several input fields and buttons, each with a numbered callout:

- Title** [1]: A text input field.
- Description Left** [2]: A text input field with a placeholder text "A guide telling the user how to answer this task."
- Description Right** [3]: A text input field with a placeholder text "A guide telling the user how to answer this task."
- Available Questions**: A section containing two identical question cards.
 - Question Text** [4]: A text input field.
 - More Effective Answer** [5]: A text input field.
 - Feedback** [6]: A text input field.
- Add Question** [8]: A button to add a new question.
- Remove** [10]: A red button.
- Done** [9]: A blue button.

On this screen, you can

- Add an optional title by typing it in the **Title** [1] field.
- Add the description texts on the **Description Left** [2] and **Description Right** [3] fields.
- Add a question in **Question Text** [4] field under **Questions** title which is under the **Available Questions** title again.
- Add texts to the **More Effective Answer** [5] and **Feedback** [6] fields.
- Add another Question, More Effective Answer and Feedback in the respective fields [7].
- Add more questions by clicking on the **Add Question** [8] button. By default, two questions are available at the beginning

- Click the **Done [9]** button to save the changes.
- Remove the component by clicking the **Remove [10]** button.

Step 3: Add a Title (Optional)

Title

B I U I_x Heading 2 ▾






Customer Service - Terms and Definitions

body h2

Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as empty space on the page

Step 4: Add Description Left

Description Left

B I U I_x      Normal ▾

Customer service is the provision of [service](#) to [customers](#) before, during and after a purchase. According to Turban et al. (2002), "Customer service is a series of activities designed to enhance the level of [customer satisfaction](#) – that is, the feeling that a product or service has met the customer expectation."






body p

A guide telling the user how to answer this task.

Just type the contents of the page in the Description Left field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This field is mandatory and must have some text in it.

Step 5: Add Description Right (Optional)

Description Right

B I U I_x      Format ▾

Now that you have enough lessons in this course, you should have enough understanding in the customer service. You should be able to define the terms often used in customer services. Try to define the below terms by typing them on the text boxes given. Then you will be provided with a better answer and feedback.

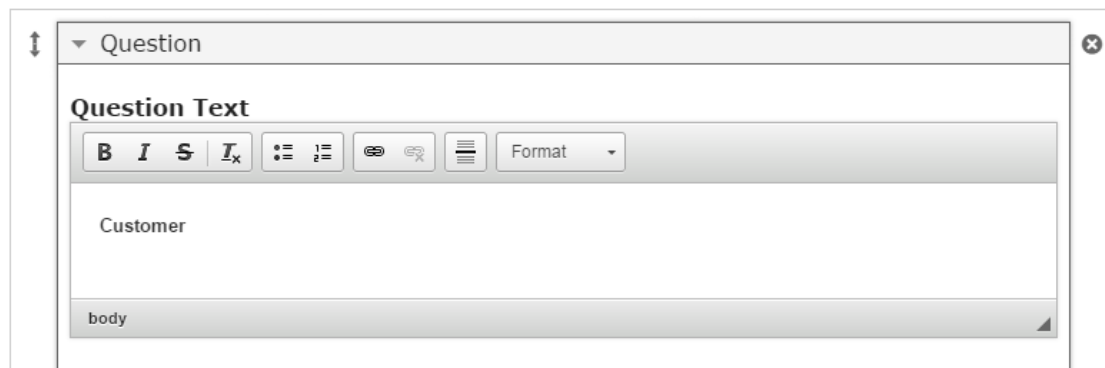
body

A guide telling the user how to answer this task.

Similarly, you can add contents to the Description Right field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

Step 6: Enter the Question

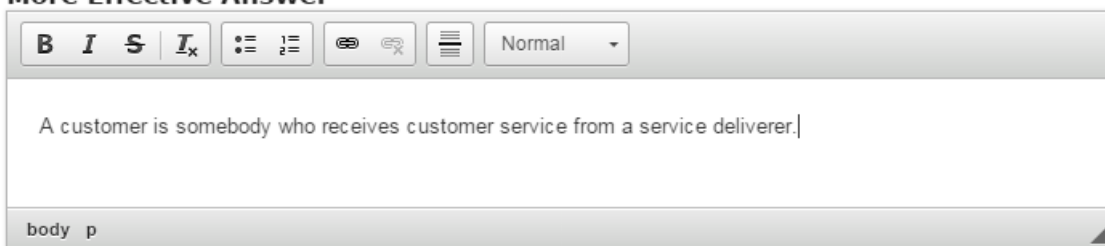
Available Questions



Start entering the question in the Question Text field. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is mandatory.

Step 7: Enter Text for a More Effective Answer

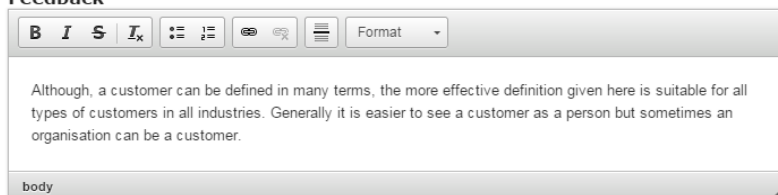
More Effective Answer



Under Available Questions, we can add a more effective answer to this question. Start entering the answers in the More Effective Answer field. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is mandatory.

Step 8: Enter the Text for Feedback

Feedback



Type the contents of the Feedback field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is mandatory.

Step 9: Add more Questions

Question

Question Text

Customer feedback

More Effective Answer

Customer feedback is information about customer perceptions of customer service collected by the organization from customers or given to the organization by customers.

Feedback

This is a better definition for the term 'Customer feedback'. Feedback can be collected formally using questionnaires or other kinds of surveys. Informal customer feedback can be collected from chance remarks or comments the customer has made with or without being asked. Feedback can be positive or negative but should be respected because if customers perceive things in a particular way, that is reality for them.

Add Question

By default, there are only two Questions available at the beginning. If you want to add another one, click the Add Question **[3]** button as shown in the below image. Another Question will be added after you click the Add Question button. You can remove any question by clicking the X **[1]** button on the top right corner of the Option window. You can also change the order of the questions by dragging the Double Headed Arrow **[2]** button on the top left corner of the Option window. Similarly, you can add as many questions as you want.

Step 10: Click the Done Button

Add Question

Remove

Done

Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 11: Click the Create Button

The screenshot shows a web interface for creating a new content item. At the top, there are two buttons: 'Add New' (highlighted in blue) and 'All Contents'. Below them is a text input field labeled 'Enter title here' containing the text 'Customer Service - Terms and Definitions'. To the right of this field is a 'Create' button, which is highlighted with a red rectangle. Below the title field is a dropdown menu labeled 'Presentation'. The main content area is a rich text editor with a toolbar at the top. The editor contains two columns of text. The left column is titled 'Customer Service - Terms and Definitions' and contains a paragraph about customer service. The right column contains a paragraph about understanding customer service. Below the text is a large text input field labeled 'Customer'. At the bottom right of the editor is a 'Check' button.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

The screenshot shows the 'Edit' page for the 'Customer Service - Terms and Definitions' form. At the top, there is a breadcrumb trail: 'Customer Service - Terms and Definitions' followed by a link 'Edit'. Below this is a rich text editor with a toolbar at the top. The editor contains two columns of text. The left column is titled 'Customer Service - Terms and Definitions' and contains a paragraph about customer service. The right column contains a paragraph about understanding customer service. Below the text is a large text input field labeled 'Customer'. At the bottom right of the editor is a 'Check' button.

You can see the finished page as shown in the above image.

Notes

- You can as many as questions in a page using this component.
- You will be able to navigate between the questions using the 'Next' and 'Previous' buttons.
- The navigation buttons appear only when there are more than 1 questions.
- There is no Retry button for this component.
- The answer entered by the user is never compared to the correct answer. The user just enters his/her own answer, and we provide a better answer and feedback.
- You can create as many pages as possible in a Presentation using this component.

How to create a Lesson using the Fill in the Blanks Component?

This is a content type where the learner fills in the missing words in a text. The learner is shown a solution after filling in all the missing words. Authors enter text and mark words to be replaced with asterisks.

When to use this Component

Fill in the Blanks component can be used effectively in language learning. Using this component, you can test the learner's ability to understand context, vocabulary or grammatical concepts in order to correctly replace the missing pieces of text.

In addition to native and second language learning, Fill in the Blanks component can be used to test the learner's ability to reproduce facts or mathematical inferences.

How it works

1. User fills in the missing words for each question and clicks the Check button to check the answers.
2. If the user has filled in the blanks with correct answers, it will be highlighted in green with tick mark. If the user has filled in any wrong answer, it will be highlighted in red with a cross mark.
3. Scores are shown at the bottom left side of the page. Change and Show solutions buttons appear at the bottom right side of the page.
4. You can change the wrong answers by pressing the Change button.
5. When the user clicks the Show Solutions button, the correct answers are displayed next to the wrong answer's empty box.
6. You can try answering again by pressing the Retry button.

Features of this Component

- You can place an optional heading for the page.
- You can enable the "Retry" button.
- You can set the contents to be case sensitive.
- You can enable to automatically check answers just after the user has entered the answer.
- You can add as many questions and answers as possible.

You can create a page using this component by following the below steps.

Step 1: Go to the required Slide

Enter title here

Fill in the blank

Presentation



☒ Enable show solution buttons



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Fill in the Blanks Component Icon

Enter title here

Fill in the blank

Presentation



Click and drag to place fill in the blanks

Then click on the Fill in the Blanks component icon as shown in the above image. You will see a screen similar to the image shown below.

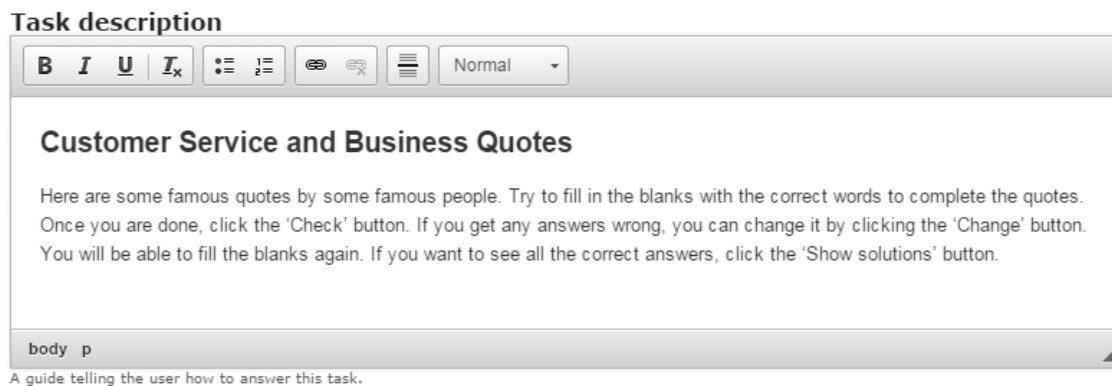
Edit FillInTheBlanks

The screenshot shows the 'Edit FillInTheBlanks' interface. At the top is the 'Task description' section with a text input field labeled '1'. Below it is the 'Text blocks' section. Inside this section is a 'Line of text' block with a text input field labeled '2'. Below the 'Line of text' block is an 'Add text block' button labeled '3'. Below the button are five checkboxes: 'Enable "Retry" button' (checked) labeled '4', 'Case sensitive' (checked) labeled '5', 'Require all fields to be answered before the solution can be viewed' (checked) labeled '6', 'Automatically check answers after input' (unchecked) labeled '7', and 'Put input fields on separate lines' (unchecked) labeled '8'. At the bottom right are two buttons: 'Remove' labeled '10' and 'Done' labeled '9'.

On this screen, you can

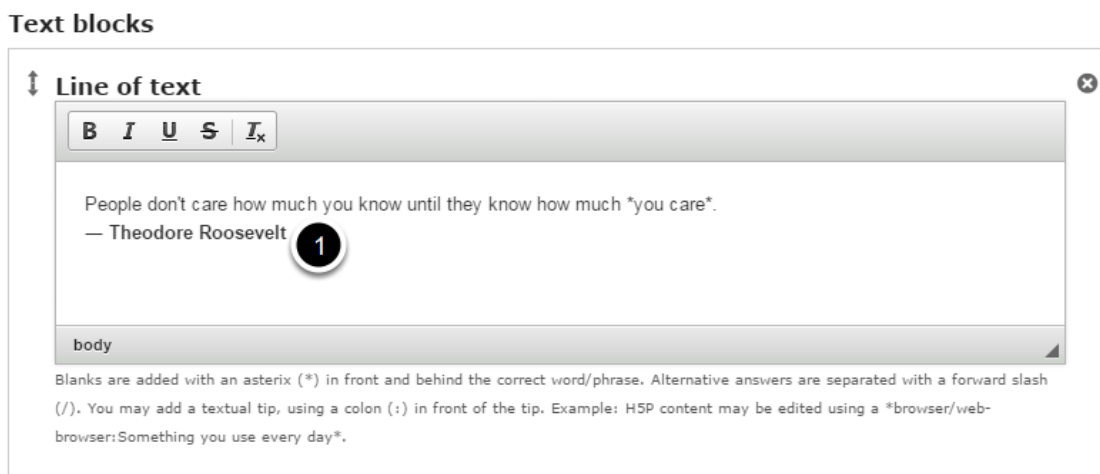
- Add the task description text or contents on the **Task Description [1]** field. Please note that this field is mandatory.
- Add a text on the Link of Text field under the **Text Block [2]** title.
- Add more text blocks by clicking on the **Add Text block [3]** button.
- Enable the Retry option by clicking on the **Enable Retry button [4]** checkbox.
- Enable case sensitivity of the text by clicking on the **Case sensitive [5]** checkbox.
- Set that all the fields should be answered before viewing the solution by clicking the **Require all fields to be answered before the solution can be viewed [6]** checkbox.
- Enable automatically checking the answers after the user gives inputs by clicking the **Automatically check answers after input [7]** checkbox.
- Display the input fields on a separate line by clicking **Put input fields on separate lines [8]** checkbox.
- Click on the **Done [9]** button to save the changes.
- Remove the component from the page by clicking the **Remove [10]** link.

Step 3: Add Task Description



In the Task description field we give the learner basic instructions or introduce the problem to be solved. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This field is mandatory.

Step 4: Enter the Line of Text

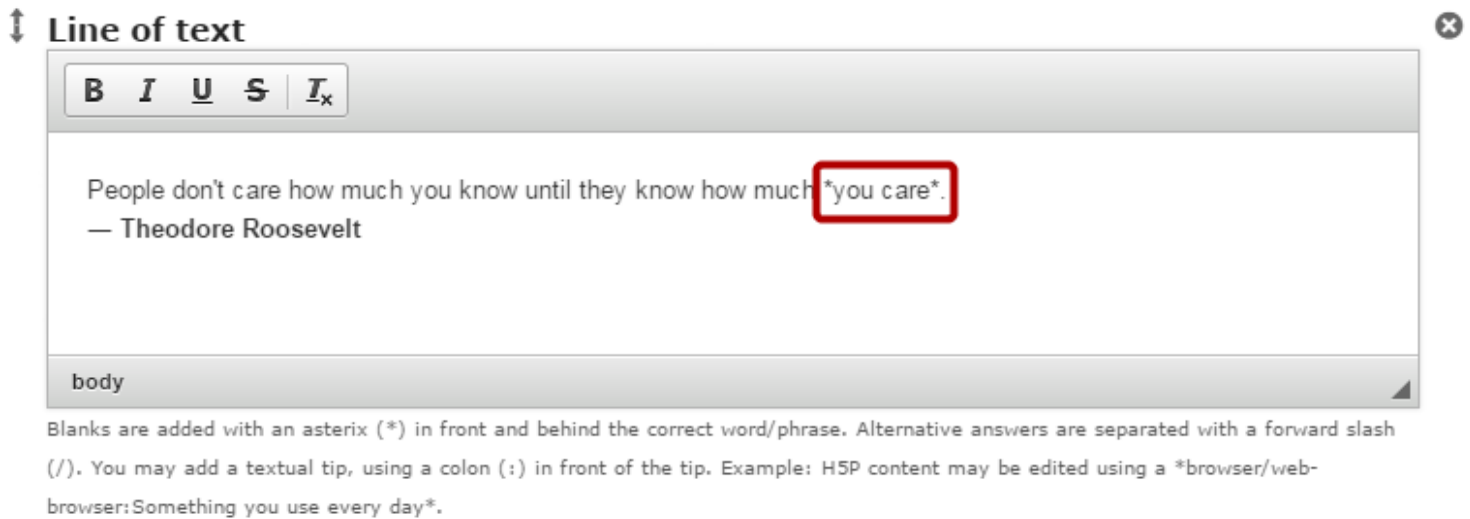


Under Text blocks title, we add our sentences and define which words are to be removed for the learner to identify. By default, only a single Text block is displayed when you create a new Fill in the blanks page.

Under Text blocks title, start entering the text in the Line of Text **[1]** field. You can also change the format of the Text. This field is mandatory. You should now have something like the above image.

Step 5: Set the Blanks and corresponding Answers

Under Line of text, Blanks are added with an asterisk (*) in front and behind the correct word or phrase. Alternative answers are separated with a forward slash (/). You may add a textual tip, using a colon (:) in front of the tip.



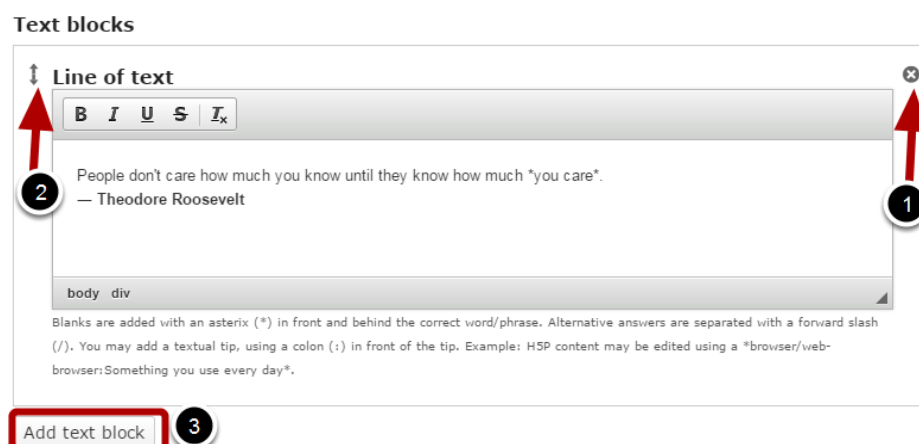
Authors enter text and mark answer words to be replaced with asterisks. In our example, we place asterisks before and after the words “you care”. So, the user will see the text replaced with a text box, in which the user will enter the answer.

Similarly, you can give alternative answers using a forward slash (/) and hints using a colon (:) character just like the below example.

London is the capital of *UK/U.K./United Kingdom/England:AEuropean Country*.

For the above question, the user can enter UK, U.K., United Kingdom or England. The hint will be “AEuropean Country”.

If you want to add another one, click the Add Text Block [3] button below the Text Block as shown in the below image..



Another Text Block will be added after you click the Add text block button. You can remove any Text blocks by clicking the X [1] button on the top right corner of the Option window. You can also change the order of the Text blocks by dragging the Double Headed Arrow [2] button on the top left corner of the Option window. Similarly, you can add as many Text Blocks as you want.

Step 6: Enable Retry Button (Optional)

☒ Enable "Retry" button

If you click Enable “Retry” button checkbox, you can give one more chance to user after seeing the answers using Show Solutions option. This option is optional, and so tick the checkbox if you need so. By default this checkbox will be unchecked.

Step 7: Check Case Sensitive Checkbox (Optional)

☐ Case sensitive Makes sure the user input has to be exactly the same as the answer.

This option is used to make sure the user input has to be exactly the same as the answer. This option is optional, and so tick the checkbox if you need so. By default this checkbox will be unchecked.

Step 8: Check All Fields to be answered Checkbox (Optional)

☐ Require all fields to be answered before the solution can be viewed

This option is used to check all the fields to be answered before the solution can be viewed. If you check this option, the user will be able to see the answers only after he/she has entered an answer for each blank. This option is optional, and so you can tick this checkbox if you need so. By default this checkbox will be unchecked as well.

Step 9: Check Automatically check the Answers Checkbox (Optional)

☐ Automatically check answers after input

This option is used to automatically check answers after the user has entered the answers for each question. If this checkbox is checked, the answer will be evaluated immediately after the user has entered the answer and moves away from the field. This option is optional, and so tick this checkbox if you need so.

Step 10: Check Put Input Fields on separate Lines Checkbox (Optional)

☐ Put input fields on separate lines

This option is used to put the input fields on separate lines. A typical example is given below.

Here are some famous quotes by some famous people. Try to fill in the blanks with the correct words to complete the quotes. Once you are done, click the 'Check' button. If you get any answers wrong, you can change it by clicking the 'Change' button. You will be able to fill the blanks again. If you want to see all the correct answers, please click the 'Show solutions' button.

People don't care how much you know until they know how much

— Theodore Roosevelt

In the above image, you can see the blank field appearing on in a separate line below the text. This option is also optional, and so ticks the checkbox if you need so.

Step 11: Click the Done Button

☐ Put input fields on separate lines



Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** link shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 12: Click the Create Button

Add NewAll Contents

Create

Create

Enter title here

Fill in the blanks

Presentation ▼

0, 0

Customer Service and Business Quotes

Here are some famous quotes by some famous people. Try to fill in the blanks with the correct words to complete the quotes. Once you are done, click the 'Check' button. If you get any answers wrong, you can change it by clicking the 'Change' button. You will be able to fill the blanks again. If you want to see all the correct answers, click the 'Show solutions' button.

People don't care how much you know until they know how much .

— Theodore Roosevelt

If you want to be outstanding, stop meeting , start exceeding them.

— Saji Ijiyemi

Your most unhappy customers are your greatest source of .

— Bill Gates

Get closer than ever to your customers. So close that you tell them what they need well before they it themselves.

— Steve Jobs

The customer's is your reality.

— Kate Zabriskie

☒ Enable show solution buttons

► Settings and texts

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Customer Service and Business Quotes

Here are some famous quotes by some famous people. Try to fill in the blanks with the correct words to complete the quotes. Once you are done, click the 'Check' button. If you get any answers wrong, you can change it by clicking the 'Change' button. You will be able to fill the blanks again. If you want to see all the correct answers, click the 'Show solutions' button.

People don't care how much you know until they know how much .

— **Theodore Roosevelt**

If you want to be outstanding, stop meeting , start exceeding them.

— **Saji Ijiyemi**

Your most unhappy customers are your greatest source of .

— **Bill Gates**

Get closer than ever to your customers. So close that you tell them what they need well before they it themselves.

— **Steve Jobs**

The customer's is your reality.

— **Kate Zabriskie**

✓ Check

You can see the finished page created with Fill in the blanks Component as shown in the above image.

Notes

- You can create as many questions as possible in a page using this component.
- Similarly, you can add any number of blanks to a page.

How to create a Lesson using the Match and sort Component?

You can use this component to have your students match or sort the answers by dragging them to the relevant placeholders. This will give the users evaluate their knowledge effectively in an interactive manner.

You can use this component to create 2 types of questions.

1. Drag and drop matching Questions: The user will drag and drop the boxes with answers to relevant place holders to match them with the questions.

2. Drag and drop sorting Questions: The user will drag and drop the boxes with answers to relevant place holders to sort them

When to use this Component

You can use this component when you want to let your students match the answers to their corresponding questions. With this same component, they can sort the given answers by dragging them into the respective placeholders.

How it works

1. User can match or sort the boxes with answers on the right side by dragging them to the respective placeholders.
2. The user clicks the Submit button.
3. If the user has matched or sorted all the answers correctly, they will be highlighted in green. The Final Feedback is shown in the grey panel at the bottom of the page. The Submit button disappears.
4. If the user hasn't matched or sorted all the answers correctly, the wrong answers will be shown in red. The First Attempt Feedback is shown in the grey panel. The Submit button turns to Retry.
5. The user clicks the Retry button. All the boxes are reset to their initial places. Retry button turns to Submit again.
6. The user clicks the Submit button and matches or sorts the answers. If the user has matched or sorted all the answers correctly, they will be highlighted in green. The Final Feedback is shown in the grey panel at the bottom of the page. The Submit button disappears.
7. If the user hasn't matched or sorted all the answers correctly, the wrong answers will be shown in red. The Second Attempt Feedback is shown in the grey panel. The Submit button turns to Show.
8. The user clicks the Show button.
9. The boxes are shown correctly matched or sorted. Final Feedback appears in the grey panel.

Features of this Component

- You can place an optional heading for the page. The description text on the right side is also optional.
- The First Attempt, Second Attempt and Final Feedbacks are also optional.
- You can place an optional divider between the Description texts and boxes.
- You can easily switch between matching and sorting just by clicking a checkbox.
- You can easily design your draggable boxes and placeholders and assign the correct answers.
- The boxes align themselves automatically and they are all in the same width and height.
- The direction to drag the boxes is indicated by arrow marks.

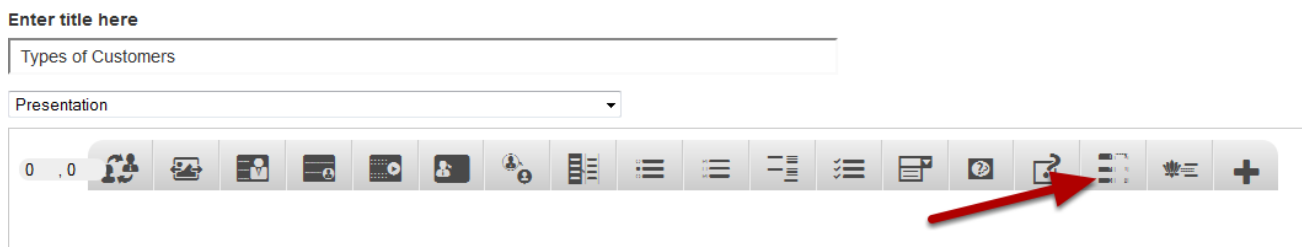
The below are the initial common steps involved in creating a question with this component.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Match and sort Component Icon



Then click on the Match and sort component icon as shown in the above image. You will see a screen similar to the image shown below.

Title

B **I** **U** **I_x** Normal ▾

2

body p

Settings 1 **Task**

Background Image

+ 3

🌐 Edit copyright 4

Optional. Select an image to use as background for your drag and drop task.

Description Left

5

Description Right

6

☐ **Divider** 7

Enable to allow divider below the description.

First Attempt Feedback

8

Second Attempt Feedback

9

Final Feedback

10

☐ 11 Use Arrow

☐ 12 Flipping

Task Size

620 13 310

Specify how large (in px) the play area should be.

15 Remove

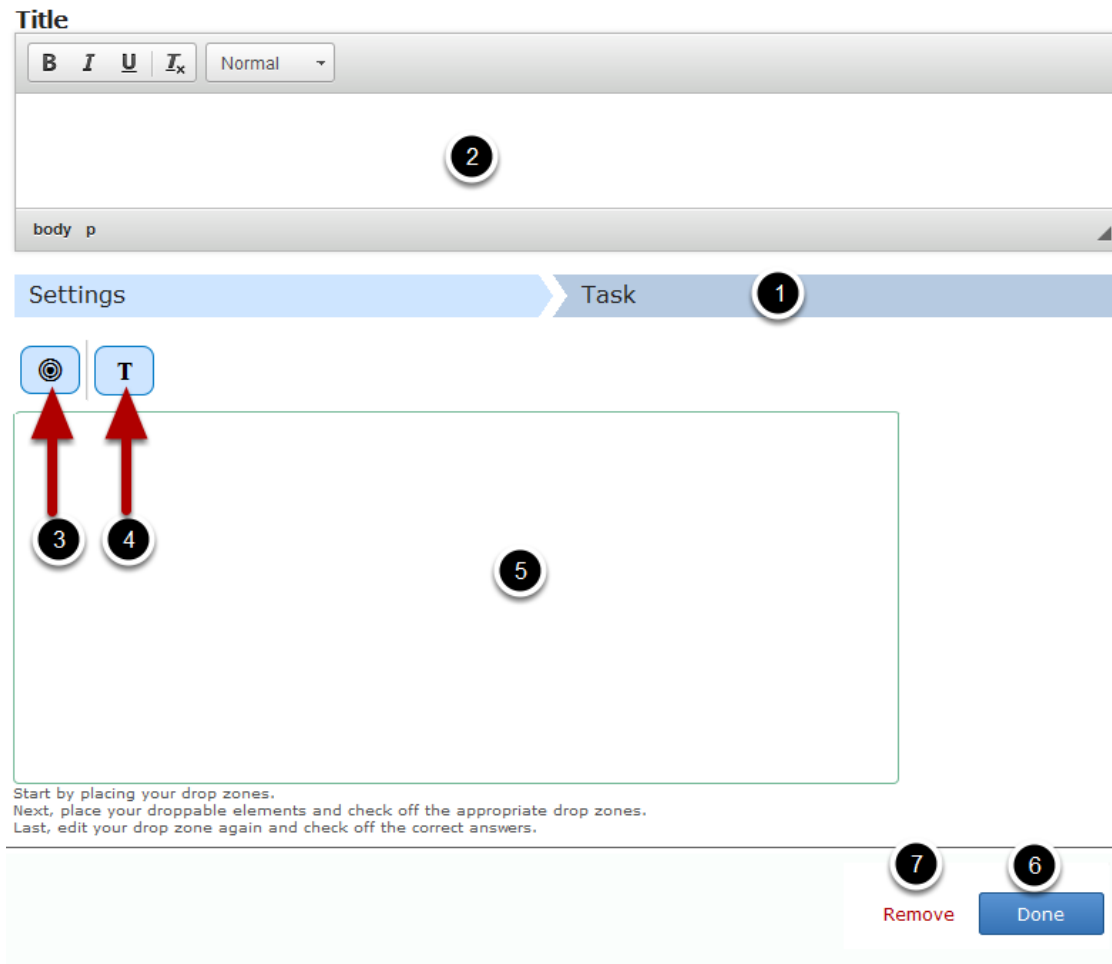
14 Done

Settings [1] tab deals with general settings such as background image and size. The screen above shows the Settings tab of the Match and sort component. On this screen, you can

- Add an optional title in the **Title [2]** field. This same field will be visible in the Task tab as well.
- Add an optional background image to the page using the **Background Image [3]** title.
- Update copyright details of the uploaded image by clicking the **Edit copyright [4]** button.
- Add description texts to the **Description Left [5]** and **Description Right [6]** fields.
- Add an optional divider by checking the **Divider [7]** button.
- Update contents for the **First Attempt Feedback [8]**, **Second Attempt Feedback [9]** and **Final Feedback [10]**.

- Set the direction of the arrow by checking the **Inverse Arrow [11]** checkbox.
- Switch between matching and sorting by checking the **Sorting [12]** checkbox.
- Set the size of the task by updating it in the **Task Size [13]** text boxes.
- Click on the **Done [14]** button to save the changes.
- Remove the component by clicking on the **Remove [15]** button.

Once you've made the required changes on the Settings tab, move to the Task tab as shown in the below image.



The screen above shows the **Task [1]** tab of the Match and sort component. On this screen, you can

- Add an optional title in the **Title [2]** field. This is the same field which was visible in the Settings tab.
- Add drop zones by clicking the **Drop Zone [3]** icon.
- Add draggable boxes with answers or boxes with labels by clicking the **Insert text [4]** icon.
- Organize the boxes in the **Background Area [5]** of the task. If you've added any background image, it will appear here.
- Click on the **Done [6]** button to save the changes.
- Remove the component by clicking on the **Remove [7]** button.

Once you've added the component, you can create a question of any of the 2 types of this component mentioned earlier. You can check the documents for these 2 types to learn how to create a question of these types individually.

How to create a Lesson using the Drag and drop matching Type?

You can use the Match and sort component to let your students match the answers to their corresponding questions. Questions of this type are so interactive that every student will love to do this task.

When to use this Type

You can use this type of question where you want the students match the answers with the relevant questions in an interactive manner

How it works

1. Instruction is provided in the description fields.
2. The first column contains boxes with labels or questions. These boxes cannot be dragged.
3. The middle columns are called place holders or drop zones. You drag the answer boxes into these place holders.
4. The third column contains the boxes with answers in a shuffled order.
5. User drags and drops the boxes with answers to the drop zones opposite to the relevant boxes with questions and clicks the Submit button.
6. If the user has matched all the answers correctly, they will be highlighted in green. The Final Feedback is shown in the grey panel at the bottom of the page. The Submit button disappears.
7. If the user hasn't matched all the answers correctly, the wrong answers will be shown in red. The First Attempt Feedback is shown in the grey panel. The Submit button turns to Retry.
8. The user clicks the Retry button. All the boxes are reset to their initial places. Retry button turns to Submit again.
9. The matches the answers again and clicks the Submit button. If the user has matched all the answers correctly, they will be highlighted in green. The Final Feedback is shown in the grey panel at the bottom of the page. The Submit button disappears.
10. If the user hasn't matched all the answers correctly, the wrong answers will be shown in red. The Second Attempt Feedback is shown in the grey panel. The Submit button turns to Show.
11. The user clicks the Show button.
12. The boxes are shown correctly matched. Final Feedback appears in the grey panel.

Features of this Type

- You can place an optional heading for the page. The description text on the right side is also optional.
- The First Attempt, Second Attempt and Final Feedbacks are also optional.
- You can place an optional divider between the Description texts and boxes.
- You can easily switch between matching and sorting just by clicking a checkbox.

- You can easily design your draggable boxes and placeholders and assign the correct answers.
- The boxes align themselves automatically and they are all in the same width and height.
- The direction to drag the boxes is indicated by arrow marks.

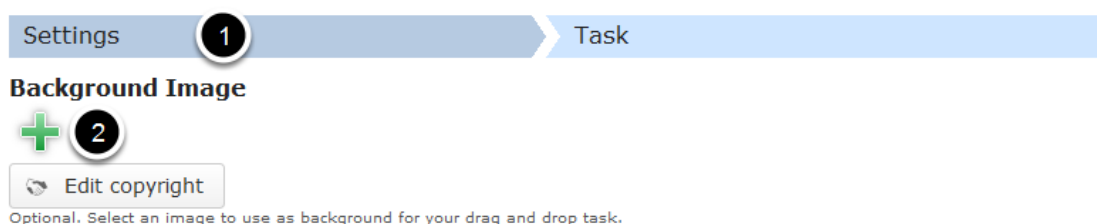
Once you are in the slide in which this type of question should be added, you can create it by following the below steps.

Step 1: Add a Title (Optional)

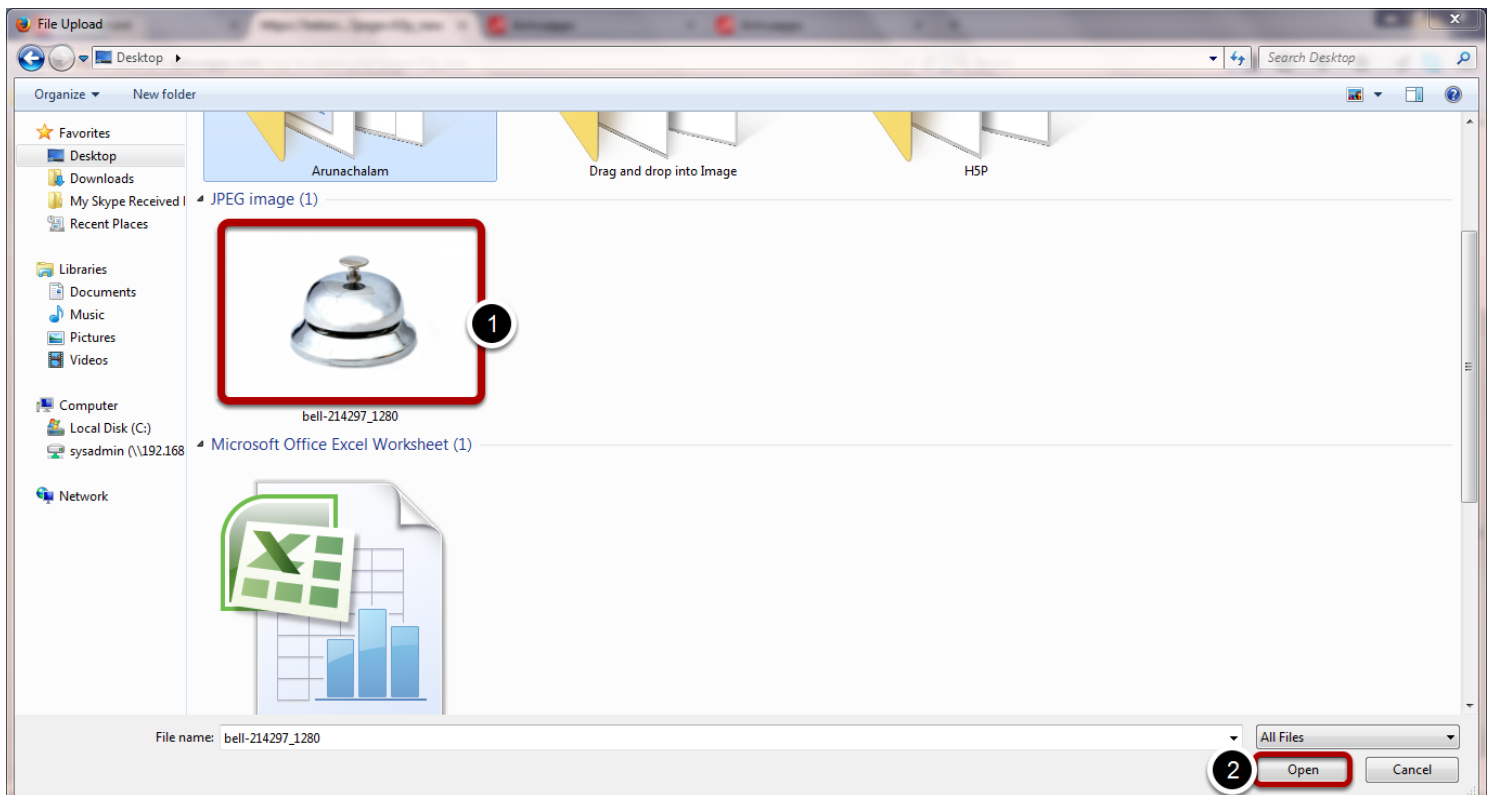


Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page.

Step 2: Add a Background Image (Optional)



You can add an optional background image for the task in the **Settings [1]** tab by clicking the '+' button under the **Background Image [2]** button as shown in the above image. You will get a screen similar to the one shown in the below image.



On the above screen, go to the required folder, select the required image [1] and click the Open [2] button. You can see image being uploaded as shown in the below image.

Background Image

Uploading, please wait...

Edit copyright

Optional. Select an image to use as background for your drag and drop task.

Once the image has been uploaded, it will be shown under the Background Image [1] title as shown in the below image.

Background Image



Edit copyright

Optional. Select an image to use as background for your drag and drop task.

Optionally, you can update the copyright details of the uploaded image by clicking the **Edit copyright** [2] button shown above. Once you click the button, you will see the below screen.

Title
La Gioconda

Author
Leonardo da Vinci

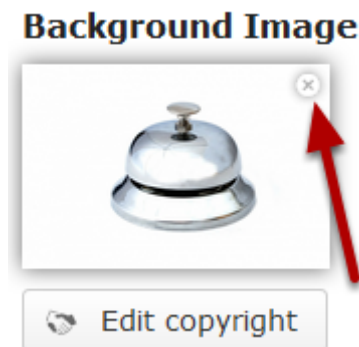
Year(s)
1503 - 1517

Source
http://en.wikipedia.org/wiki/Mona_Lisa

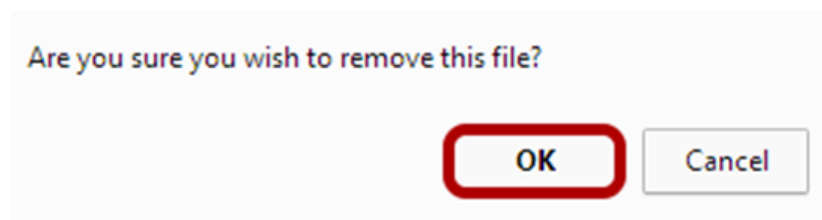
License
Undisclosed ▼



You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.



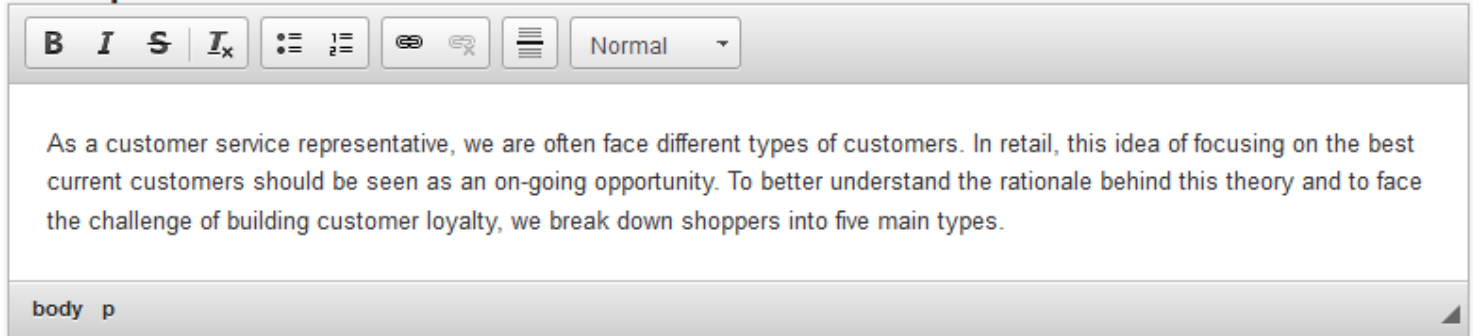
You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.



You can also update the image without removing it by clicking on the image. You will be offered to select the image again as mentioned in step 2.

Step 3: Add Description Left

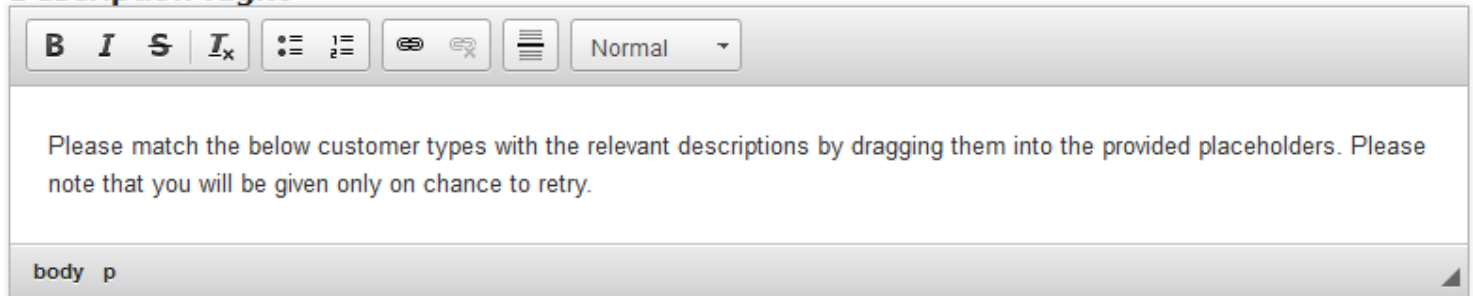
Description Left



You can add contents to the Description Left field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is mandatory.

Step 4: Add Description Right (Optional)

Description Right



Similarly, you can add contents to the Description Right field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

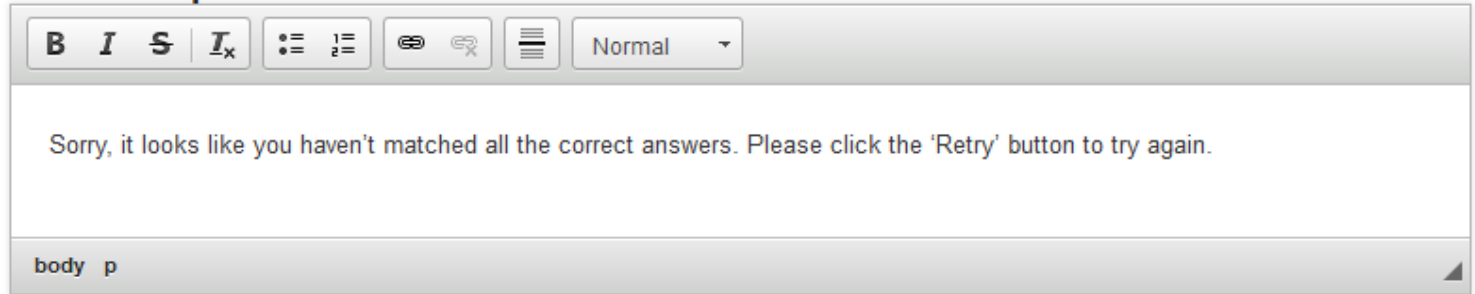
Step 5: Enable Divider (Optional)

☒ **Divider**
Enable to allow divider below the description.

You can add a divider between the description texts and boxes. If you want to enable the divider, just check the Divider checkbox shown above. By default, it is disabled.

Step 6: Enter the text for First, Second and Final Feedbacks (Optional)

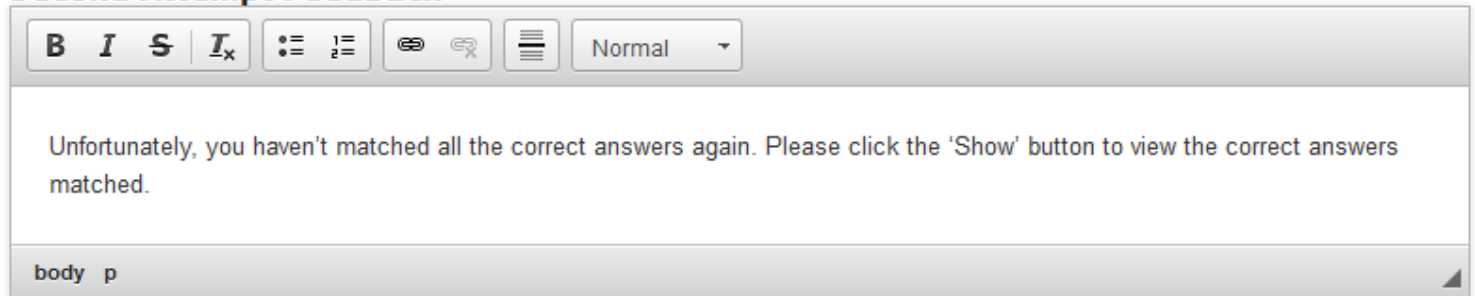
First Attempt Feedback



The screenshot shows a text editor interface for the 'First Attempt Feedback' field. At the top is a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (x), bulleted list, numbered list, link, unlink, and a 'Normal' dropdown menu. The text area contains the message: 'Sorry, it looks like you haven't matched all the correct answers. Please click the 'Retry' button to try again.' The bottom of the editor shows 'body p' and a small triangle icon.

First Attempt Feedback is the feedback that appears when the user selects a wrong answer at the first attempt. Type the contents in the First Attempt Feedback field as shown in the above image.

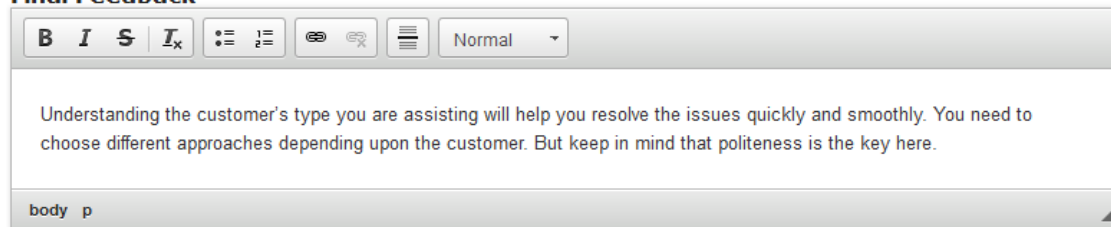
Second Attempt Feedback



The screenshot shows a text editor interface for the 'Second Attempt Feedback' field. It has the same toolbar as the first attempt feedback. The text area contains the message: 'Unfortunately, you haven't matched all the correct answers again. Please click the 'Show' button to view the correct answers matched.' The bottom of the editor shows 'body p' and a small triangle icon.

Second Attempt Feedback is the feedback that appears when the user selects a wrong answer at the second attempt. Type the contents in the Second Attempt Feedback field as shown in the above image.

Final Feedback



The screenshot shows a text editor interface for the 'Final Feedback' field. It has the same toolbar as the previous feedback fields. The text area contains the message: 'Understanding the customer's type you are assisting will help you resolve the issues quickly and smoothly. You need to choose different approaches depending upon the customer. But keep in mind that politeness is the key here.' The bottom of the editor shows 'body p' and a small triangle icon.

Similarly, Final Feedback is the feedback that appears when the user selects the correct answer at anytime. This is also the feedback that will be shown when the user clicks the Show button after selecting any wrong answer in the second attempt. Just type the contents of the page in the Final Feedback field as shown in the above image.

Step 7: Make sure the Inverse Arrow Checkbox is unchecked

☐ Inverse Arrow

The direction to which the answer boxes should be moved is indicated by the arrow marks on the page. For matching, it should be < and for sorting it should be >. By default, the direction is set to right to left (<). You can change it by checking the Inverse Arrow check box shown above. Since we are creating a page for matching the contents, we leave this checkbox unchecked.

Step 8: Make sure the Sorting Checkbox is unchecked

☐ Sorting

We need to check this checkbox only when you use this component for sorting. If you click this checkbox, only two columns will be shown. Since we are creating a page for matching the contents, we leave this checkbox unchecked.

Step 9: Set Task Size (Optional)

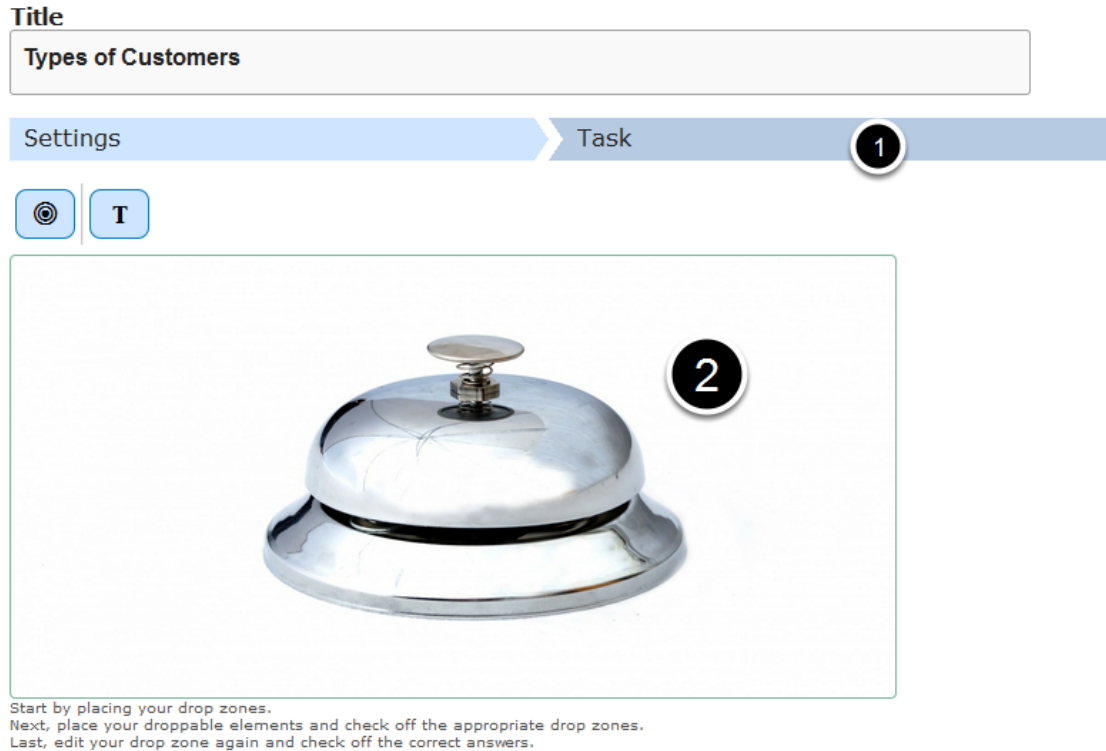
Task Size

<input type="text" value="620"/>	x	<input type="text" value="310"/>
----------------------------------	---	----------------------------------

Specify how large (in px) the play area should be.

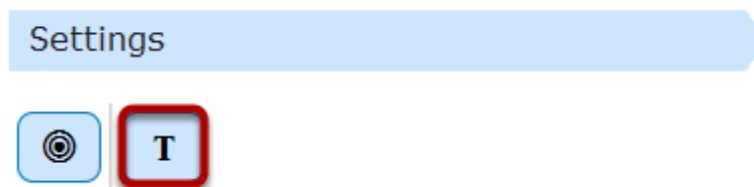
You can set the size of the task using the Task Size checkboxes shown above. By default, it is set to 620 X 310 pixels.

Step 10: Move to the Task Tab

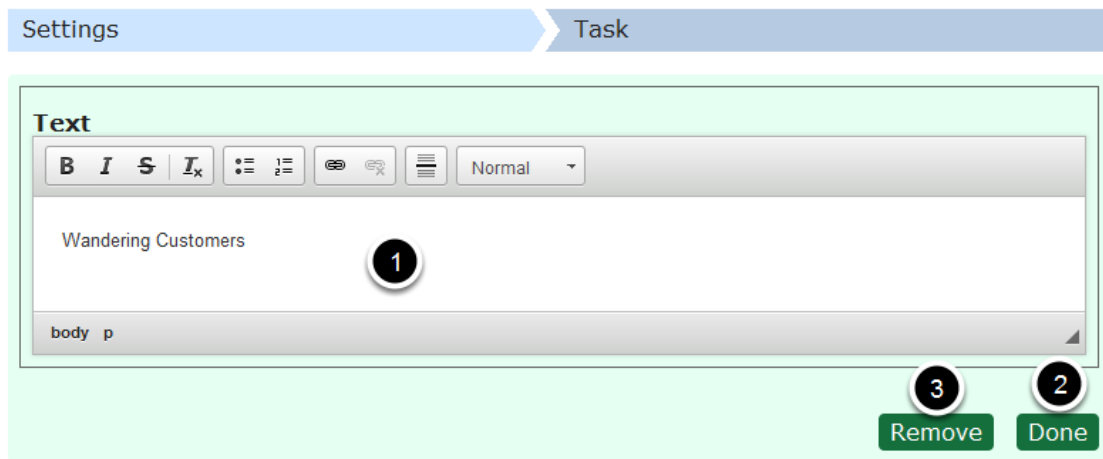


Once you've updated all the information in the Settings tab, move to the **Task [1]** tab shown in the above image. You can see a preview **[2]** of the uploaded image in the image.

Step 11: Add Label Boxes



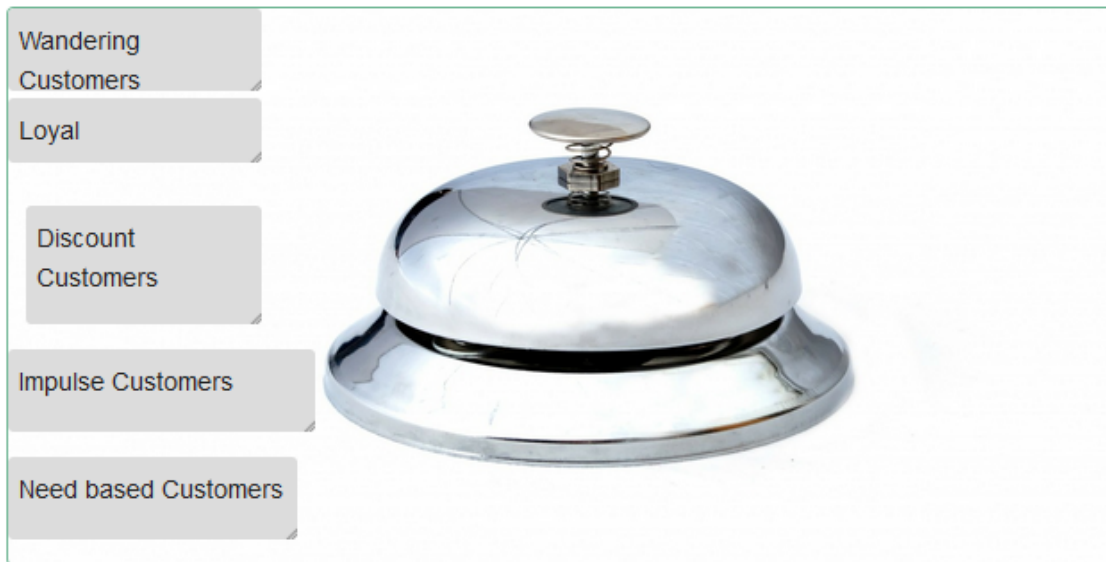
Start adding boxes with labels or questions. Just click the **Insert Text** icon shown above. You will see the below screen.



You can type in the **Text [1]** field to add a box with a label or question. You can also change the format of the title. Once you've entered the label, click the **Done [2]** button. You can also remove the label by clicking the **Remove [3]** button shown above. Once you click the Done button, you will see the below screen.

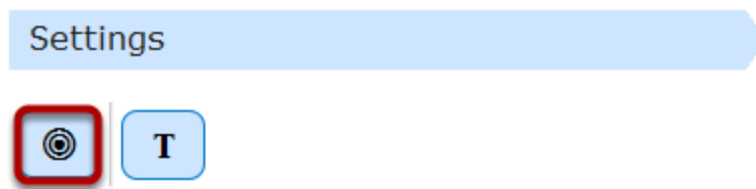


You can see the box with label you just created on the top left corner of the uploaded image. You can just resize or drag and drop the label to your desired place. Similarly you can add as many labels as possible.

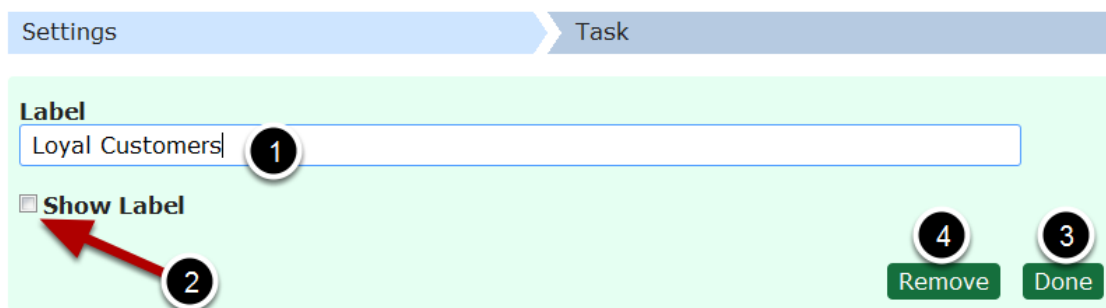


In the above image, you can see 5 labels being added to the task

Step 12: Add Drop Zones



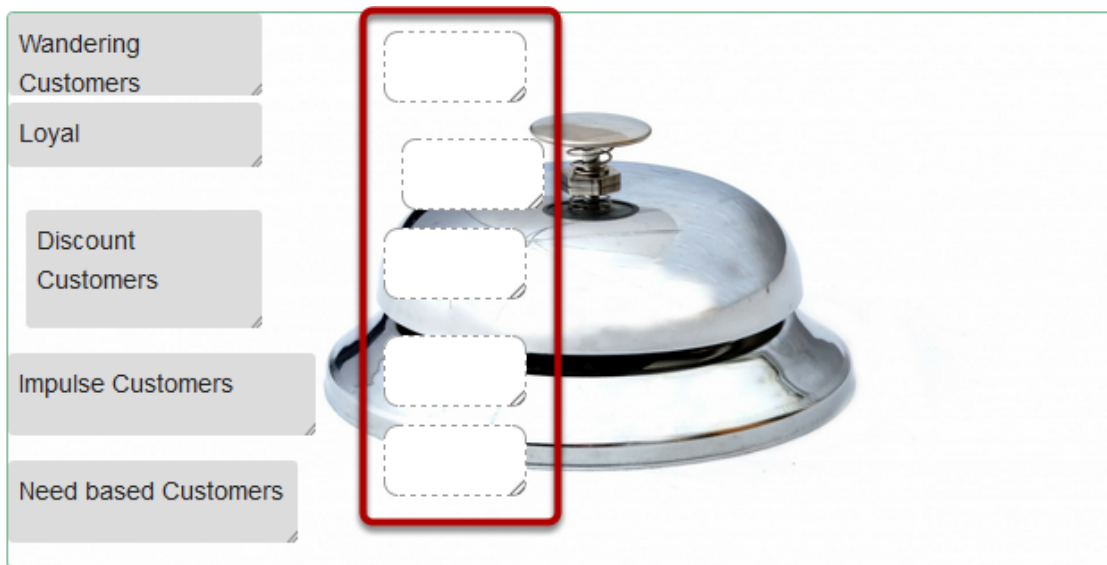
Then start adding drop zones to the task. Drop Zones are the place holders where the users will drag and drop the answer boxes into. To add a drop zone click the Drop Zone icon shown in the above image. You will see the below screen.



Type a label for the drop zone in the **Label [1]** field shown above. This label won't be shown to the user by default. If you want it to be visible, check the **Show Label [2]** checkbox. Once you've entered the label, click the **Done [3]** button. You can also remove the drop zone by clicking the **Remove [4]** button shown above. Once you click the Done button, you will see the below screen.

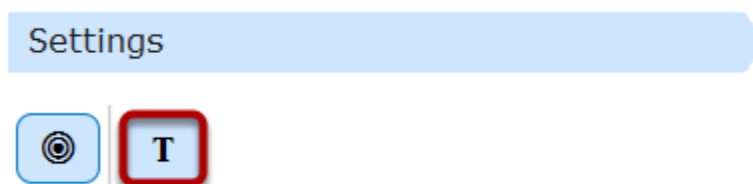


You can see the drop zone you just created on the top left corner of the uploaded image. You can just resize or drag and drop the drop zone to your desired place. Similarly you can add as many drop zones as possible.

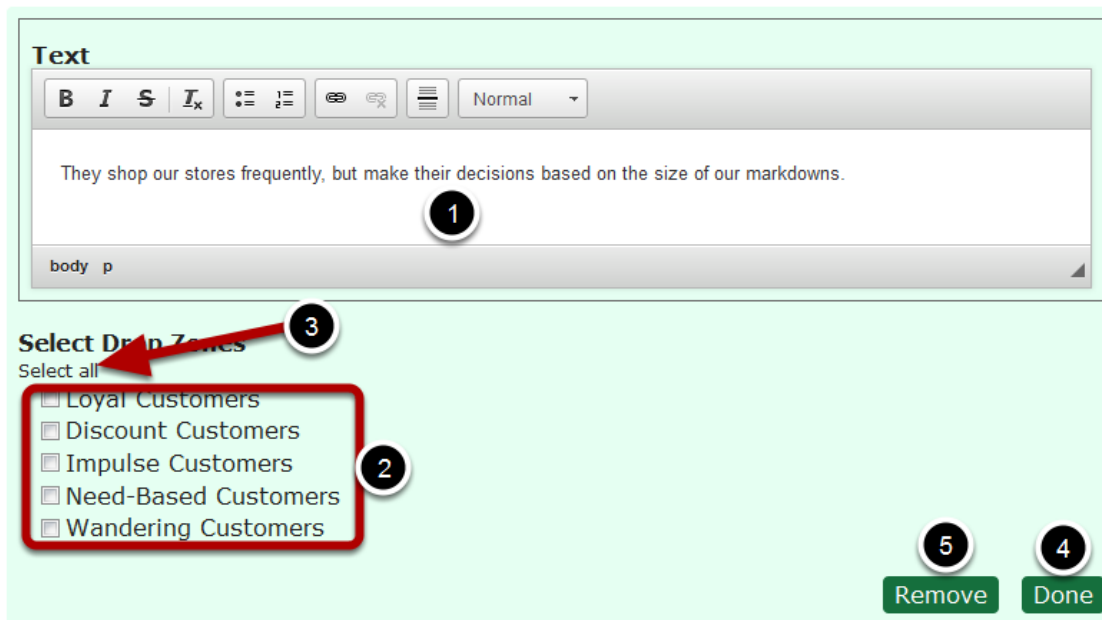


In the above image, you can see 5 drop zones being added to the task

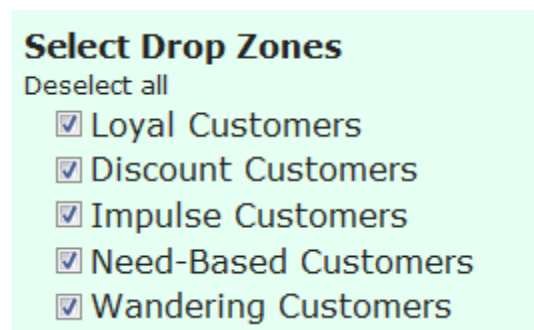
Step 13: Add draggable Boxes with Answers



Now, you can start adding draggable boxes with answers. To add a draggable answer box, click on the Insert text icon shown in the above image. You will see the below screen.



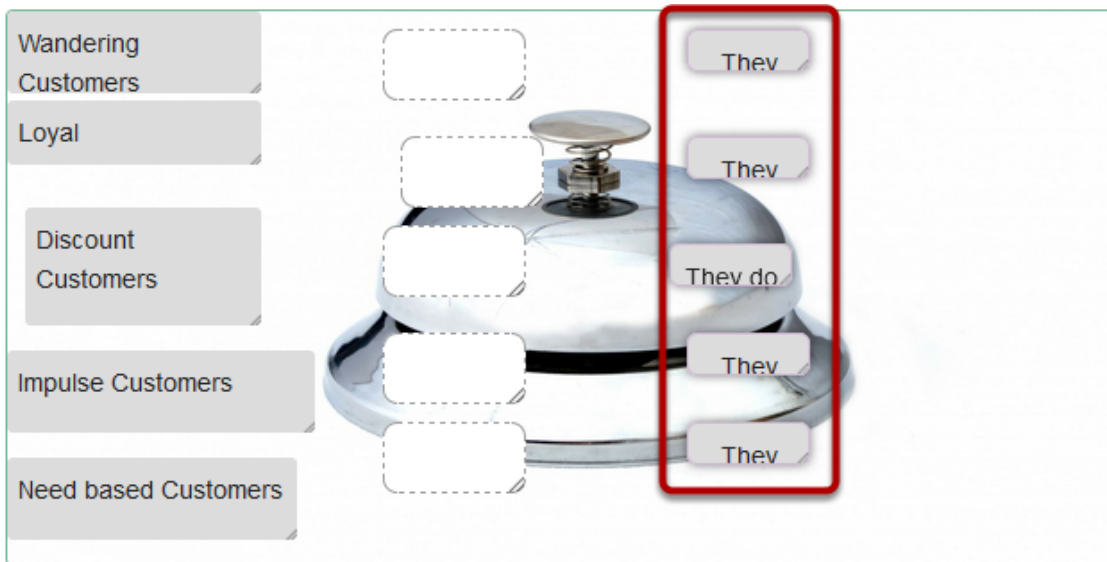
Type the label that would appear on the draggable answer box in the **Text [1]** field. You can also format the contents in the text field. Then select the drop zones where this specific answer box can be dropped into under **Select Drop Zones [2]** title. In our case, we select all the drop zones, because we want to be able to drag and drop all the answer boxes into any drop zone. To select all the drop zones just click the **Select all [3]** link shown above.



Now you can see all the drop zones have been selected. The Select all link is now changed to **Deselect all**. If you click this link, the answers will be deselected. We leave all the drop zones selected for our task. Then click on the **Done [4]** button to save the changes. You can also remove this draggable answer box by clicking the **Remove [5]** button. You will see the below screen.



The just added draggable answer box is added to the top left corner of the task page. You can just resize or drag and drop the draggable answer box to your desired place. Similarly, you can add as many draggable answer boxes as possible.



In the above image, you can see 5 draggable answer boxes being added to the task

Step 14: Shuffle the Answers

Once you've added answers in draggable boxes, make sure you shuffle them, so that the answers won't be opposite to the boxes with questions. Just drag and drop the boxes with answers to make a random order of answers.

Step 15: Assign the Answers

Label
Loyal Customers

☐ Show Label

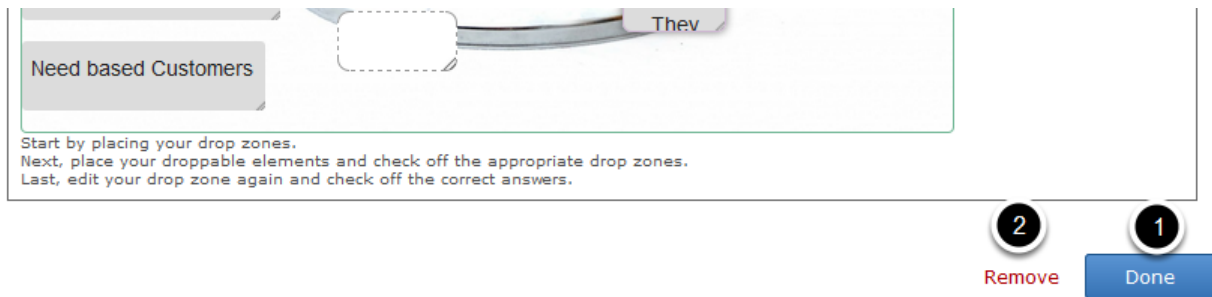
Select Correct Elements
Select all

- ☐ Text: They shop our stores frequently,...
- ☒ Text: They represent no more than 20 p...
- ☐ Text: They do not have buying a partic...
- ☐ Text: They have a specific intention t...
- ☐ Text: They have no specific need or de...

1 2
 Remove Done

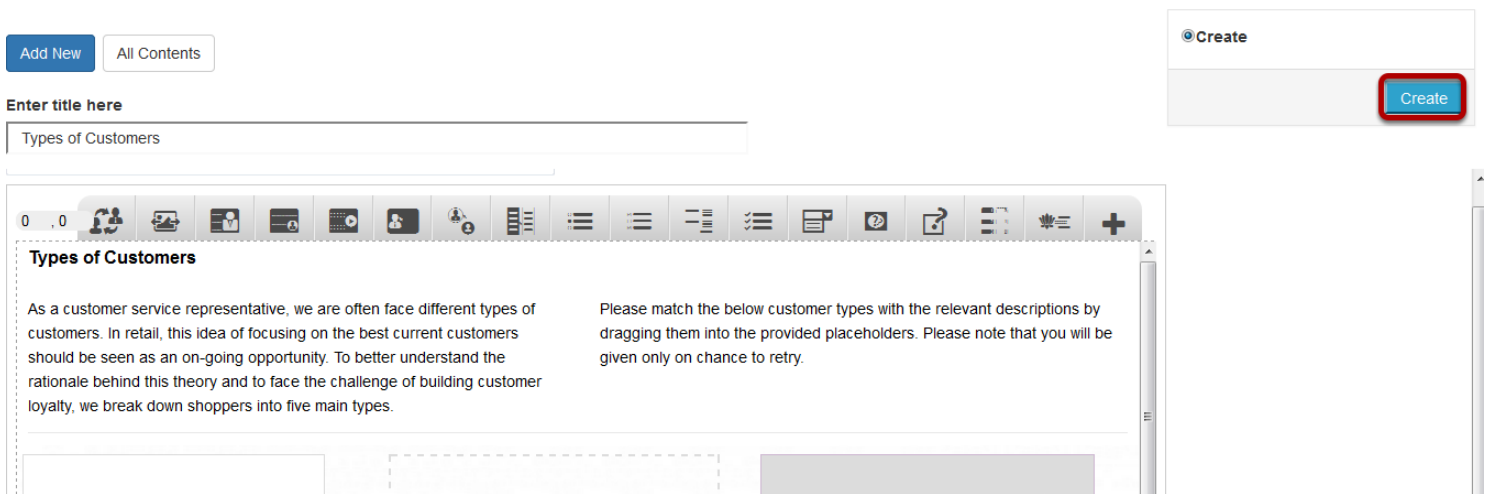
Once you've shuffled the answers, you can set which answers should match the questions in boxes. To do that, double click the first drop zone. You will see the above screen again. Check the checkbox with the correct answer **[1]** for the first question. Then click the Done **[2]** button. You can click all the other drop zones and assign answers accordingly.

Step 16: Click the Done Button



Once you've updated all the details, click the **Done [1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove [2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 17: Click the Create Button



If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Types of Customers

As a customer service representative, we are often face different types of customers. In retail, this idea of focusing on the best current customers should be seen as an on-going opportunity. To better understand the rationale behind this theory and to face the challenge of building customer loyalty, we break down shoppers into five main types.

Please match the below customer types with the relevant descriptions by dragging them into the provided placeholders. Please note that you will be given only one chance to retry.

Wandering Customers

Loyal

Discount Customers

Impulse Customers

Need based Customers

They represent no more than 20 percent of our customer base, but make up more than 50 percent of our sales.

They have no specific need or desire in mind when they come into the store. Rather, they want a sense of experience and/or community.

They have a specific intention to buy a particular type of item.

They do not have buying a particular item at the top of their "To Do" list, but come into the store on a whim. They will purchase what seems good at the time.

They shop our stores frequently, but make their decisions based on the size of our markdowns.

Submit

You can see the finished page as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- You can add as many boxes with questions or answers as possible in a page.
- The boxes align themselves automatically and they are all in the same width and height. So, feel free just to add the boxes and place them as approximately. You don't even have to resize them.
- You don't need to change the task size, because the component will adjust its background size as per the number of boxes you create.

- Although the First Attempt, Second Attempt and Final Feedbacks are optional, if you leave these fields blank, then a grey panel without any content will appear below the boxes. To avoid this problem, enter 'none' in these fields while editing.
- Make sure that you uncheck the Inverse Arrow and Sorting checkboxes while creating lessons for matching.
- Draggable boxes are shown with soft round corners while editing. Label boxes have normal sharp corners.
- While editing tasks, you can make any answer box draggable by double clicking it and selecting at least one drop zone.
- Make sure you create equal number of label boxes, drop zones and answer boxes.
- Since you create label boxes before creating the drop zones, you won't see the drop zones below the name of the label while editing it.
- Once you've added drop zones, these drop zones' names will appear while editing label boxes. You can assign the drop zones to the label boxes thereafter.
- Check the Show Label check box only if required. If you click this check box, the answer may become visible.

How to create a Lesson using the Drag and drop sorting Type?

You can use the Match and sort component to let your students sort the answers according to the question asked. Questions of this type are so interactive that every student will love to do this task.

When to use this Type

You can use this type of question where you want the students sort the answers given in multiple draggable boxes in an interactive manner

How it works

1. Instruction and question are provided in the description fields.
2. The first column contains draggable boxes. These boxes can be dragged. They are shuffled initially.
3. The boxes in the next column are called place holders or drop zones. You drag the answer boxes into these place holders.
4. User drags and drops the boxes with answers to the drop zones opposite to the relevant boxes with questions and clicks the Submit button.
5. If the user has sorted all the answers correctly, they will be highlighted in green. The Final Feedback is shown in the grey panel at the bottom of the page. The Submit button disappears.
6. If the user hasn't sorted all the answers correctly, the wrong answers will be shown in red. The First Attempt Feedback is shown in the grey panel. The Submit button turns to Retry.
7. The user clicks the Retry button. All the boxes are reset to their initial places. Retry button turns to Submit again.
8. The user sorts the answers and clicks the Submit button. If the user has sorted all the answers correctly, they will be highlighted in green. The Final Feedback is shown in the grey panel at the bottom of the page. The Submit button disappears.
9. If the user hasn't sorted all the answers correctly, the wrong answers will be shown in red. The Second Attempt Feedback is shown in the grey panel. The Submit button turns to Show.
10. The user clicks the Show button.
11. The boxes are shown correctly sorted. Final Feedback appears in the grey panel.

Features of this Type

- You can place an optional heading for the page. The description text on the right side is also optional.
- The First Attempt, Second Attempt and Final Feedbacks are also optional.
- You can place an optional divider between the Description texts and boxes.
- You can easily switch between matching and sorting just by clicking a checkbox.
- You can easily design your draggable boxes and placeholders and assign the correct answers.

- The boxes align themselves automatically and they are all in the same width and height.
- The direction to drag the boxes is indicated by arrow marks.

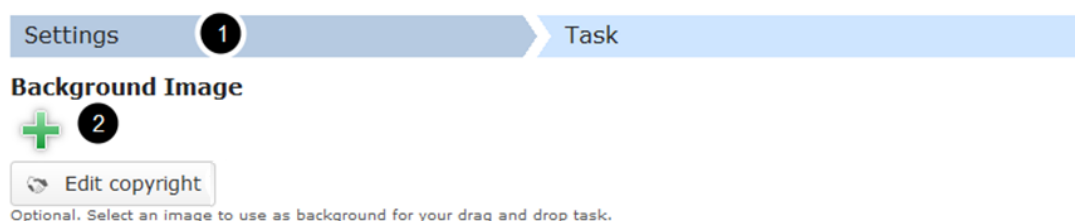
Once you are in the slide in which this type of question should be added, you can create it by following the below steps.

Step 1: Add a Title (Optional)

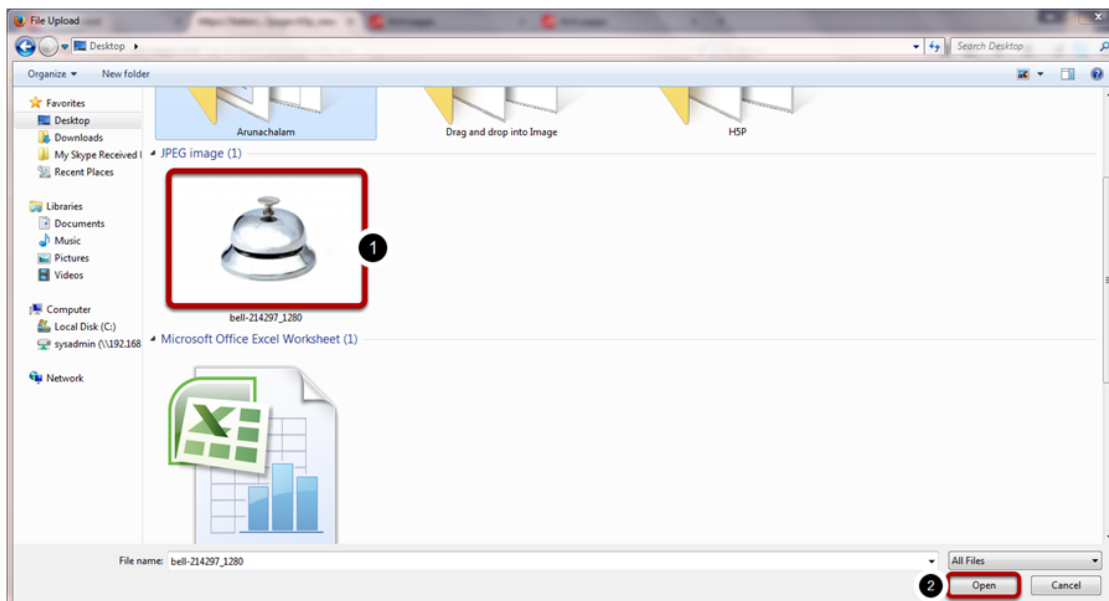


Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page.

Step 2: Add a Background Image (Optional)



You can add an optional background image for the task in the **Settings [1]** tab by clicking the '+' button under the **Background Image [2]** button as shown in the above image. You will get a screen similar to the one shown in the below image.



On the above screen, go to the required folder, select the required image [1] and click the **Open** [2] button. You can see image being uploaded as shown in the below image.

Background Image

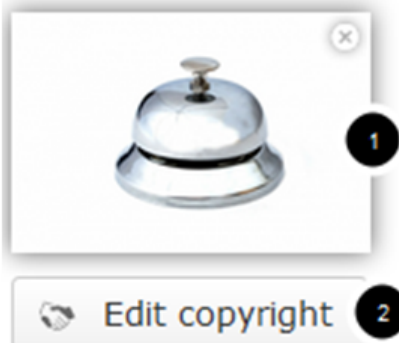
Uploading, please wait...

Edit copyright

Optional. Select an image to use as background for your drag and drop task.

Once the image has been uploaded, it will be shown under the Background Image [1] title as shown in the below image.

Background Image



Optional. Select an image to use as background for your drag and drop task.

Optionally, you can update the copyright details of the uploaded image by clicking the **Edit copyright** [2] button shown above. Once you click the button, you will see the below screen.

Title
La Gioconda

Author
Leonardo da Vinci

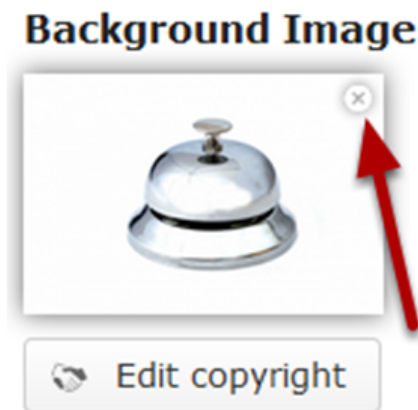
Year(s)
1503 - 1517

Source
http://en.wikipedia.org/wiki/Mona_Lisa

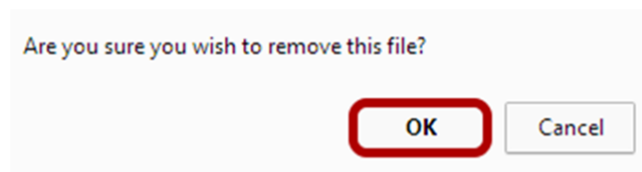
License
Undisclosed ▼



You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.








You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.



You can also update the image without removing it by clicking on the image. You will be offered to select the image again as mentioned in step 2.

Step 3: Add Description Left

Description Left

B I S I_x      Normal ▾






As a customer service representative, we are often face different types of customers. In retail, this idea of focusing on the best current customers should be seen as an on-going opportunity. To better understand the rationale behind this theory and to face the challenge of building customer loyalty, we break down shoppers into five main types.

body p

You can add contents to the Description Left field as shown in the above image. Just type the contents of the page in the Description field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents

Step 4: Add Description Right (Optional)

Description Right

B I S I_x      Normal ▾

Please match the below customer types with the relevant descriptions by dragging them into the provided placeholders. Please note that you will be given only on chance to retry.

body p

Similarly, you can add contents to the Description Right field as shown in the above image. Just type the contents of the page in the Description Right field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory.

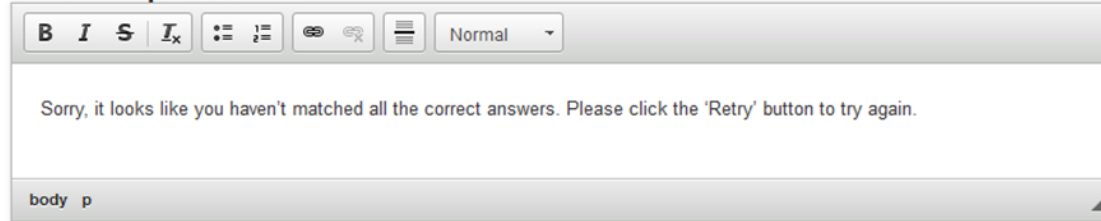
Step 5: Enable Divider (Optional)

☒ **Divider**
Enable to allow divider below the description.

You can add a divider between the description texts and boxes. If you want to enable the divider, just check the Divider checkbox shown above. By default it is disabled.

Step 6: Enter the text for First, Second and Final Feedbacks (Optional)

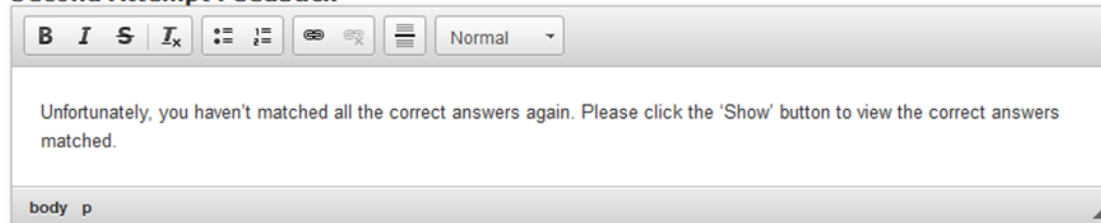
First Attempt Feedback



The screenshot shows a text editor for 'First Attempt Feedback'. It features a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (I_x), bulleted list, numbered list, link, unlink, and a 'Normal' dropdown menu. The text area contains the message: 'Sorry, it looks like you haven't matched all the correct answers. Please click the 'Retry' button to try again.' The bottom status bar shows 'body p'.

First Attempt Feedback is the feedback that appears when the user selects a wrong answer at the first attempt. Type the contents in the First Attempt Feedback field as shown in the above image.

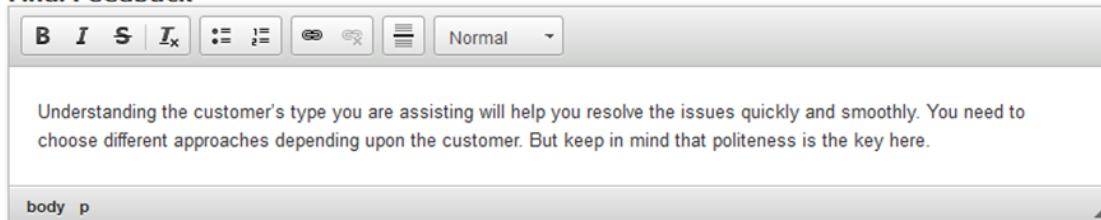
Second Attempt Feedback



The screenshot shows a text editor for 'Second Attempt Feedback'. It features a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (I_x), bulleted list, numbered list, link, unlink, and a 'Normal' dropdown menu. The text area contains the message: 'Unfortunately, you haven't matched all the correct answers again. Please click the 'Show' button to view the correct answers matched.' The bottom status bar shows 'body p'.

Second Attempt Feedback is the feedback that appears when the user selects a wrong answer at the second attempt. Type the contents in the Second Attempt Feedback field as shown in the above image.

Final Feedback



The screenshot shows a text editor for 'Final Feedback'. It features a toolbar with icons for bold (B), italic (I), strikethrough (S), subscript (I_x), bulleted list, numbered list, link, unlink, and a 'Normal' dropdown menu. The text area contains the message: 'Understanding the customer's type you are assisting will help you resolve the issues quickly and smoothly. You need to choose different approaches depending upon the customer. But keep in mind that politeness is the key here.' The bottom status bar shows 'body p'.

Similarly, Final Feedback is the feedback that appears when the user selects the correct answer at anytime. This is also the feedback that will be shown when the user clicks the Show button after selecting any wrong answer in the second attempt. Just type the contents of the page in the Final Feedback field as shown in the above image.

Step 7: Check the Inverse Arrow Checkbox

☒ **Inverse Arrow**

The direction to which the answer boxes should be moved is indicated by the arrow marks on the page. For matching, it should be < and for sorting it should be >. By default, the direction is set to right to left (<). You can change it by checking the Inverse Arrow check box shown above. Since we are creating a page for sorting the contents, we leave check this checkbox.

Step 8: Check the Sorting Checkbox

☒ **Sorting**

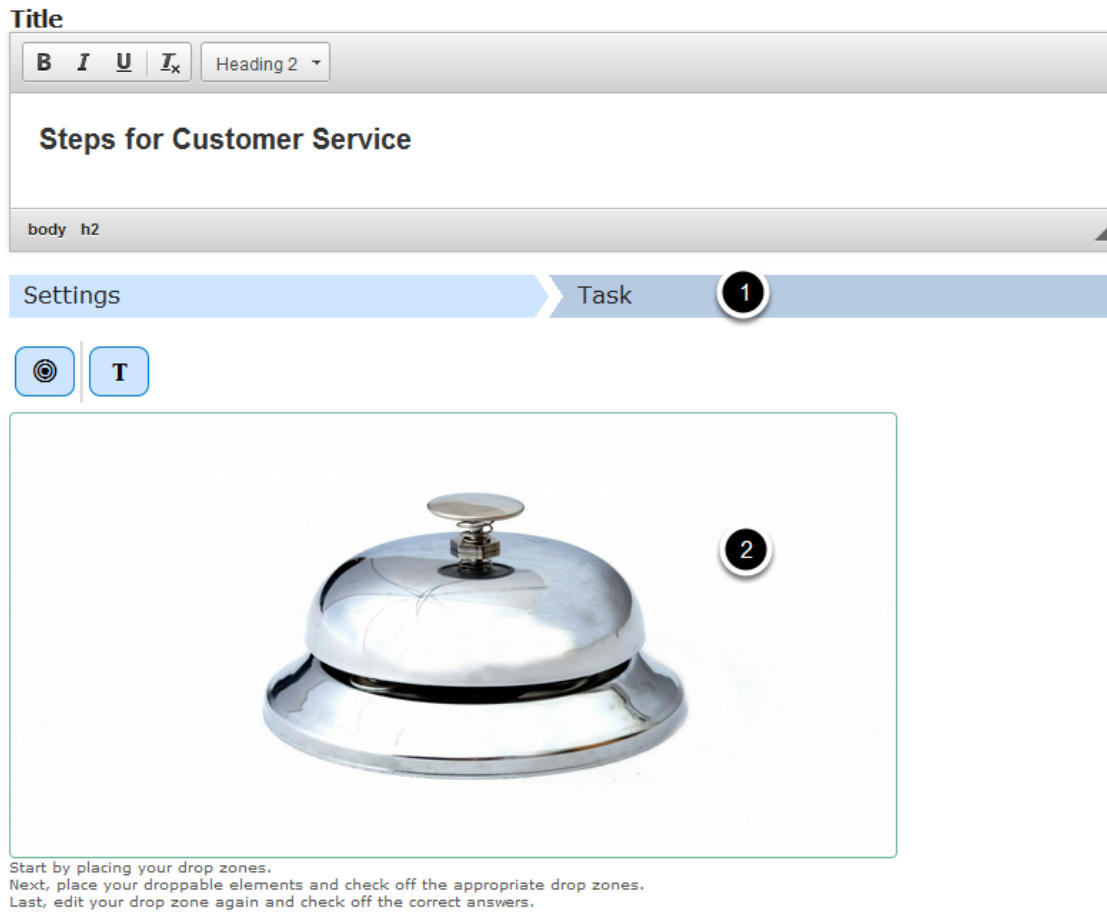
We need to check this checkbox only when you use this component for sorting. If you click this checkbox, only two columns will be shown. Since we are creating a page for sorting the contents, we need to check this checkbox.

Step 9: Set Task Size (Optional)

Task Size
 x
Specify how large (in px) the play area should be.

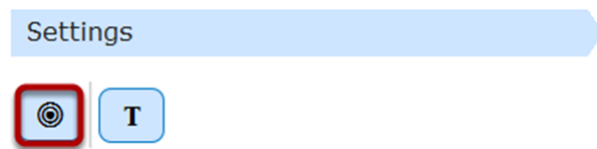
You can set the size of the task using the Task Size checkboxes shown above. By default, it is set to 620 X 310 pixels.

Step 10: Move to the Task Tab



Once you've updated all the information in the Settings tab, move to the **Task [1]** tab shown in the above image. You can see a preview **[2]** of the uploaded image in the image.

Step 11: Add Drop Zones



Start adding drop zones to the task. Drop Zones are the place holders where the users will drag and drop the answer boxes into. To add a drop zone click the Drop Zone icon shown in the above image. You will see the below screen.

Label

Greeting the customer **1**

☐ **Show Label** **2**

4 Remove **3** Done

Type a label for the drop zone in the **Label [1]** field shown above. This label won't be shown to the user by default. If you want it to be visible, check the **Show Label [2]** checkbox. Once you've entered the label, click the **Done [3]** button. You can also remove the drop zone by clicking the **Remove [4]** button shown above. Once you click the Done button, you will see the below screen.



You can see the drop zone you just created on the top left corner of the uploaded image. You can just resize or drag and drop the drop zone to your desired place. Similarly you can add as many drop zones as possible.



In the above image, you can see 5 drop zones being added to the task

Step 12: Add draggable Boxes

Settings



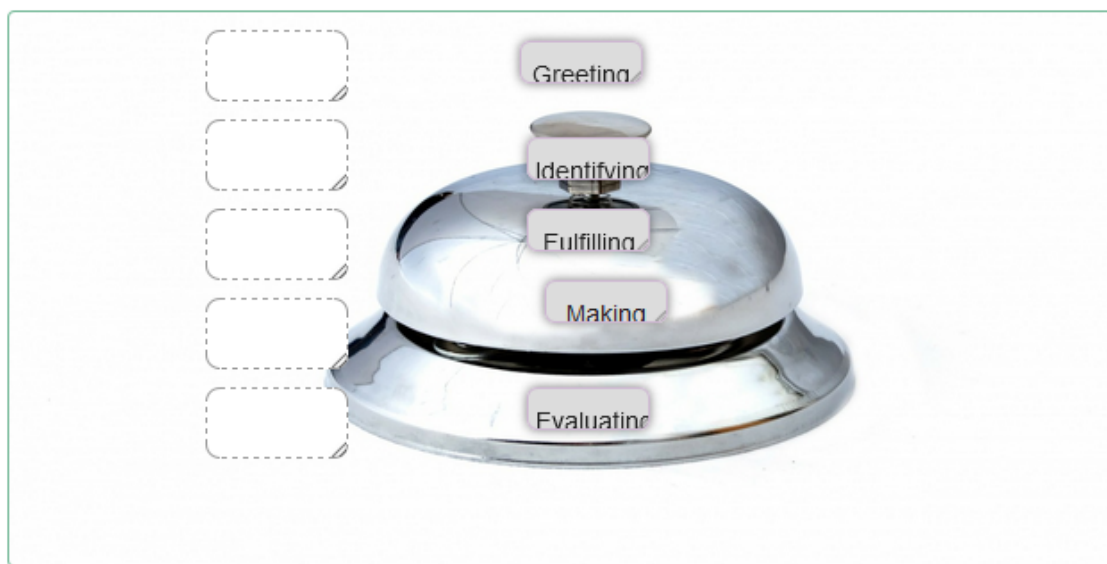
Now, you can start adding draggable boxes with answers. To add a draggable answer box, click on the Insert text icon shown in the above image. You will see the below screen.

Type the label that would appear on the draggable answer box in the **Text [1]** field. You can also format the contents in the text field. Then select the drop zones where this specific answer box can be dropped into under **Select Drop Zones [2]** title. In our case, we select all the drop zones, because we want to be able to drag and drop all the answer boxes into any drop zone. To select all the drop zones just click the **Select all [3]** link shown above.

Now you can see all the drop zones have been selected. The Select all link is now changed to **Deselect all**. If you click this link, the answers will be deselected. We leave all the drop zones selected for our task. Then click on the **Done [4]** button to save the changes. You can also remove this draggable answer box by clicking the Remove [5] button. You will see the below screen.



The just added draggable answer box is added to the top left corner of the task page. You can just resize or drag and drop the draggable answer box to your desired place. Similarly, you can add as many draggable answer boxes as possible.



In the above image, you can see 5 draggable answer boxes being added to the task

Step 13: Shuffle the Answers.

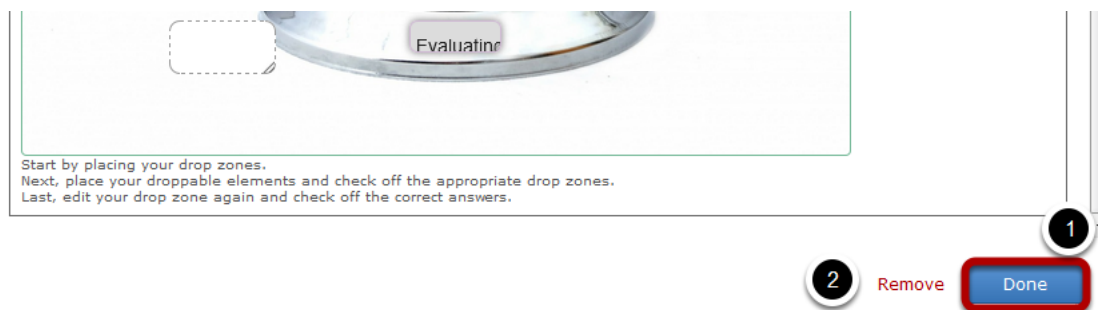
Once you've added answers in draggable boxes, make sure you shuffle them, so that the answers won't be opposite to the boxes with questions. Just drag and drop the boxes with answers to make a random order of answers.

Step 14: Assign Order to the Answers

Once you've shuffled the answers, you can set which answers should be dragged into the appropriate drop zones. To do that, double click the first drop zone. You will see the above screen again. Check the checkbox with the correct drop zone's label **[1]** for the first question. Then click the Done **[2]** button.

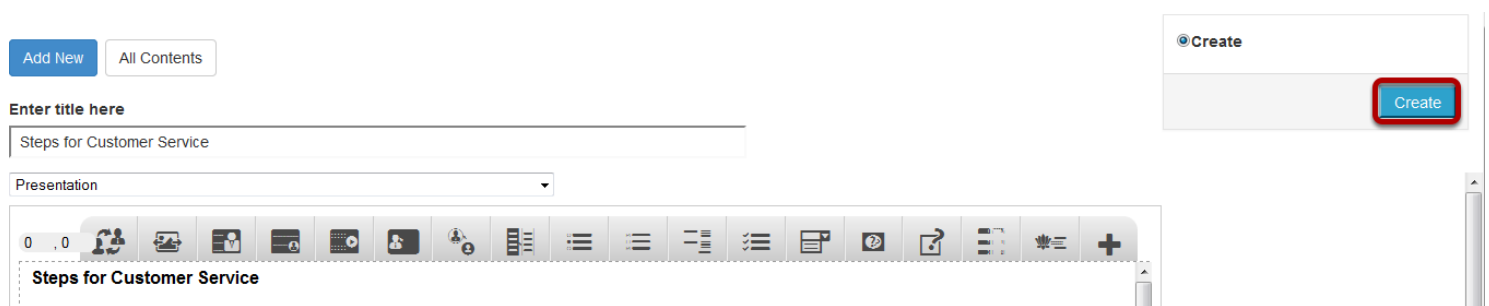
You can click all the other drop zones and assign answers accordingly.

Step 15: Click the Done Button



Once you've updated all the details, click the **Done** [1] button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove** [2] button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 16: Click the Create Button



If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Steps for Customer Service

assdsad

Greeting the customer

Identifying needs

Fulfilling needs

Making the moment memorable

Evaluating results

Submit

You can see the finished page as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- You can add as many boxes with questions or answers as possible in a page.
- The boxes align themselves automatically and they are all in the same width and height. So, feel free just to add the boxes and place them as approximately. You don't even have to resize them.
- You don't need to change the task size, because the component will adjust its background size as per the number of boxes you create.
- Although the First Attempt, Second Attempt and Final Feedbacks are optional, if you leave these fields blank, then a grey panel without any content will appear below the boxes. To avoid this problem, enter 'none' in these fields while editing.
- Make sure that you check the Inverse Arrow and Sorting checkboxes while creating lessons for sorting.

- Draggable boxes are shown with soft round corners while editing. Label boxes have normal sharp corners.
- While editing tasks, you can make any answer box draggable by double clicking it and selecting at least one drop zone.
- Make sure you create equal number of drop zones and answer boxes.
- Check the Show Label check box only if required. If you click this check box, the answer may become visible.

How to create a Lesson using the Drag and drop into Image Component?

Using this component, you can create Drag and drop type of questions using both text and images as draggable alternatives. This type allows learners to drag a piece of text or an image and drop it on one or more corresponding drop zones.

When to use this Component

Drag and drop into Image questions can be used to test the learner's knowledge on a given topic as a variation to Multichoice questions. This type enables the learner to associate two or more elements and to make logical connections in a visual way.

How it works

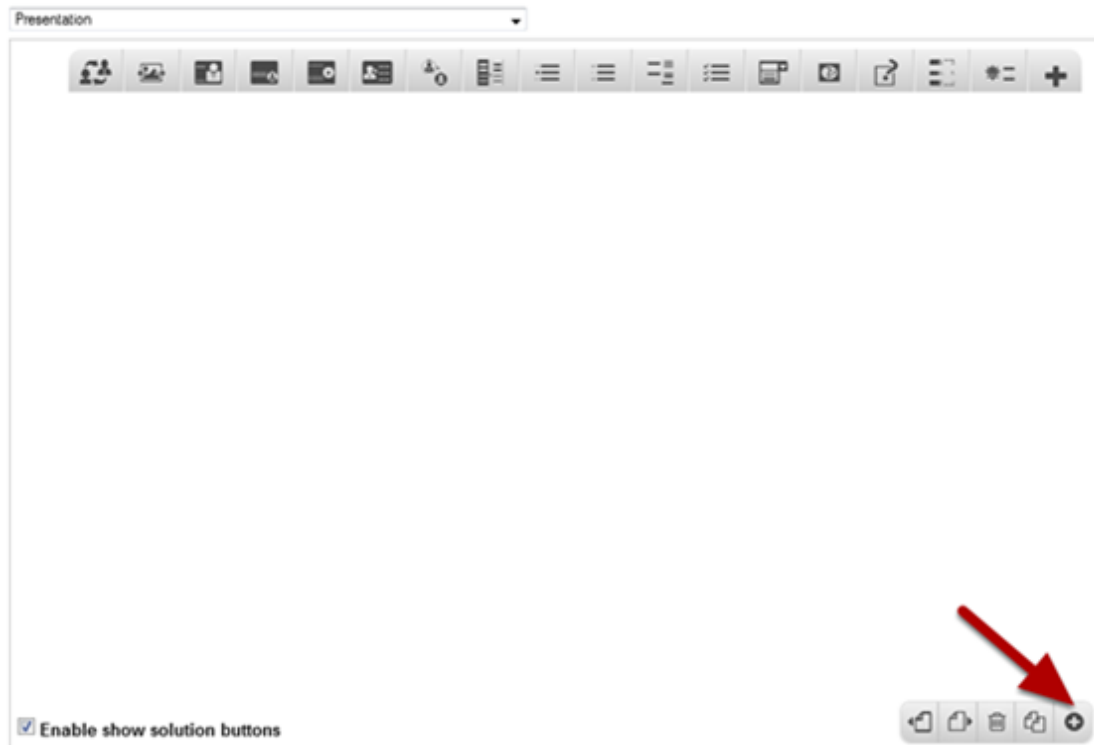
1. Description and instructions can be given in a text box.
2. Drop zones and draggable text boxes or images are placed in their initial places.
3. Drag the correct draggable textboxes or images and drop them into the predefined drop zone over the image.
4. Click the Check button to check if the dragged answers are correct or not.
5. If the user has dropped any correct answers, it will be highlighted in green. If the user has dropped any wrong answers, it will be highlighted in red.
6. The user can drag back the wrong answer to their initial locations.

Features of this Component

- You can make images as draggable items as well.
- You can set the background opacity for draggable texts or images individually. You can override the opacity for all the draggable items as well.
- Tip texts can be added to each item.
- You can create infinite number of element instances.
- You can create any number of drop zones and draggable items and associate them as per your needs.

You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Drag and Drop into Image Component Icon



Then click on the Drag and Drop into image Component icon as shown in the above image.

Edit DragQuestion

Settings **1** Task

Background image

2

3 Edit copyright

Optional. Select an image to use as background for your drag and drop task.

☒ **4** Enable Retry button

☒ **5** Give one point for the whole task

Disable to give one point for each draggable that is placed correctly.

☒ **6** Require user input before the solution can be viewed

Background opacity for draggables

7

If this field is set, it will override opacity set on all draggable elements. This should be a number between 0 and 100, where 0 means full transparency and 100 means no transparency

You will be taken to the **Settings [1]** tab of this component as shown above. On the Settings tab, you can

- You can add a background image for the card using the '+' icon below the **Image [2]** field and edit its copyright details by clicking the **Edit copyright [3]** button.
- Enable retry option by clicking on the **Enable Retry button [4]** checkbox.
- Disable to give one point for each draggable item that is placed correctly by checking the **Give one point for the whole task [5]** checkbox.
- Check **Require user input before the solution can be viewed [6]** checkbox to make sure that the user should drag something into the drop zone before he/she can view the solution.
- Type the opacity value in the **Background opacity for draggables [7]** text.

Step 3: Add Background Image

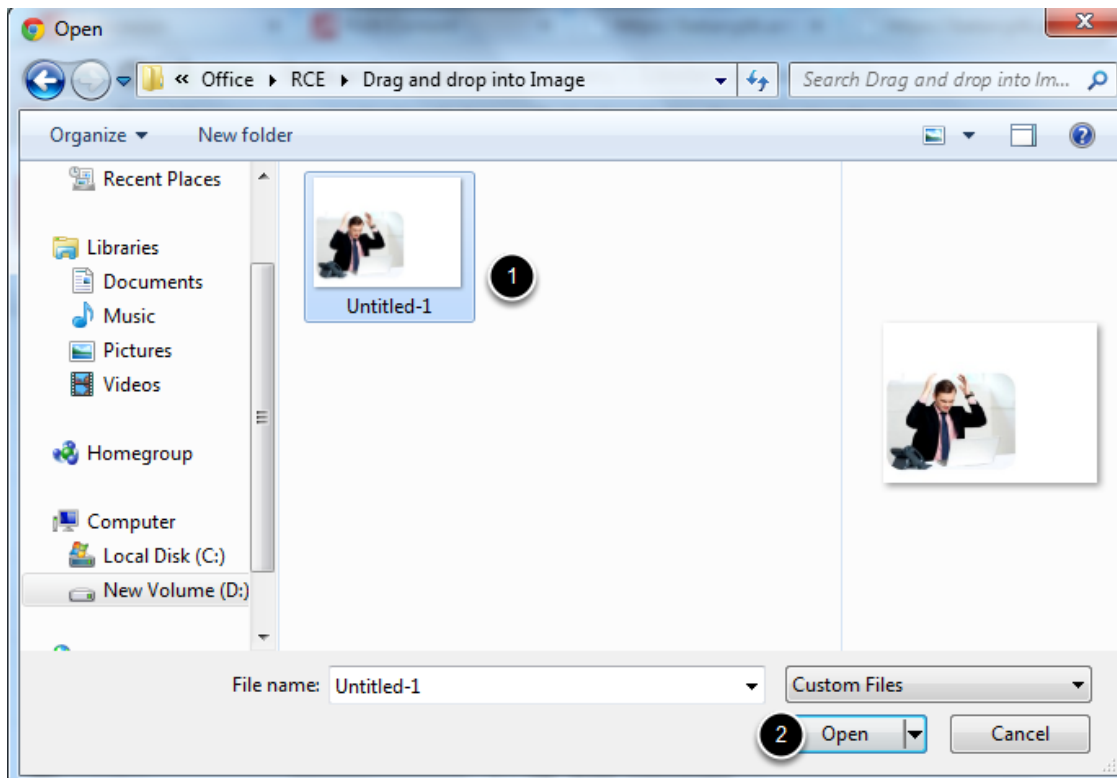
Background image



Edit copyright

Optional. Select an image to use as background for your drag and drop task.


You can add an optional image for the card by clicking the '+' icon under the Background image title as shown in the above image. You will choose an image file as shown in the below image.



On the above screen, select the required image [1] and click the **Open [2]** button. You can see image being uploaded as shown in the below image.

Background image

⌚ Uploading, please wait...


 Edit copyright

Optional. Select an image to use as background for your drag and drop task.

Once the image has been uploaded, it will be shown under the Image title as shown [1] in the below image.

Background image



 Edit copyright

Optional. Select an image to use as background for your drag and drop task.

Optionally, you can update the copyright details of the uploaded image by clicking the Edit copyright [2] button shown above. Once you click the button, you will see the below screen.

Title
La Gioconda

Author
Leonardo da Vinci

Year(s)
1503 - 1517

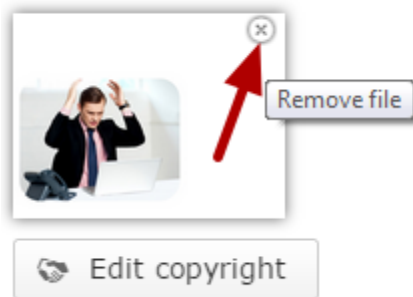
Source
http://en.wikipedia.org/wiki/Mona_Lisa

License
Undisclosed ▼



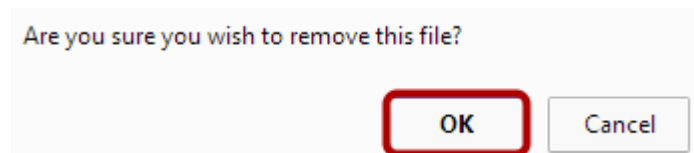
You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.

Background image



Optional. Select an image to use as background for your drag and drop task.

You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.



You can also update the image without removing it by clicking on the image.

Step 4: Enable Retry Button (Optional)

☒ Enable Retry button

If you click the Enable Retry button checkbox, you can give more chances to the user to retry. This option is optional. By default, it is enabled.

Step 5: Enable Give One Point for the whole Task (Optional)

☒ Give one point for the whole task

Disable to give one point for each draggable that is placed correctly.

By default, the user will be given one point for each item that he/has placed correctly. You change it to give one point only to the whole task by checking the Give one point for the whole task checkbox. This option is optional as well. It is enabled by default.

Step 6: Enable Require User Input before the Solution can be viewed Checkbox (Optional)

☒ Require user input before the solution can be viewed

If you check the Require user input before the solution can be viewed checkbox, then the user must drop some element on the drop zone before clicking the check button to view the correct answer. This option is optional as well.

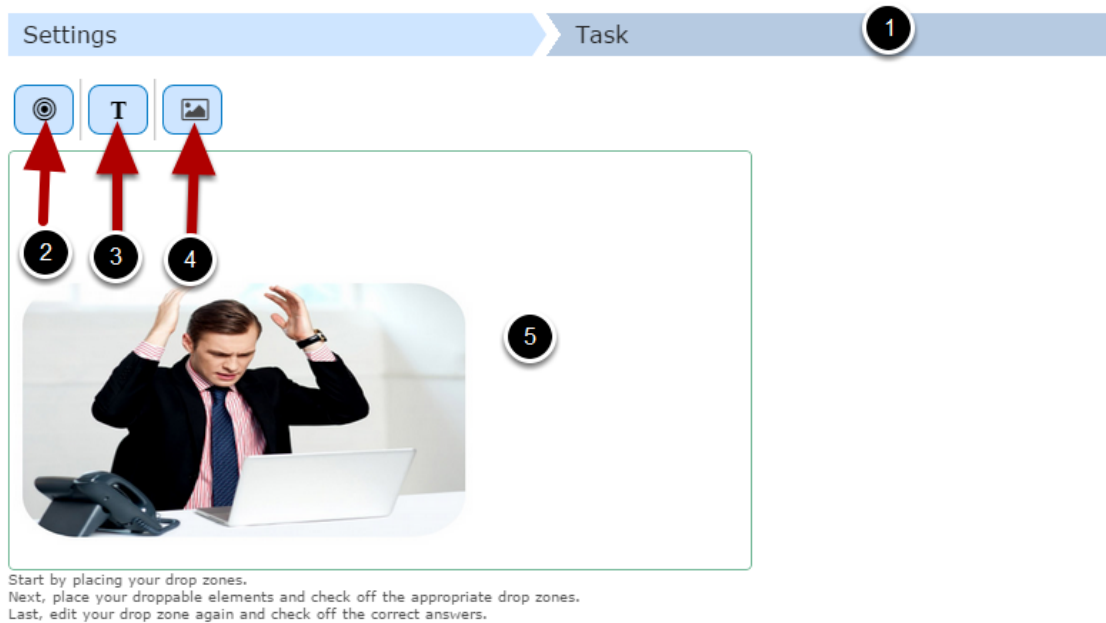
Step 7: Set the Background Opacity for the Draggable Items (Optional)

Background opacity for draggables

If this field is set, it will override opacity set on all draggable elements. This should be a number between 0 and 100, where 0 means full transparency and 100 means no transparency

You will be prompted to set the background opacity for each draggable item in this component. However, you can override the background opacity for each draggable item by typing the background opacity in the Background opacity for draggables field shown above. This should be a number between 0 and 100, where 0 means full transparency and 100 means no transparency.

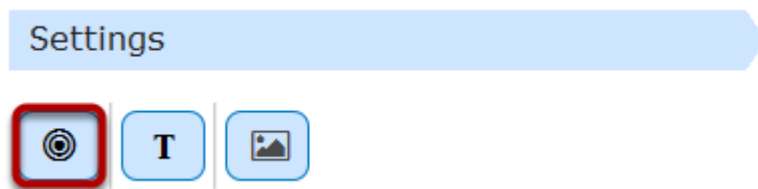
Step 8: Move to the Task Tab



Once you've updated all the information in the Settings tab, click on the **Task [1]** tab. You will see the above screen. On this screen, you can

- Add drop zones by clicking the **Drop Zone [2]** icon.
- Add label or draggable text boxes with answers by clicking the **Insert text [3]** icon.
- Add draggable images by clicking the **Insert image [4]** icon.
- Organize the boxes in the **Background Area [5]** of the task. The background image will appear here.

Step 9: Add Drop Zone



Then click on the Drop Zone icon shown above. Drop zones are the areas on which draggable text boxes and Images can be dropped.

Step 10: Edit Drop Zone Settings

Label

B I S T_x

1

body div

☐ 2 Show label

Background Opacity

100 3

▼ Tip

Tip text 4

☐ 5 This drop zone can only contain one element. Make sure there is only one correct answer for this dropzone.

7 Remove 6 Done

On this screen, type the label for the drop zone in the **Label [1]** field. You can also change the format of the text. This field is mandatory and must have some text in it. This label won't be shown to the user by default. If you want it to be visible, check the **Show label [2]** checkbox.

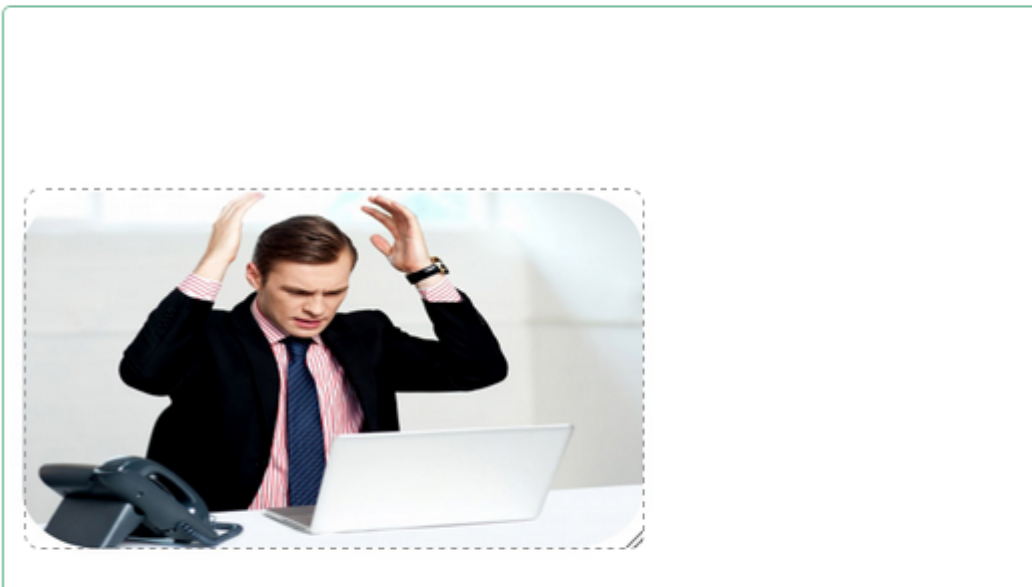
Type the background opacity value in the **Background Opacity [3]** field. The value must be between 0 and 100. This field is optional. We need to set it to 0 since we want the background visible. You can also add a tip to this drop zone by typing it in the **Tip text [4]** field under **Tip** title. You can make this drop zone to hold only one draggable item by checking the **This drop zone can only contain one element [5]** checkbox. Once you've checked this option, the user won't be able to add more than one item into this drop zone.

Once you've added all the changes, click the **Done [6]** button to save the changes. You can also remove or cancel this drop zone by clicking the **Remove [7]** button shown above. Once you click the Done button, you will see the below screen.



Start by placing your drop zones.
Next, place your droppable elements and check off the appropriate drop zones.
Last, edit your drop zone again and check off the correct answers.

You can see the drop zone you just created on the top left corner of the uploaded image. Move and resize the drop zone so that it is placed roughly over the background image. You move the drop zone by clicking and dragging it to where you want it be placed. You resize the drop zone by clicking the lower right corner of the drop zone and dragging up/down or left/right to scale the drop zone to the right proportions.



Start by placing your drop zones.
Next, place your droppable elements and check off the appropriate drop zones.
Last, edit your drop zone again and check off the correct answers.

Resize and drag and drop the drop zone over the specific area of the image. You should now have something like the above image.

Step 11: Add draggable Answer Boxes

Settings

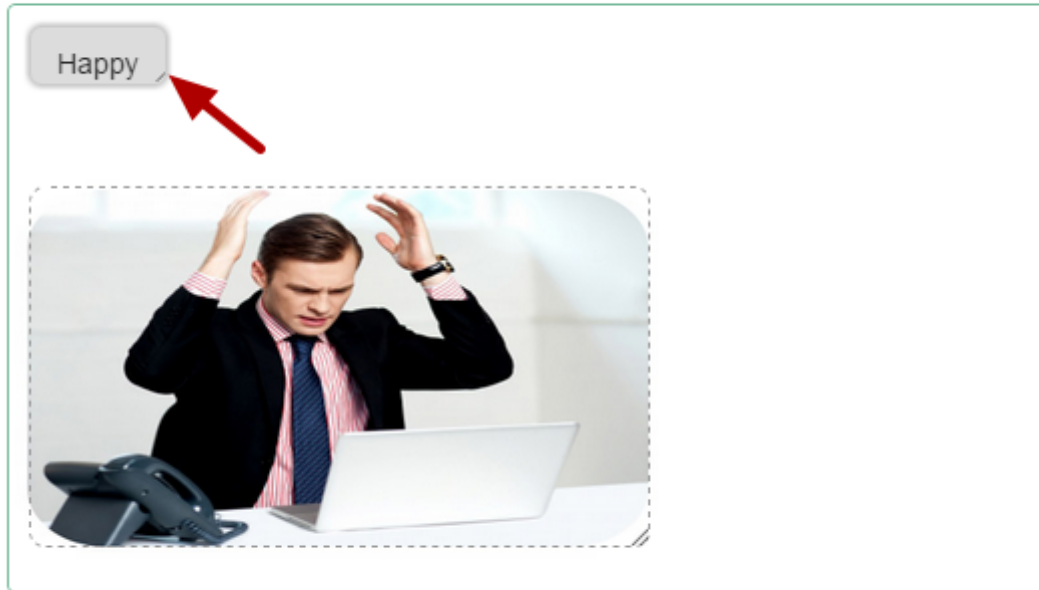


We are about to add some draggable text boxes with answers to the task. To do that, click the Insert text icon shown in the above image. You will see the below image.

On this screen, type the label of the draggable text box in the **Label [1]** field. You can also change the format of the text. This field is mandatory and must have some text in it. Then select the drop zone for this box from the list of drop zones under **Select drop zones [2]** title, in our case, a drop zone named Drop Zone. Check this checkbox.

Then set the background opacity for the draggable text box in the **Background Opacity [3]** field. We set it to 75 to make it semi transparent.

You can clone this draggable checkbox, so that the cloned items can be dragged to multiple drop zones. To do that, check the **Infinite number of element instances [4]** checkbox. We leave it unchecked for our task. Once you've added all the changes, click the **Done [5]** button to save the changes. You can also remove or cancel this drop zone by clicking the **Remove [6]** button shown above. Once you click the Done button, you will see the below screen.

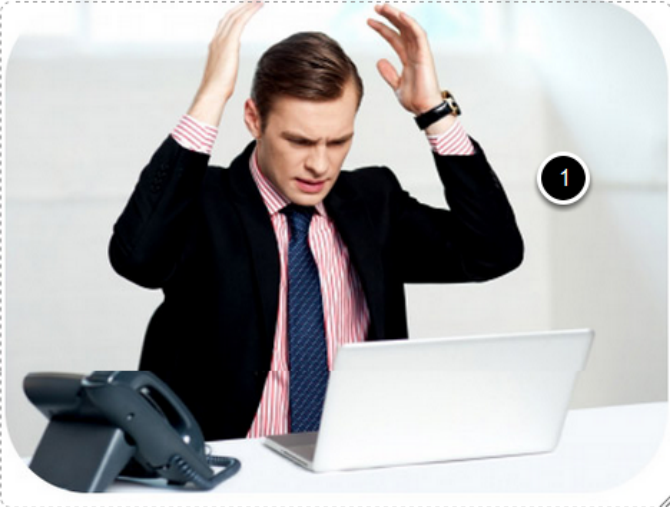


Start by placing your drop zones.
Next, place your droppable elements and check off the appropriate drop zones.
Last, edit your drop zone again and check off the correct answers.

The just added draggable answer box is added to the top left corner of the task page. You can just resize or drag and drop the draggable answer box to your desired place. Similarly, you can add as many draggable answer boxes as possible.

Customer Reactions

It's necessary to understand the mood and reaction of the customers. This customer has sent a complaint e-mail to the company and just received a reply e-mail from them. Take a look at the customer's picture and understand his mood and reaction to the reply. Then drag all the boxes with the correct emotions related to his reaction into his picture. Then click the Check button to view the correct emotions related to his current situation.



Satisfied

Frustrated

Happy

Dissatisfied

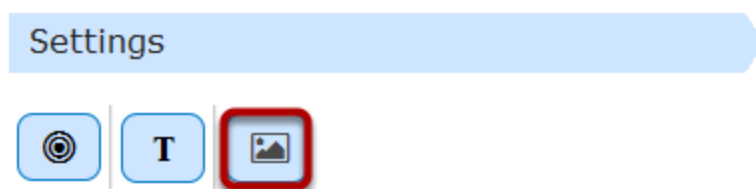
Aggressive

Start by placing your drop zones.
Next, place your draggable elements and check off the appropriate drop zones.
Last, edit your drop zone again and check off the correct answers.

In the above image, you can see 5 draggable answer boxes being added to the task. You can view the drop zone [1], draggable answer boxes [2] and some description text [3] as shown in the above image.

Text description text above the drop zone and draggables won't be draggable. You can add such non-draggable text boxes just by leaving the drop zones unchecked under the Select drop zones title.

Adding draggable Images



You can also add draggable images to your task. These images will work just like the draggable text boxes and you can drag them into the drop zones. To add a draggable image, click the Insert image icon shown in the above image. You will see the below image.

The screenshot shows the configuration interface for an image component. It includes sections for adding an image, editing copyright, adding alternative and hover text, and selecting drop zones. Numbered callouts (1-10) highlight specific UI elements: 1. Add image icon, 2. Edit copyright button, 3. Alternative text input, 4. Hover text input, 5. Copyright information expandable section, 6. Select drop zones checkbox, 7. Background opacity slider, 8. Infinite number of element instances checkbox, 9. Done button, and 10. Remove button.

You can add an draggable image by clicking the ‘+’ icon under the **Image [1]** title and edit its copyright details by clicking the **Edit copyright [2]** button shown above. You can also add some alternative text that will be displayed if the browser can't load the image in the **Alternative Text [3]** field. This field is also used by readspeakers. You can also add a hover text in the **Hover Text [4]** field, which will be displayed when the user hovers his pointing device over the image. You can add some more the copyright details of the image by clicking **Copyright Information [5]** field. Once you’ve uploaded the required image, check the drop zone under the **Select drop zones [6]** title. You can also set the opacity of the uploaded image in the **Background Opacity [7]** field. This value should be between 0 and 100. You can clone this draggable image, so that the cloned images can be dragged to multiple drop zones. To do that, check the **Infinite number of element instances [8]** checkbox. Once you’ve added all the changes, click the **Done [9]** button to save the changes. You can also remove or cancel this drop zone by clicking the **Remove [10]** button shown above.

Step 12: Define correct Answers

Label

Drop Zone

☐ Show label

Select correct elements

Select all

- ☐ Text: Satisfied
- ☒ Text: Frustrated
- ☐ Text: Happy
- ☒ Text: Dissatisfied
- ☒ Text: Aggressive

Background Opacity

0

Tip

☐ This drop zone can only contain one element. Make sure there is only one correct answer for this dropzone.

Remove Done

In order to define which draggable elements are correct, just double click on the drop zone. You will have something like in the above image.

You will now see a Select correct elements [1] option. Check the checkboxes of the correct draggable items to define them as the correct answers. Then click the **Done** [2] button shown above.

Step 13: Click the Done Button

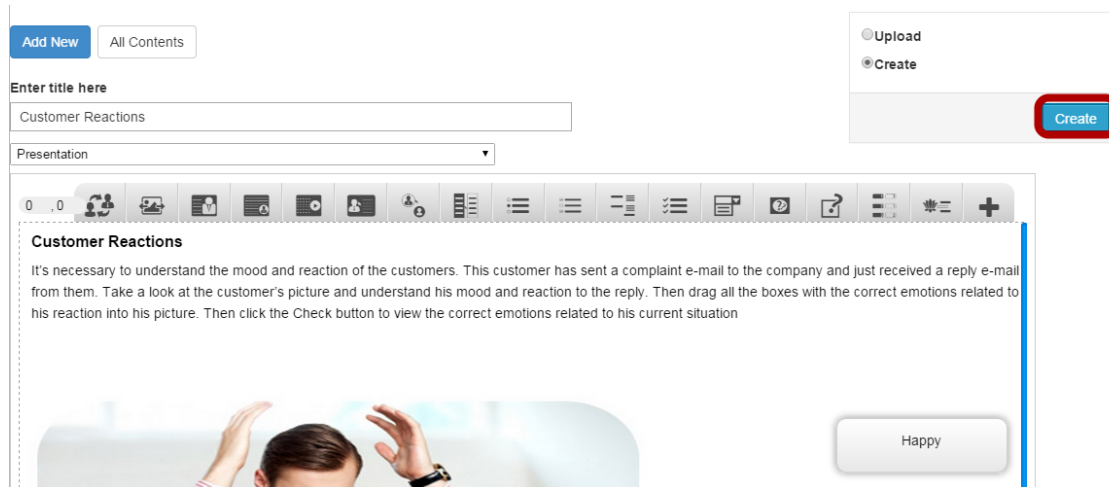
Background opacity for draggables

If this field is set, it will override opacity set on all draggable elements. This should be a number between 0 and 100, where 0 means full transparency and 100 means no transparency

Remove Done

Once you've updated all the details, click the Done [1] button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove [2] button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 14: Click the Create Button



The screenshot shows the 'Customer Reactions' form in an edit mode. At the top left, there are two buttons: 'Add New' (blue) and 'All Contents' (white). Below them is a text input field labeled 'Enter title here' with the text 'Customer Reactions' entered. To the right of the title field is a 'Presentation' dropdown menu. On the far right, there is a vertical sidebar with two radio buttons: 'Upload' and 'Create' (selected). Below these is a red-bordered 'Create' button. The main content area has a rich text editor toolbar at the top. The text inside the editor reads: 'It's necessary to understand the mood and reaction of the customers. This customer has sent a complaint e-mail to the company and just received a reply e-mail from them. Take a look at the customer's picture and understand his mood and reaction to the reply. Then drag all the boxes with the correct emotions related to his reaction into his picture. Then click the Check button to view the correct emotions related to his current situation'. Below the text is a placeholder image of a man with his hands on his head. To the right of the image is a 'Happy' button.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.



The screenshot shows the 'Customer Reactions' form in a preview mode. At the top left, there are two links: 'Customer Reactions' and 'Edit' (highlighted in blue). The main content area has a title 'Customer Reactions' and the same text as the edit mode. Below the text is a placeholder image of a man with his hands on his head. To the right of the image is a list of emotion buttons: 'Satisfied', 'Frustrated', 'Happy', 'Dissatisfied', and 'Aggressive'. At the bottom right is a 'Check' button.

You can see the finished page as shown in the above image.

Notes

- You can upload images only in .jpg, .gif and .png formats.
- You can create any number of drop zones and associate draggable items to them.
- Alternative Text for the images is mandatory.
- If you don't want the drop zone hide the image behind, set the drop zone's background opacity value to 0.
- The Drag and drop into Image question will be scaled to the maximum width of the page where it is placed, after clicking the Done button. The Size field defines the width and height of the editor as well as the aspect ratio of the Drag and drop question, rather than the actual size in pixels when it is viewed. So, set the task size equal to the dimensions of the background image.
- You can double click the drop zones and draggable items to edit them at any time.

How to create a Lesson using the Drag the Words Component?

Using this component, you can create textual expressions with missing pieces of text. The end user drags the missing pieces of text to their correct places to form a complete expression.

When to use this Component

You can use this component to check if the user remembers a text he/she has read, or if he/she understands something. It helps the user think through a text.

How it works

1. Instructions are provided at the top of the page. Incomplete expressions are given with some blank fields below.
2. User drags and drops the boxes with the answers to the relevant empty boxes in the expressions to complete the expressions.
3. The user clicks the Check button.
4. If the user has replaced the all blank fields with correct answers, they will be highlighted in green. Score is shown at the bottom left side of the page.
5. If the user has placed any wrong answer, it will be highlighted in red. Correctly placed answers will be highlighted in green. Score is shown at the bottom left side of the page.
6. Retry and Show solutions button appear at the bottom right side of the page.
7. If the user clicks the Show Solutions button, the correct answers are displayed next to the wrong answer's empty box in green color.
8. The user can try answering the questions again by pressing the Retry button.

Features of this Component

- You can add as many as blank fields and corresponding answers as possible.
- You can add a hint to each missing piece of text.
- You can enable Retry, Show solutions and Instant feedback options.
- You can also set to show feedbacks instantly once the user moves away from the replaced field.

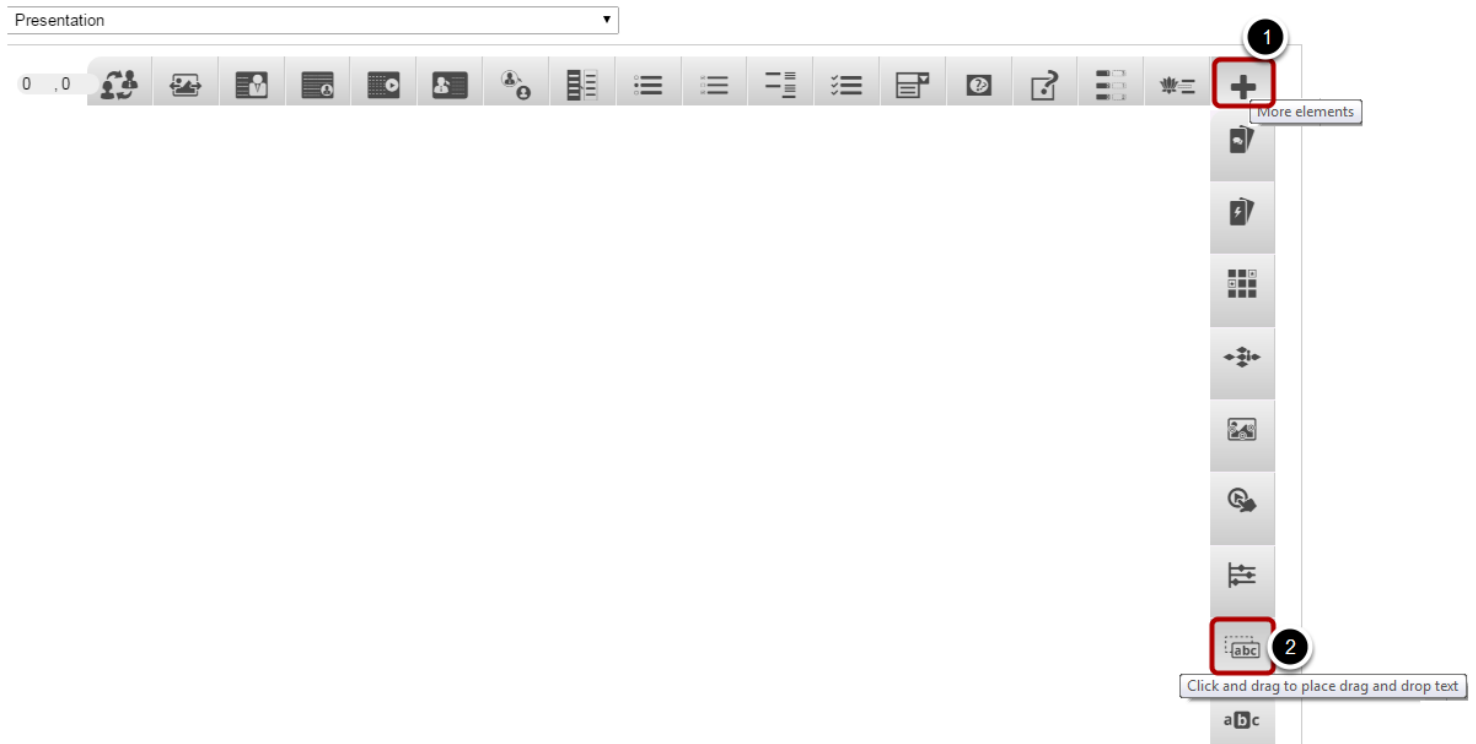
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Drag and Drop Text Component Icon



Click on the **More elements [1]** then click on the Drag and drop Text **[2]** Component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit DragText

The screenshot shows the 'Edit DragText' interface. At the top is the 'Task description' section with a rich text editor toolbar (bold, italic, underline, strikethrough, bulleted list, numbered list, link, unlink, table, and a 'Format' dropdown) and a text area containing 'Drag the words into the correct boxes'. Below this is a 'Textfield' section with a text area containing 'Oslo is the capital of *Norway*'. Underneath the textfield is a 'Behavioural settings' section with three checkboxes: 'Enable "Retry"', 'Enable "Show Solution" button', and 'Instant feedback'. At the bottom right are two buttons: 'Remove' and 'Done'. Numbered callouts are placed as follows: 1 in the task description text area, 2 in the textfield text area, 3 next to the 'Enable "Retry"' checkbox, 4 next to the 'Enable "Show Solution" button' checkbox, 5 next to the 'Instant feedback' checkbox, 6 on the 'Done' button, and 7 on the 'Remove' button.

Task description

Drag the words into the correct boxes

body

Describe how the user should solve the task.

Textfield

Oslo is the capital of *Norway*

Draggable words are added with an asterisk (*) in front and behind the correct word/phrase. You may add a textual tip, using a colon (:) in front of the tip. Example: HSP content may be edited using a *browser:Something you use every day*.

▼ Behavioural settings.

☒ Enable "Retry"

☒ Enable "Show Solution" button

☐ Instant feedback

Remove Done

On this screen, you can

- Add a description about this task by typing it in the **Task description [1]** field.
- Add the expressions in the **Text field [2]**.
- Enable Retry option by clicking **Enable "Retry" [3]** checkbox.
- Enable Show Solutions option by clicking **Enable "Show Solution" button [4]** checkbox.
- Set to give provide feedbacks instantly by clicking **Instant feedback [5]** checkbox.
- Click on the **Done [6]** button to save the changes.
- Remove the component by clicking the **Remove [7]** button.

Step 3: Add Task Description

Task description

B I U T_x **☰ ☷** **🔗 🔗** **☰** **Format** ▼

Customer Service Quotes

Some of the most successful businesses have one thing in common - great customer service. Unlike differentiators of quality, innovation or price, great customer service is a differentiator that can't be bought; it's a competitive advantage that can only be earned. Not only can improving customer experience provide a means of differentiating your brand, good experiences lead to greater customer and employee loyalty, satisfaction, and retention, and a better bottom line.

Try to complete the below quotes about customer service by dragging and dropping the correct words into the place holders.

body

Describe how the user should solve the task.

Type the description about the task in the Task description field as shown in the above image. In this field, you can describe how the user should solve the task. You can also change the format of the title.

Step 4: Provide Expressions with Blanks

Textfield

Customer service is the new *marketing*.

If you're not serving the customer, your job is to be *serving* someone who is.

Make a *customer*, not a sale.

A customer service *apology* is stronger with a personal touch.

Start entering the expressions in the Text field. Droppable words are added with an asterisk (*) in front and behind the correct word/phrase. You may add a textual tip, using a colon (:) in front of the tip.

Example: *London: The city with Big Ben Tower* is the capital of England.

On the above statement, London is the answer, and the phrase “The city with Big Ben Tower” will appear as a hint.

Step 5: Enable Retry Checkbox (Optional)

☒ **Enable "Retry"**

If you click the Enable Retry checkbox, you can give another chance to the user to start over. This option is optional, and so tick the checkbox if you need so. By default, it is enabled.

Step 6: Enable Show Solution Checkbox (Optional)

☒ Enable "Show Solution" button

If you check the Enable “Show solution” button checkbox, the user will see the Show Solution button every time he/she clicks on the Check button after selecting wrong answers. By default this checkbox will be checked.

Step 7: Enable Instant Feedback Checkbox (Optional)

☐ Instant feedback

If this option is enabled, the answer will be highlighted in green or red once the user drags and drops it into any blank fields. This is optional, and by default, this checkbox will be unchecked.

Step 8: Click the Done Button



Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 9: Click the Create Button

The screenshot shows a lesson editor interface. At the top left, there are two buttons: 'Add New' (highlighted in blue) and 'All Contents'. Below them is a text input field labeled 'Enter title here' containing the text 'Customer Service Quotes'. To the right of this is a dropdown menu currently set to 'Presentation'. On the far right, there is a 'Create' button with a red border. Below the title field is a rich text editor toolbar with various icons. The main content area of the editor displays the text 'Customer Service Quotes' followed by a paragraph about customer service. Below the paragraph is a sentence completion exercise: 'Customer service is the new [blank] . If you're not serving the customer, your job is to be [blank] someone who is.' To the right of the blanks are two buttons labeled 'apology' and 'marketing'.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

The screenshot shows the 'Edit' page of the lesson editor. At the top, there is a tab labeled 'Customer Service Quotes' and an 'Edit' button. The main content area is a preview of the lesson page. It contains the same text and exercise as the previous screenshot. At the bottom right of the preview area, there is a 'Check' button with a checkmark icon.

You can see the finished page like the one shown in the above image.

Notes

- You can add as many textual expressions with missing pieces of text as you like.
- The hints to the missing texts are optional.
- If you enable the “Enable Instant Feedback Checkbox”, the Check button will be disabled.
- The draggable boxes with answers may appear at the right or bottom side of the expressions depending on the length of the text you enter.

How to create a Lesson using the Mark the Words Component?

This is a content type where the end user highlights words in a text or expression. The end user is shown a solution after highlighting all the words in a text according to the task description. Editors enter text and mark words to be replaced with asterisks.

When to use this Component

Mark the Words component allows content designers to create textual expressions with a defined set of correct words. So, it can be used effectively in any subject where you want the students identify and highlight the correct words from the given text.

How it works

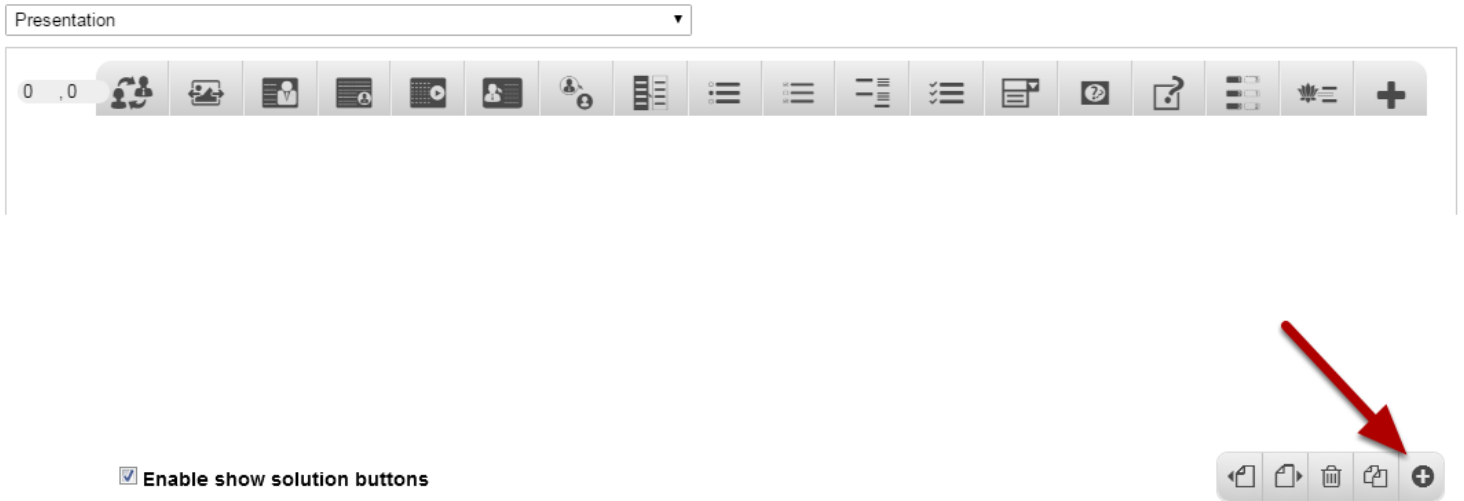
1. User clicks to highlight the correct words within the expressions and clicks the Check button to check the answers.
2. If the user has highlighted the correct words, it will be highlighted in green with tick mark. If the user has highlighted any wrong word, it will be highlighted in red with a cross mark.
3. Scores are shown at the bottom left side of the page. Retry and Show solutions buttons appear at the bottom right side of the page.
4. You can retry and highlight the words by pressing the Retry button.
5. When the user clicks the Show Solutions button, all the correct answers are highlighted.

Features of this Component

- You can enable the "Retry" button and "Show Solutions" buttons.
- You can add as many expressions and correct words as you like.
- Scores are shown at each attempt.

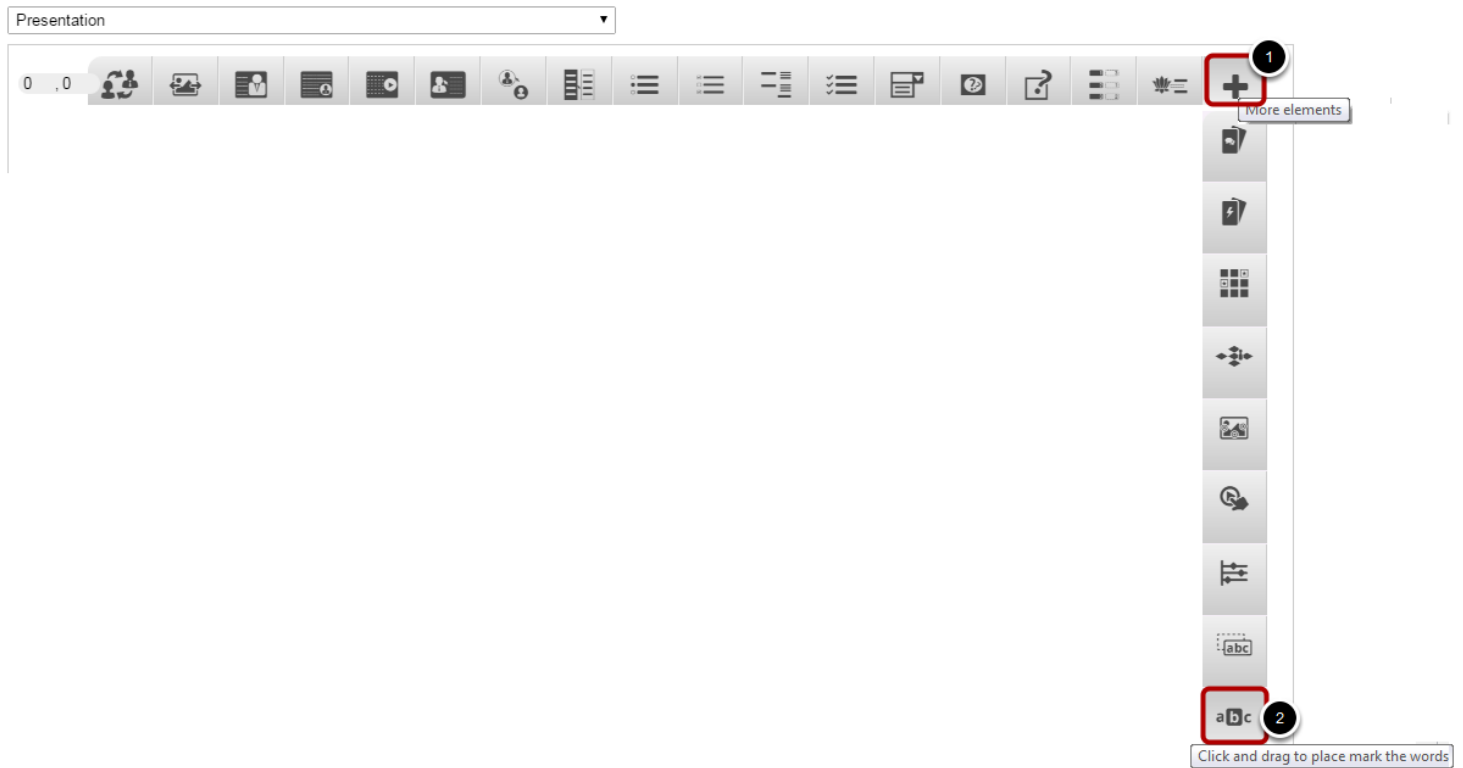
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Mark the words Component Icon



Then click on the **More elements [1]** icon and click the Mark the Words **[2]** component icon as shown in the above image. You will see a screen similar to the image shown below.

Task description

1

Describe how the user should solve the task.

Textfield

2

This is an answer: *answer*.

Marked words are added with an asterix (*). An asterix may be escaped with another asterix, resulting in ** = *. Example: The correct words are marked with like this: *correctword*, and a character asterix is written like this: **.

▼ Behavioural settings.

☒ Enable "Retry" 3

☒ Enable "Show solution" button 4

6 Remove

5 Done

On this screen, you can

- Add some task description text or contents on the **Task Description [1]** field. Please note that this field is mandatory.
- Add the text on the **Textfield [2]**.
- Enable the Retry option by clicking on the **Enable "Retry" [3]** checkbox.
- Enable the show solution option by clicking on the **Enable "Show Solution" button [4]** checkbox.
- Click on the **Done[5]** button to save the changes.
- Remove the component from the page by clicking **Remove [6]** button.

Step 3: Add Task Description

Task description

B I U I_x **☰ ☷** **🔗 🔗** **☰** **Format** ▾

Important Qualities of Customer Service

Customer service can be an up-and-down kind of job. One customer situation may make a representative feel like she has accomplished a lot for the company and the customer, and then the next call can make her feel helpless and question her own skills. You should look for important qualities of customer service when hiring associates.

From the below sentence, try to identify the good qualities that a customer support representative should possess. Click only the correct words defining the good quality for the customer support representatives.

body

Describe how the user should solve the task.

In the Task description field, we give the end user's basic instructions or introduce the problem to be solved. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This field is mandatory.

Step 4: Set the Blanks and corresponding Answers

Under Text field, enter the text from which the user has to select the correct words. Marked words are added with an asterisk (*). An asterix may be escaped with another asterisk, resulting in ** = *. Example: The correct words are marked with like this: *correctword*, and a character asterisk is written like this: **.

Textfield

Patience is very important in the customer service industry. This quality is important to customers, who often reach out to support when they are confused and frustrated. The ability to ***listen*** to customers is so crucial for providing great service for a number of reasons. Thus, ***attentiveness*** plays an important role here. Being ***cheerful*** in the face of adversity is also an important quality too. A customer service associate need to remain ***organized*** during each call. ***Commitment*** to the job is also somehow directly related to their skills. Similarly, ***compassion*** will carry you far in a customer service job.

Marked words are added with an asterix (*). An asterix may be escaped with another asterix, resulting in ** = *. Example: The correct words are marked with like this: *correctword*, and a character asterisk is written like this: **.

The author of the page types in the text and encloses the words that the user is supposed to click with asterisks like *correctword*.

Step 5: Set the Behavioural Settings



You can view the Behavioural settings as shown in the above image. Click on the down arrow mark to view the Behavioural settings options.

Step 6: Enable Retry Button (Optional)

☒ Enable "Retry"

If you click Enable "Retry" checkbox, you can give more chances to the user after seeing the correct answers using Show Solutions option. This option is optional, and so tick the checkbox if you need so. By default this checkbox will be checked.

Step 7: Enable Show solution Button (Optional)

☒ Enable "Show solution" button

If you click Enable "Show solution" button checkbox, users can see the correct answers in the text expression. This option is optional, and so tick the checkbox if you need so. By default this checkbox will be checked.

Step 8: Click the Done Button



Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 9: Click the Create Button

The screenshot displays the 'Mark the Words' component interface. At the top left, there are two buttons: 'Add New' and 'All Contents'. Below them is a text input field labeled 'Enter title here' with the placeholder text 'Mark the words'. To the right of the title field is a 'Create' button, which is highlighted with a red rectangular box. Below the title field is a dropdown menu labeled 'Presentation'. The main content area features a rich text editor with various icons for text formatting and alignment. The editor contains the following text:

Important Qualities of Customer Service

Customer service can be an up-and-down kind of job. One customer situation may make a representative feel like she has accomplished a lot for the company and the customer, and then the next call can make her feel helpless and question her own skills. You should look for important qualities of customer service when hiring associates.

From the below sentence, try to identify the good qualities that a customer support representative should possess. Click only the correct words defining the good quality for the customer support representatives.

Patience is very important in the customer service industry. This quality is important to customers, who often reach out to support when they are confused and frustrated. The ability to listen to customers is so crucial for providing great service for a number of reasons. Thus, attentiveness plays an important role here. Being cheerful in the face of adversity is also an important quality too. A customer service associate need to remain organized during each call. Commitment to the job is also somehow directly related to their skills. Similarly, compassion will carry you far in a customer service job.

At the bottom right of the editor is a 'Check' button. Below the editor, there is a checkbox labeled 'Enable show solution buttons' which is checked. At the very bottom, there is a 'Settings and texts' link.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the Create button as shown above picture to finish editing the page.

Important Qualities of Customer Service

Customer service can be an up-and-down kind of job. One customer situation may make a representative feel like she has accomplished a lot for the company and the customer, and then the next call can make her feel helpless and question her own skills. You should look for important qualities of customer service when hiring associates.

From the below sentence, try to identify the good qualities that a customer support representative should possess. Click only the correct words defining the good quality for the customer support representatives.

Patience is very important in the customer service industry. This quality is important to customers, who often reach out to support when they are confused and frustrated. The ability to listen to customers is so crucial for providing great service for a number of reasons. Thus, attentiveness plays an important role here. Being cheerful in the face of adversity is also an important quality too. A customer service associate need to remain organized during each call. Commitment to the job is also somehow directly related to their skills. Similarly, compassion will carry you far in a customer service job.

[Check](#)

You can see the finished page created with Mark the Words component as shown in the above image.

Notes

- You can create only one Text field in a page using this component.
- You can add as many expressions and correct words as you like.
- End users can highlight any word within the expressions. Any word that he/she clicks will be highlighted regardless of whether they are correct or wrong.

How to create a Lesson using the Dialog Cards Component?

Using this component, you can create a set of cards with corresponding words or expressions on either side of the cards. User can view the hint on front side and corresponding word on back side.

When to use this Component

Dialog Cards can be used as a drill to help learners memorize words, expressions or sentences. Dialog Cards can be used in language learning, to present math problems or help learners remember facts such as historical events, formulas or names.

How it works

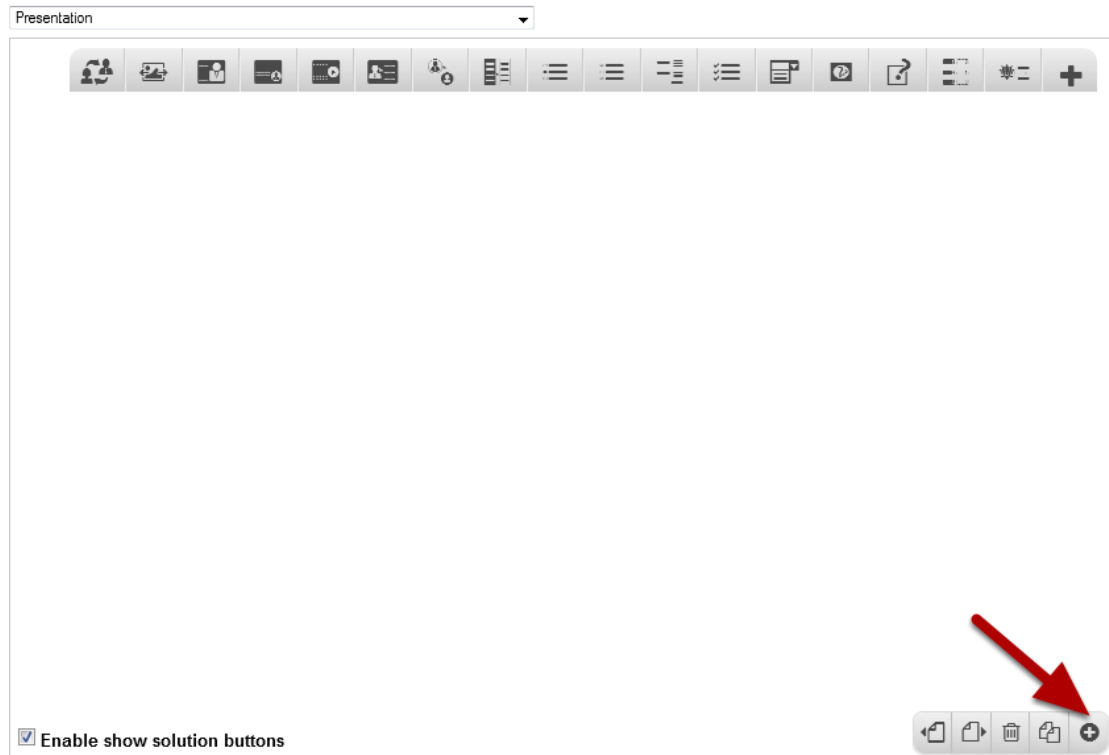
1. User views the question on one side of the card and clicks the Turn button.
2. The card is flipped and the answer on the other side is shown.
3. Once the user has viewed the correct word, the Turn button will be disabled.
4. Click on the Next navigation button to view the next card.
5. Continue flipping all the cards to find the answers on the other side.
6. You can navigate between all the cards using the navigation buttons.
7. Once you've explored all the cards, Retry button appears below the last card with the text "This was the last card. Press Retry to start over."
8. The user can start over by clicking the Retry button.

Features of this Component

- You can add Tips text for the questions and answers.
- You can add as many dialogs as possible in a page.

You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



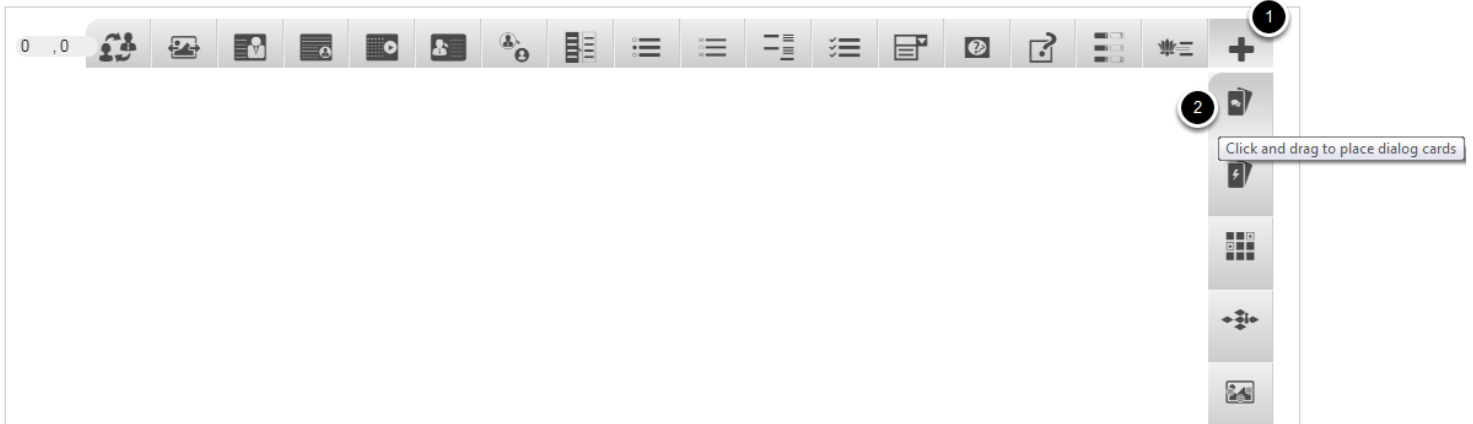
If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Dialog Cards Component Icon

Enter title here

Customer Service in Spanish

Presentation



Click on the More elements **[1]** then click on the Dialog Cards **[2]** component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit Dialogcards

Title

Task description

Sit in pairs and make up sentences where you include the expressions below.
Example: I should have said yes, HOWEVER I kept my mouth shut.

Dialogs

1. Dialog

Add dialog

Question

Text

Hint for the first part of the dialogue

Answer

Hint for the second part of the dialogue

Tips

Tip for text

Tip for the first part of the dialogue

Tip for answer

Tip for the second part of the dialogue

Remove

Done

On this screen, you can

- Add a title by typing it in the **Title [1]** field.
- Add the Task description text or contents on the **Task Description [2]** field.
- Add a question in the **Text [3]** field under the **Question** title. This field is mandatory and must have some text in it.
- Add an answer for the dialog in **Answer [4]** field. This field is also mandatory

- Add tips of the question in **Tip for text [5]** field under the **Tips** title. This field is optional.
- Add tips of the answer in **Tip for answer [6]** field. This field is optional as well.
- Add more dialogs by clicking on the **Add dialog [7]** button.
- Click on the **Done[8]** button to save the changes.
- Remove the component from the page by clicking **Remove [9]** button.

Step 3: Add a Title

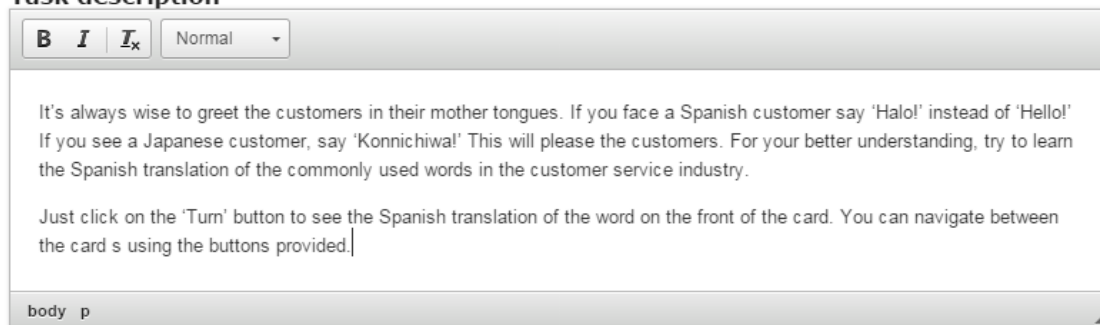
Title

Customer Service in Spanish

This title will remain unchanged throughout the set of cards. Type the title for the lesson in the Title field. This field is mandatory and must have some text in it.

Step 4: Add Task Description (Optional)

Task description



B *I* U Normal ▾

It's always wise to greet the customers in their mother tongues. If you face a Spanish customer say 'Halol' instead of 'Hello!' If you see a Japanese customer, say 'Konnichiwa!' This will please the customers. For your better understanding, try to learn the Spanish translation of the commonly used words in the customer service industry.

Just click on the 'Turn' button to see the Spanish translation of the word on the front of the card. You can navigate between the cards using the buttons provided.

body p

You can add contents to the Task Description field as shown in the above image. Just type the contents of the description in the Task Description field as shown in the above image. You can also change the format of the text. Please note that this field is mandatory. By default, this field will have the below text.

Sit in pairs and make up sentences where you include the expressions below.

Example: I should have said yes, HOWEVER I kept my mouth shut.

In this field you can give some elaborated instructions to the learners. The Task description is displayed throughout the entire set of the cards below the Title field and it remains static.

Step 5: Add Dialogs

The screenshot shows the 'Dialogs' section on the left with a list of six dialogs (1. Dialog to 6. Dialog) and an 'Add dialog' button. On the right, the 'Question' dialog form is open. It has a 'Text' field with a hint 'Hint for the first part of the dialogue' and a circled '1' next to it. Below it is an 'Answer' field with a hint 'Hint for the second part of the dialogue' and a circled '2' next to it. At the bottom of the form is a 'Tips' section with a right-pointing arrow.

To add a Dialog Card to the page, update the Text [1] and Answer [2] fields.

Step 6: Enter the Question

The screenshot shows the 'Dialogs' section on the left with '1. Dialog' selected and an 'Add dialog' button. On the right, the 'Question: Customer' dialog form is open. The 'Text' field is highlighted with a red rectangle and contains the word 'Customer'. The hint below it reads 'Hint for the first part of the dialogue'.

Start entering the question in the Text field under Question title. Please note that this field is mandatory. You should now have something like the above image.

Step 7: Enter the Answers

The screenshot shows the 'Dialogs' section on the left with '1. Dialog' selected and an 'Add dialog' button. On the right, the 'Question: Customer' dialog form is open. The 'Text' field contains 'Customer' and the 'Answer' field is highlighted with a red rectangle and contains the word 'Cliente'. The hint below the answer field reads 'Hint for the second part of the dialogue'.

In the Answer field, type the correct answer. This text will be displayed on the other side of the card. This field is mandatory too. You should now have something like the above image.

Step 8: Update Tips (Optional)

Answer

Cliente

Hint for the second part of the dialogue

▶ Tips

You can add tips for the questions and answers optionally. So, when the user hovers the mouse above the hint icon, the updated hint will appear. To update the tips, click on the arrow button with title Tips as shown above.

Step 9: Enter Tips for the Question (Optional)

Tip for text

Tip for the first part of the dialogue

This is the hint that will be shown when the user hovers the mouse over the icon in the question field. Just type the tip in the Tip for text field. This field is optional.

Step 10: Enter Tips for the Answer (Optional)

Tip for answer

Tip for the second part of the dialogue

This is the hint that will be shown when the user hovers the mouse over the icon in the answer field. Just type the tip in the Tip for answer field. This field is optional.

Step 11: Add more Dialogs (Optional)

By default, there are only one Dialog is available at the beginning. If you want to add another one, click the Add dialog **[3]** button as shown in the below image.

Dialogs

The screenshot shows a user interface for managing dialogs. On the left, a list titled '1. Dialog' contains a double-headed arrow icon labeled '2'. To the right of this list is a button labeled 'Add dialog' with a circular icon labeled '3'. The main area on the right displays a detailed view of a dialog titled 'Question: Customer'. This view includes a close button (an 'X' icon) labeled '1' in the top right corner. Below the title, there are two text input fields: the first is labeled 'Text' and contains the word 'Customer', with a hint 'Hint for the first part of the dialogue' below it; the second is labeled 'Answer' and contains the word 'Cliente', with a hint 'Hint for the second part of the dialogue' below it. At the bottom of this view is a button labeled 'Tips' with a right-pointing arrow icon.

Another dialog will be added after you click the Add dialog button. You can remove any question by clicking the X [1] button on the top right corner of the Option window. You can also change the order of the dialogs by dragging the Double Headed Arrow [2] button on the top left corner of the Option window. Similarly, you can add as many dialogs as you want.

Step 12: Click the Done Button



Once you've updated all the details, click the **Done** [1] button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove** [2] button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 13: Click the Create Button

The screenshot displays a user interface for creating a lesson. At the top left, there are two buttons: 'Add New' (in blue) and 'All Contents' (in white). Below these is a text input field labeled 'Enter title here' containing the text 'Customer Service in Spanish'. Underneath the title field is a dropdown menu currently set to 'Presentation'. To the right of the title field, there is a 'Create' button with a red border. Below the title and dropdown, there is a rich text editor area. The title 'Customer Service in Spanish' is entered at the top of this area. The text body contains two paragraphs: 'It's always wise to greet the customers in their mother tongues. If you face a Spanish customer say 'Halo!' instead of 'Hello!' If you see a Japanese customer say 'Konnichiwa!' This will please the customers. For your better understanding, try to learn the Spanish translation of the commonly used words in the customer service industry.' and 'Just click on the 'Turn' button to see the Spanish translation of the word on the front of the card. You can navigate between the cards using the buttons provided.' Above the text editor is a toolbar with various icons for editing. On the right side of the text editor, there is a vertical sidebar with icons for adding content, a search icon, and a grid icon.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

Customer Service in Spanish

It's always wise to greet the customers in their mother tongues. If you face a Spanish customer say 'Halo!' instead of 'Hello!' If you see a Japanese customer, say 'Konnichiwa!' This will please the customers. For your better understanding, try to learn the Spanish translation of the commonly used words in the customer service industry.

Just click on the 'Turn' button to see the Spanish translation of the word on the front of the card. You can navigate between the cards using the buttons provided.

Customer

Turn

Card 1 of 5

>

You can see the finished page as shown in the above image.

Notes

- You can create any number of dialogs in a page using this component.
- You can create as many pages as possible in a Presentation using this component.
- Once you have turned the card, you can't flip it back. But you can start over with the entire cards.
- The Retry button will appear only you've turned all the cards.

How to create a Lesson using the Flash Cards Component?

Flash Cards are a set of picture cards where the learner is asked to answer a question related to the card. The learner answers the question by typing the answer with the keyboard. He/she can reveal the correct answer by turning the card.

When to use this Component

Flash Cards can be used in language learning for drilling words and expressions. Flash Cards can also be used to present math problems or help learners remembering facts such as historical dates, formulas or names.

How it works

1. The Task description is provided on the top of the page. The question can be found below the image.
2. Type the answer in the text field below the question.
3. If a hint is provided, click the Hint Icon on the right side of the answer text box to reveal the hint.
4. Click the Check button on the card to check if the answer is correct. The card will flip and show the correct answer.
5. If the user has entered the correct answer, it will be highlighted in green.
6. If he/she has entered a wrong answer, it will be highlighted in red.
7. The click on the Next button and you will be shown the next card with a picture.
8. You can navigate between the cards using the Next and Previous buttons and try answering all the questions.

Features of this Component

- You can add Tips text optionally for the answers.
- You can add as many cards as possible to a page.
- You can easily navigate between the images using the navigation buttons.

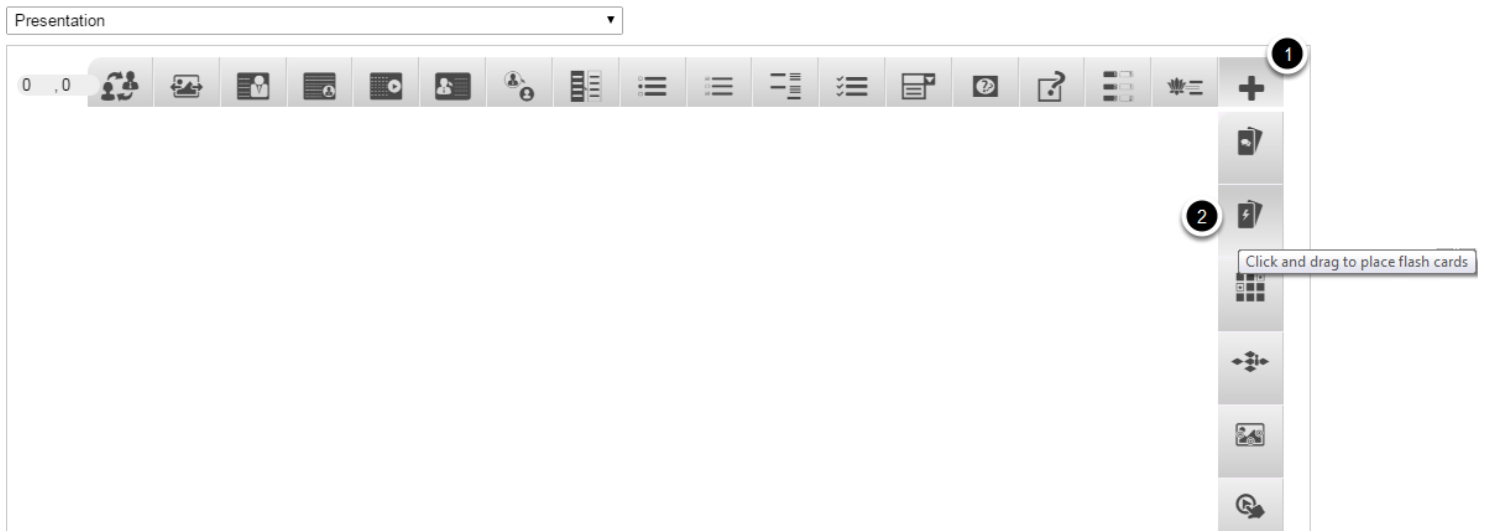
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Flash Cards Component Icon



Click on the **More elements** [1] icon then click on the Flash Cards [2] component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit Flashcards

The screenshot shows the 'Edit Flashcards' interface. At the top is a 'Task description' field (1). Below it is a 'Cards' section. On the left of the 'Cards' section is a list of cards (currently '1. Card') with an 'Add card' button (8). The main area shows a detailed view of a 'Card'. It has a 'Question' field (2) with a placeholder text 'Optional textual question for the card. (The card may use just an image, just a text or both)'. Below the question is an 'Answer' field (3) with a placeholder text 'Optional answer(solution) for the card.'. Under the answer is an 'Image' section (4) with a green plus icon and an 'Edit copyright' button (5). Below the image section is a 'Tip' section with a 'Tip text' field (6). At the bottom of the card view is a checkbox labeled 'Require user input before the solution can be viewed' (7). At the very bottom of the interface are two buttons: 'Remove' (10) and 'Done' (9).

On this screen, you can

- Add the Task description text on the **Task Description [1]** field.
- Add an optional textual question for the card in **Question field [2]** under the Cards option.
- Add an optional answer/solution for the card in **Answer field [3]**.
- Add an optional image for the card using the '+' icon under **Image [4]** title and edit its copyright details by clicking the **Edit Copyright [5]** button.
- Add tips for the answer in **Tip text [6]** field under the **Tip** title.
- Enable **Require user input before the solution can be viewed [7]** checkbox to check whether user enters the answer before viewing the solution.
- Add more cards by clicking on the **Add card [8]** button.
- Click on the **Done [9]** button to save the changes.
- Remove the component by clicking the **Remove [10]** button.

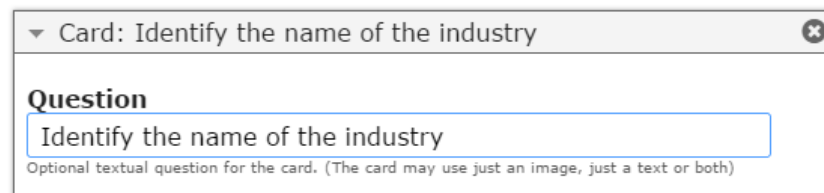
Step 3: Add Task Description

Task description

There are some industries where a good customer service is essential. The number of

Type the description about the task in the Task description field as shown in the above image. This field is used to introduce the topic to the learner. It is a static text displayed above the Flashcards throughout the entire set of cards. It will remain unchanged for all the cards.

Step 4: Enter the Question (Optional)



The Question text can be customized individually for each card. We'll use the Question field to give the learner instructions on how to solve the problem. You can alternatively use this field as a textual prompt or to give the learner an extra hint. The Question text is optional. Start entering the question in the Question field under the Card title.

Step 5: Enter the Answer

Answer

Salons

Optional answer(solution) for the card.

In the Answer field, we provide the correct answer. Just type the answer which will appear on the rear of the card.

Step 6: Add an Image (Optional)

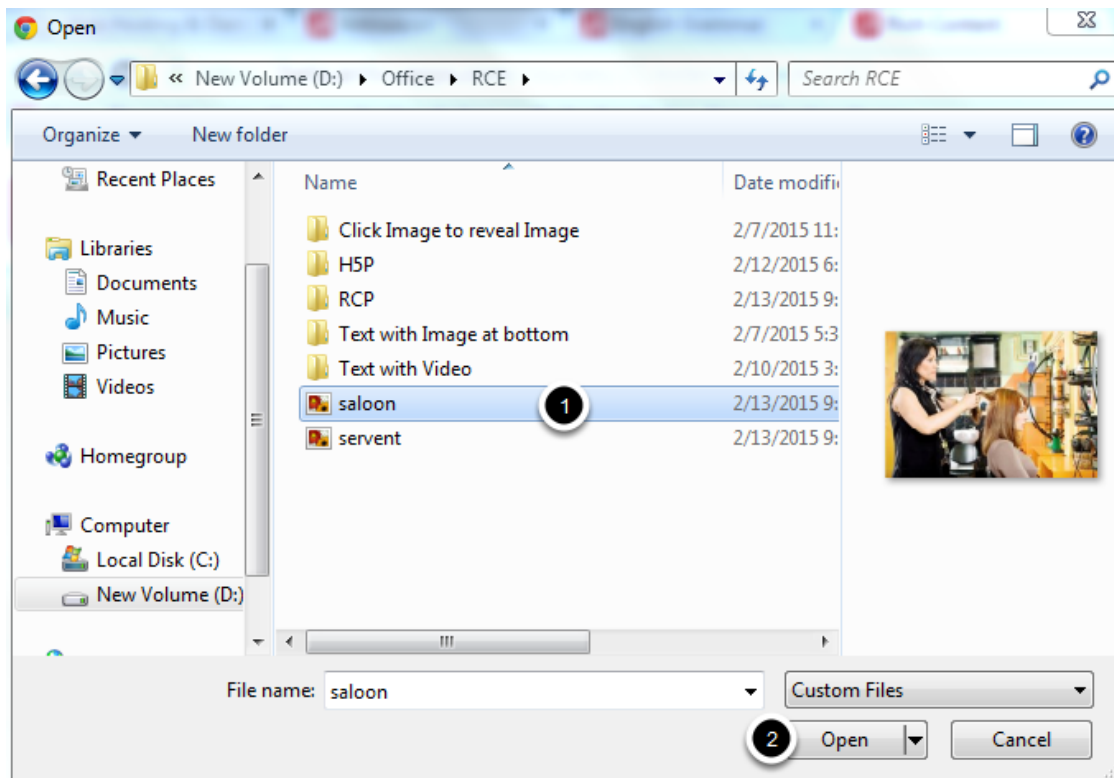
Image



Edit copyright

Optional image for the card. (The card may use just an image, just a text or both)

You can add an optional image for the card by clicking the '+' icon under the Image title as shown in the above image. You will choose an image file as shown in the below image.



On the above screen, select the required image **[1]** and click the **Open [2]** button.

Image

⌚ Uploading, please wait...

🔗 Edit copyright

You can see image being uploaded as shown in the above image.

Image



🔗 Edit copyright

Image for Picture Slider.

Once the image has been uploaded, it will be shown under the Image title as shown **[1]** in the above image. Optionally, you can update the copyright details of the uploaded image by clicking the Edit copyright **[2]** button shown above. Once you click the button, you will see the below screen.

Title
La Gioconda

Author
Leonardo da Vinci

Year(s)
1503 - 1517

Source
http://en.wikipedia.org/wiki/Mona_Lisa

License
Undisclosed ▼



You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.

Image



You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.

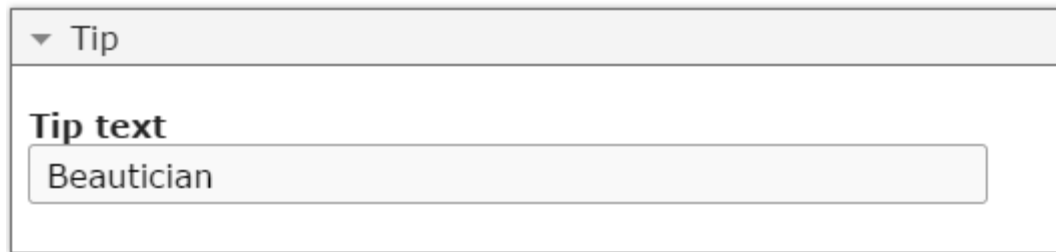
Are you sure you wish to remove this file?

OK

Cancel

You can also update the image without removing it by clicking on the image. You will be offered to select the image again as mentioned in step 6 for other cards.

Step 7: Enter Tip Text (Optional)



A screenshot of a 'Tip' section. It has a title 'Tip' with a dropdown arrow. Below it is a label 'Tip text' and a text input field containing the word 'Beautician'.

You can give the Tips for the question in the Tip text field under Tip title. Please note that this field is optional.

Step 8: Add more Cards (Optional)



A screenshot of the card management interface. On the left, a list of cards is shown with a double-headed arrow icon [2] and an 'Add card' button [3]. On the right, a detailed view of a card titled 'Card: Identify the name of the industry' is shown. This view includes a 'Question' field with the text 'Identify the name of the industry', an 'Answer' field with the text 'Salons', and an 'Image' field with a green plus icon and an 'Edit copyright' button. Red arrows point to the double-headed arrow [2], the 'Add card' button [3], and the close button (X) [1] in the top right corner of the card window.

By default, there is only one card available at the beginning. If you want to add another one, click the **Add card [3]** button as shown in the below image. Another card will be added after you click the Add card button. You can remove any card by clicking the X **[1]** button on the top right corner of the card window. You can also change the order of the cards by dragging the Double Headed Arrow **[2]** button on the top left corner of the card window. Similarly, you can add as many cards as you want.

Step 9: Enable Require User Input before the Solution can be viewed Checkbox (Optional)

☒ **Require user input before the solution can be viewed**

If you click the Require user input before the solution can be viewed checkbox, learner must enter the text into the answer field before clicking the check button to view the correct answer. This option is optional, and so tick the checkbox if you need so.

Step 10: Click the Done Button

☒ Require user input before the solution can be viewed



Once you've updated all the details, click the Done [1] button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove [2] button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 11: Click the Create Button

The screenshot shows the 'Create' page interface. At the top left are 'Add New' and 'All Contents' buttons. Below them is a text input field labeled 'Enter title here' containing 'customer service', and a dropdown menu set to 'Presentation'. On the right, a 'Create' button is highlighted with a red box. Below the input fields is a rich text editor with a toolbar containing various icons. The editor contains the text: 'There are some industries where a good customer service is essential. The number of regular customers is the scale for your customer care. Good service is required wherever a customer is involved.' Below the text is a video player showing a woman in a lab coat working in a laboratory.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

There are some industries where a good customer service is essential. The number of regular customers is the scale for your customer care. Good service is required wherever a customer is involved.



Identify the name of the industry

Check

Card 1 of 5



You can see the finished page as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component. However, it is advised to use pictures that are similar in size to ensure a smooth experience for the learner.
- You can add as many cards as possible in a page using this component.
- You can upload images in .jpeg, .png and .gif formats only.
- You can add landscape and portrait pictures.
- The image is optional. If you don't add an image, it will be replaced with a question mark.
- Although the Question and Answer fields are optional, it is advised to add some text to the Answer field, so that the answers will be highlighted in green or red appropriately.

How to create a Lesson using the Memory Game Component?

Using this simple yet beautiful component, you can create your own memory game and test the memory of your site users or students.

When to use this Component

Memory games can be used to test the memory of your site users. You can add pictures related to the lesson and let the users play this game, which will make them understand the lessons better.

How it works

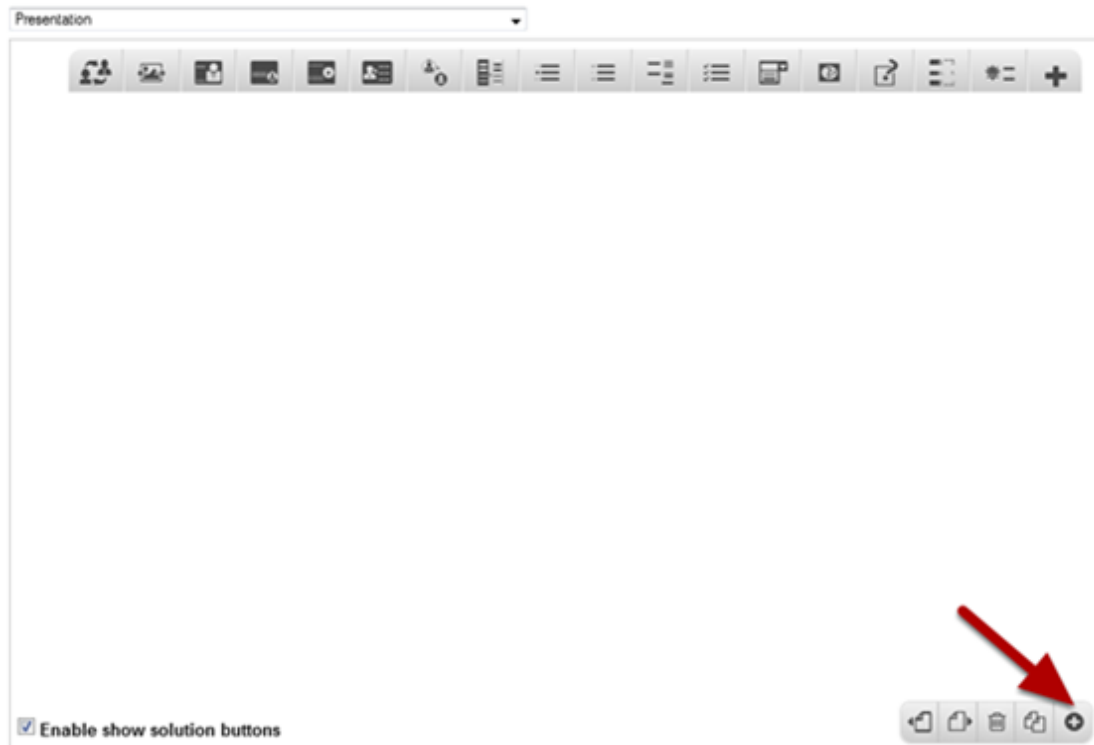
1. The descriptions are given on the top of the page.
2. Click on each card to flip it and reveal the picture on the other side. When you click on two similar images continuously, they will remain turned and you can explore other cards.
3. If user does not click on the similar cards continuously, the card will turn back to hide the pictures again.
4. Time is being calculated while the user is playing the game. The game ends when the user has revealed all the cards.
5. Once the game is finished, a simple feedback appears commenting about the user's play.
6. A summary showing the time spent and the number of card turns is shown at the bottom of the page.

Features of this Component

- This is one of the most interactive and creative components in the Responsive E-learning components.
- Everybody, including children would love to play this game.
- The title, Description Right and Description for the image fields are optional.
- You can add as many images for a page.
- The images are duplicated automatically.

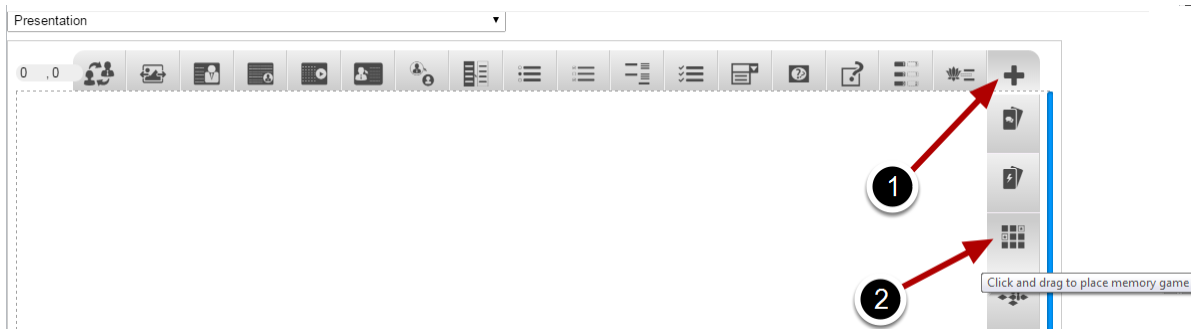
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Memory Game Component Icon



Click on the More elements **[1]** icon then click on the Memory Game **[2]** Component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit MemoryGame

The screenshot shows the 'Edit MemoryGame' interface. It includes a 'Title' field (1), 'Description Left' (2) and 'Description Right' (3) fields, and a 'Cards' section. The 'Cards' section contains a 'Card' component with an 'Image' field (4) featuring a green plus icon, an 'Edit copyright' button (5), and a 'Description' field (6) with a placeholder text: 'A short text that is displayed once the two equal cards are found.' Below the 'Cards' section is an 'Add card' button (7). At the bottom right are 'Remove' (9) and 'Done' (8) buttons.

On this screen, you can

- Add the title on the **Title [1]** field.
- Add descriptions on the **Description Left [2]** and **Description Right [3]** fields.
- Add an image for the card using the '+' icon under **Image [4]** title and update its copyright details by clicking the **Edit copyright [5]** button.
- Add Description text about the image in **Description [6]** field.
- Add more cards by clicking on the **Add card [7]** button.
- Click on the **Done [8]** button to save the changes.
- Remove the component by clicking the **Remove [9]** button.

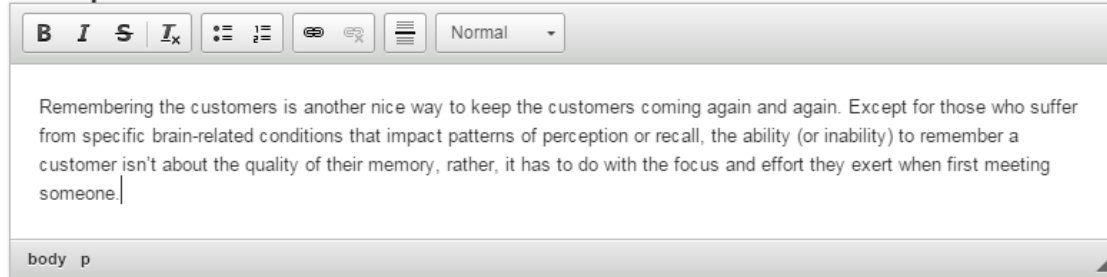
Step 3: Add a Title (Optional)

The screenshot shows a 'Title' field with a rich text editor interface. The text 'Remember the Customers' is entered. The editor includes formatting options like bold (B), italic (I), underline (U), and strikethrough (ABC), as well as a heading dropdown (Heading 2) and a body text dropdown (body h2).

Type the title of the page on the Title field as shown in the above image. You can also change the format of the title. This field is not mandatory, and if you don't enter a title, it won't be shown as an empty space on the page. This field is not mandatory.

Step 4: Add Description Left

Description Left



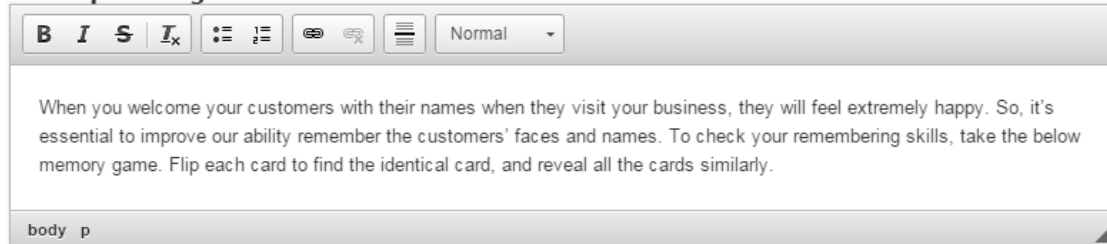
Remembering the customers is another nice way to keep the customers coming again and again. Except for those who suffer from specific brain-related conditions that impact patterns of perception or recall, the ability (or inability) to remember a customer isn't about the quality of their memory, rather, it has to do with the focus and effort they exert when first meeting someone.

body p

Just type the contents of the page in the Description Left field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This field is mandatory and must have some text in it.

Step 5: Add Description Right (Optional)

Description Right



When you welcome your customers with their names when they visit your business, they will feel extremely happy. So, it's essential to improve our ability remember the customers' faces and names. To check your remembering skills, take the below memory game. Flip each card to find the identical card, and reveal all the cards similarly.

body p

Similarly, you can add contents to the Description Right field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. Please note that this field is not mandatory as well.

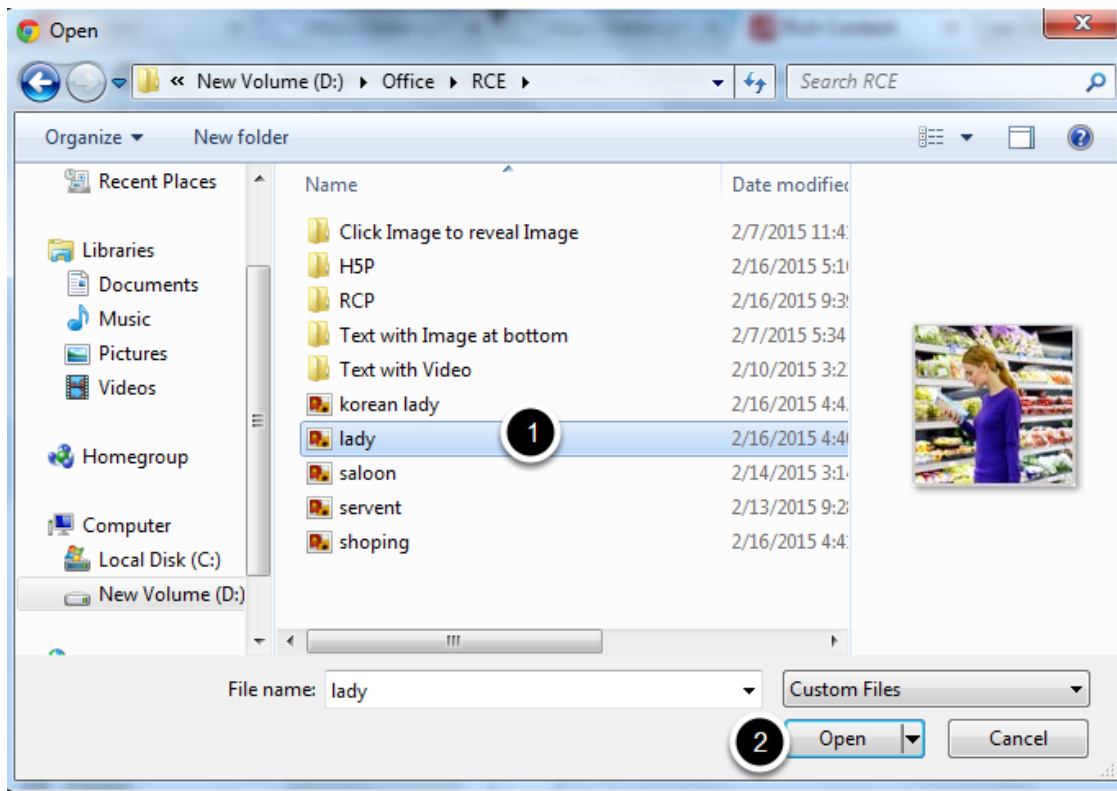
Step 6: Add an Image

Image



Edit copyright

You can add an optional image for the card by clicking the '+' icon under Image title as shown in the above image. You can choose an image file as shown in the below image.



On the above screen, go to the required folder, select the required image [1] and click the **Open** [2] button. You can see image being uploaded as shown in the below image.

Image

○ Uploading, please wait...

🔗 Edit copyright

You can see image being uploaded as shown in the above image.

Image



🔗 Edit copyright

Once the image has been uploaded, it will be shown under the Image title as shown [1] in the above image. Optionally, you can update the copyright details of the uploaded image by clicking the Edit copyright [2] button shown above. Once you click the button, you will see the below screen.

Title
La Gioconda

Author
Leonardo da Vinci

Year(s)
1503 - 1517

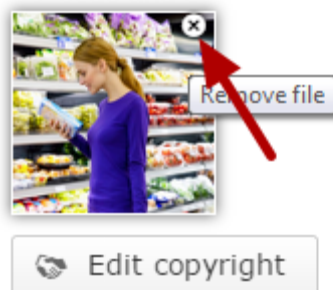
Source
http://en.wikipedia.org/wiki/Mona_Lisa

License
Undisclosed ▼

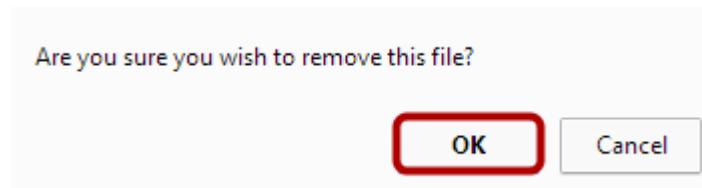


You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.

Image



You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.



You can also update the image without removing it by clicking on the image. You will be offered to select the image again as mentioned in step 6 for other cards.

Step 7: Update Description (Optional)

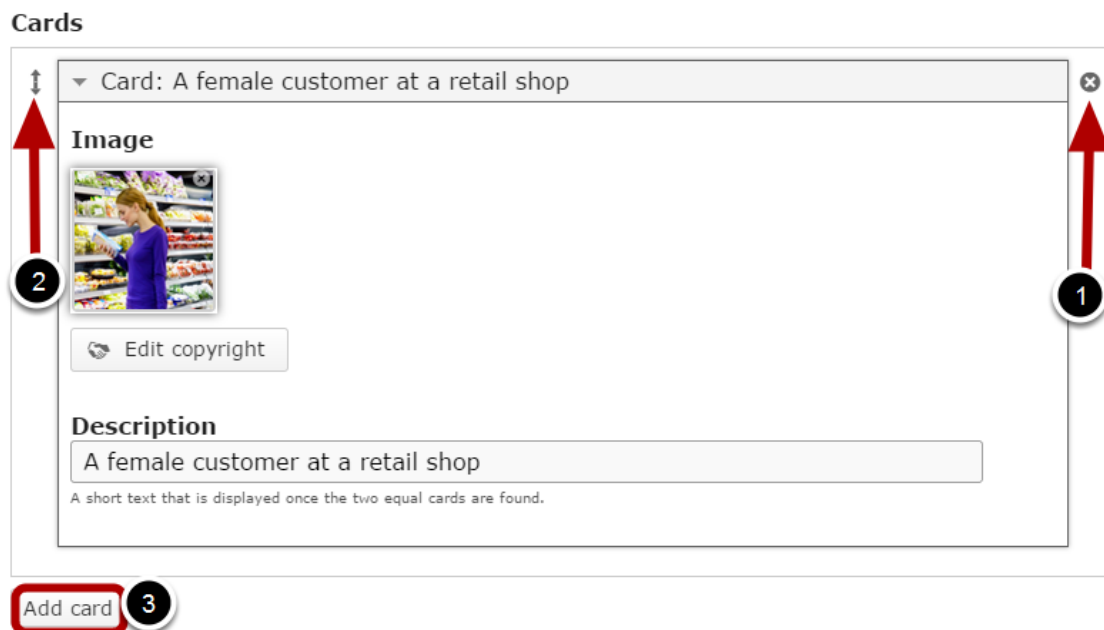
Description

A female customer at a retail shop

A short text that is displayed once the two equal cards are found.

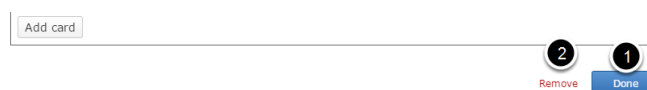
You can give the description about the image in the Description field. This description will be displayed when user has clicked on two similar images continuously and the cards remain revealed. Please note that this field is Optional.

Step 8: Add more Cards



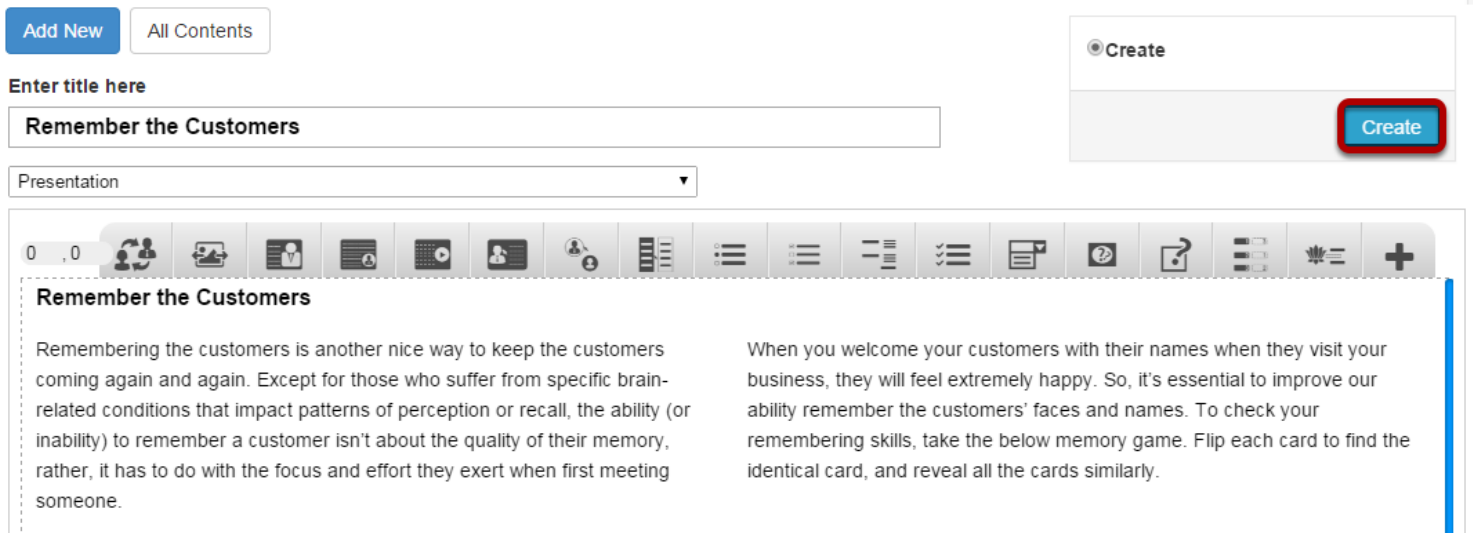
By default, there is only one card available at the beginning. If you want to add another one, click the Add Card [3] button as shown in the above image. Another card will be added after you click the Add card button. You can remove any card by clicking the X [1] button on the top right corner of the card window. You can also change the order of the cards by dragging the Double Headed Arrow [2] button on the top left corner of the card window. Similarly, you can add as many cards as you want.

Step 9: Click the Done Button



Once you've updated all the details, click the Done [1] button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove [2] button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 10: Click the Create Button



Add New **All Contents**

Enter title here

Remember the Customers

Presentation

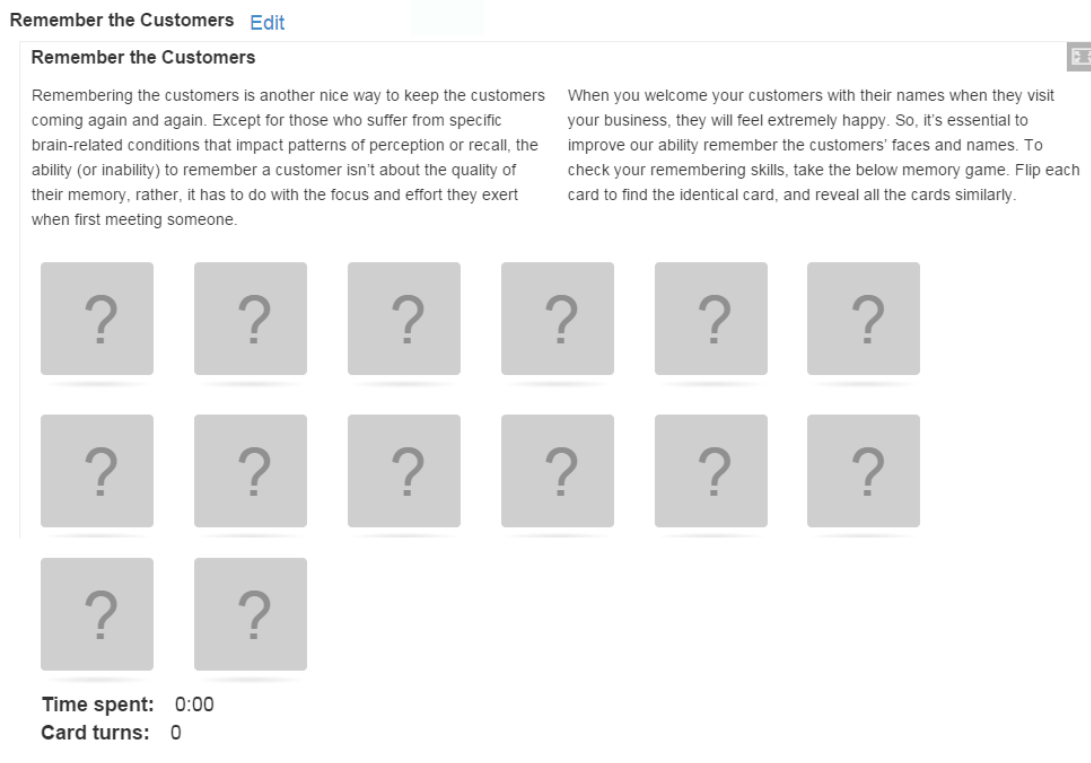
Create

Remember the Customers

Remembering the customers is another nice way to keep the customers coming again and again. Except for those who suffer from specific brain-related conditions that impact patterns of perception or recall, the ability (or inability) to remember a customer isn't about the quality of their memory, rather, it has to do with the focus and effort they exert when first meeting someone.

When you welcome your customers with their names when they visit your business, they will feel extremely happy. So, it's essential to improve our ability remember the customers' faces and names. To check your remembering skills, take the below memory game. Flip each card to find the identical card, and reveal all the cards similarly.

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.



Remember the Customers [Edit](#)

Remember the Customers

Remembering the customers is another nice way to keep the customers coming again and again. Except for those who suffer from specific brain-related conditions that impact patterns of perception or recall, the ability (or inability) to remember a customer isn't about the quality of their memory, rather, it has to do with the focus and effort they exert when first meeting someone.

When you welcome your customers with their names when they visit your business, they will feel extremely happy. So, it's essential to improve our ability remember the customers' faces and names. To check your remembering skills, take the below memory game. Flip each card to find the identical card, and reveal all the cards similarly.

?

?

?

?

?

?

?

?

?

?

?

?

?

?

?

?

Time spent: 0:00

Card turns: 0

You can see the finished page as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- You can create as many cards as you need in a page using this component. You can upload images only in .jpg, .png and .gif formats only.
- You can upload landscape and portrait pictures.

How to create a Lesson using the Board Game Component?

This component provides a better way to evaluate the users' knowledge in an interactive manner. They solve puzzles laid out on a board and click level icons to enter a level. Users are rewarded with success videos when they succeed and failure videos when they fail in each level. At the very end of the game there is a final reward video and a summary. This component's background, icons, videos and all other contents are customizable.

When to use this Component

You can use this component when you want the students to answer in an interactive manner. You can place Multichoice, Fill in the Blanks and Drag and drop questions here and there on the Board Game which will increase the enthusiasm of the students especially children.

How it works

1. The user clicks Start button on the home page of the Board Game to start the game
2. Then he/she clicks on any of the images on the home page to play that quiz, i.e. mini game. These images are called Hotspots.
3. In that mini game, the user clicks the Start Quiz button.
4. The questions appear in slides subsequently, and the user answers them.
5. After answering all the questions, the user clicks the Finish button.
6. If the user has got enough points in the quiz, he will be shown a victory video. Otherwise, he/she will be shown a video indicating that he/she has failed. The user can also skip that video.
7. The scores are shown for the quiz. The user can click the Finish button to quit the quiz, or click the Show solution button to see the answers.
8. Once the user has clicked the Finish button, he/she will be taken to the home screen.
9. The image for the just finished quiz will have changed depending on whether the user has passed or failed in that quiz.
10. A progress indicator image on the bottom left side will change according to the progress of the user in the Board Game.
11. The user can click on the next hotspot image to take the next quiz. Similarly, he/she can take the all the quizzes in the same manner
12. The progress indicator image will change reflecting the progress of the user each time.
13. Once the user has passed in all the quizzes, he/she will be shown an overall victory video with results.

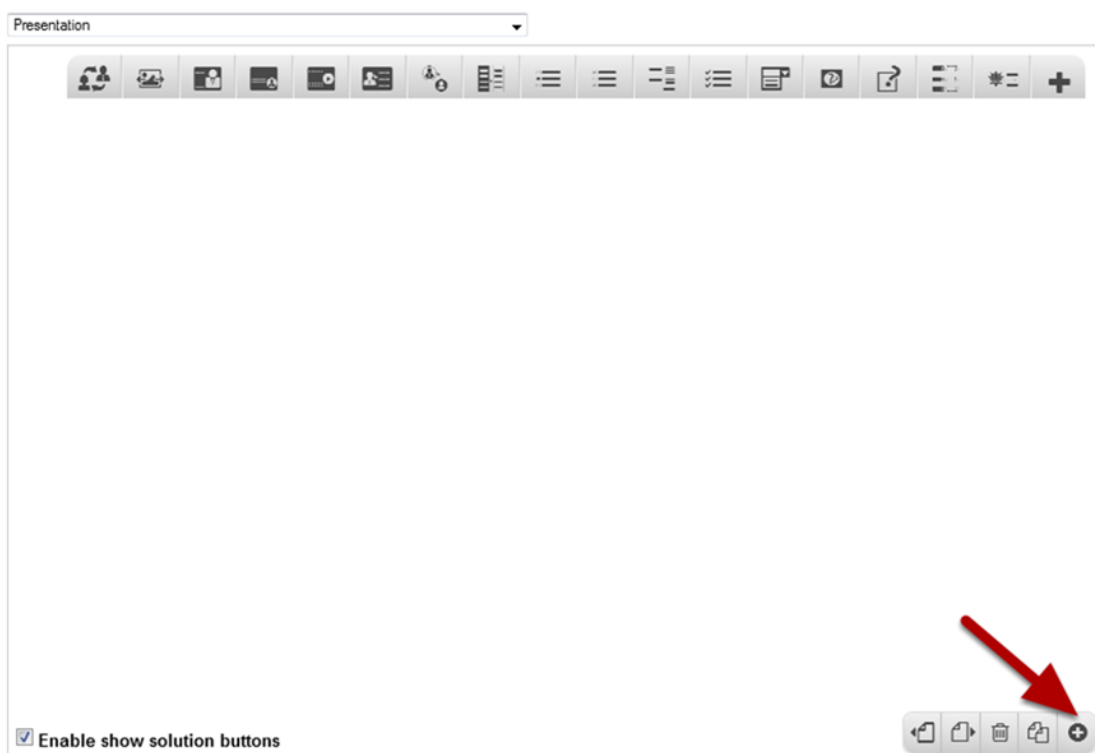
Features of this Component

- This is one of the most interactive components in the Responsive E-learning Components.
- It can be configured easily.
- You can upload your own images and videos to the quiz.

- You can add as many hotspots as possible.
- You can add introduction texts optionally for the game and quizzes.
- The hotspots can be placed as per your design on the home page.
- You can have several questions in slides inside a quiz and your progress in these slides can be highlighted in dots or text.
- You can explicitly set the pass percentage for the quizzes individually.
- Most of the options in this component are optional and you can use them as per your design. You can also create a simple Board Game with minimal options.
- You can customize all the messages that appear in the game.

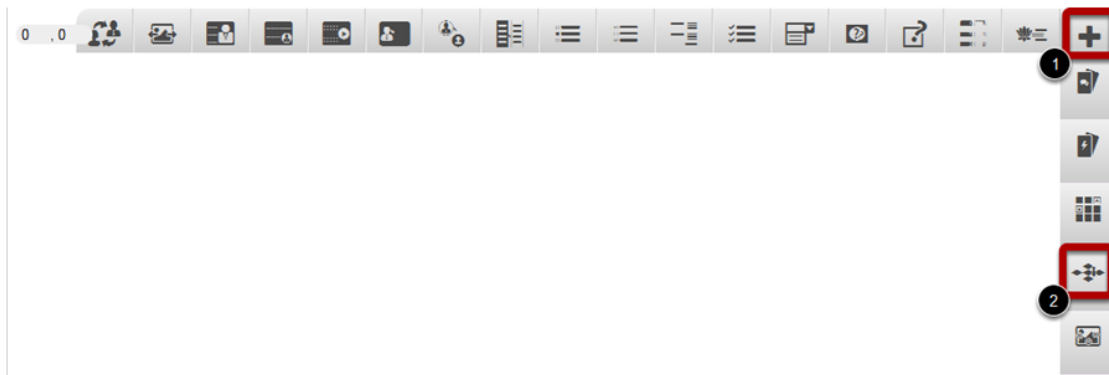
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide




If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Board Game Component Icon



Then click on the **More elements [1]** icon and click the Board Game **[2]** component icon as shown in the above image. You will see a screen similar to the image shown below.

Game title
 Arctic Knowledge **1**
This is the title of the game you are creating.

Board background
 **2**

Select a suitable background image for your board game.

Board size **3**
 Width x Height
Specify how much space (in px) the board game should take up. The aspect ratio should match the one of your background image.

☒ **Enable dropshadow** **4**
Enable a drop shadow around the board. If enabled the board takes up more space than the board size suggests

5

Hotspots

Hotspot

Title
 6
Give your hotspot a name.




Hotspot image
 **7**

Image used on the board for users to identify the hotspot.

Hotspot image - Passed
 **8**

The hotspot image will change to this once the user has completed a minigame and passed.


Hotspot image - Failed
 **9**

The hotspot image will change to this if the user fails.

Hotspot position **10**
 10 , 10
Position the hotspot on the game board by using coordinates in pixels.

Choose the minigame to start when the user chooses this hotspot.

11

Background image
 **12**

An optional background image for the Question set.

Progress indicator **13**
 Dots
Question set progress indicator style.

Pass percentage
 50 **14**
Percentage of Total score required for passing the quiz.

Questions

16

Question type **15**
 -
Library for this question.

17

18
Hotspots are mini-games that are placed on the board. E.g. Quiz, Hangman.

19

20

21

On this screen, you can

- Add a title to the game in the **Game title [1]** field
- Add an optional background for the board using the **Board background [2]** title

- Set the width and height of the board in the **Board size [3]** fields.
- Enable the dropshadow effect around the board by clicking on the **Enable dropshadow [4]** checkbox.
- Add a description to the game on the **Game introduction: Start [5]** field.
- Add hotspots for the game. You can type the title of the hotspot in the **Title [6]** field under the **Hotspots** title.
- Add a generic or initial image for the hotspot using the **Hotspot image [7]** field.
- Add an image to indicate that the user has passed in the quiz using the **Hotspot image Passed [8]** field.
- Add an image to indicate that the user has failed in the quiz using the **Hotspot image Failed [9]** field.
- Position the hotspot by specifying the coordinates in pixels under the **Hotspot position [10]** field
- Add introduction to the mini game under the **Quiz introduction [11]** field.
- Add an optional background image for the Question set using the **Background image [12]** field.
- Select the format of the progress indicator under **Progress indicator [13]** field.
- Set the minimum percentage to pass in **Pass percentage [14]** field.
- Select the type of the question in the **Question type [15]** dropdown box.
- Add more questions by clicking the **Add question [16]** button.
- Set the format in which the quiz results are displayed under the **Quiz finished: Your result: [17]** field.
- Add more hotspots by clicking the **Add hotspot [18]** button.
- Enable and update the progress indicator under the **Progress indicator [19]** field.
- Add a video marking the end of the game under the **Game finished: Skip video [20]** field.
- Display overall results and enable retrying under the **Game results: Try more [21]** field.

Step 3: Add a Title

Game title

Customer Service Games

This is the title of the game you are creating.

Enter the title of the game in the Game title field as shown in the above image.

Step 4: Add Board Background Image (Optional)

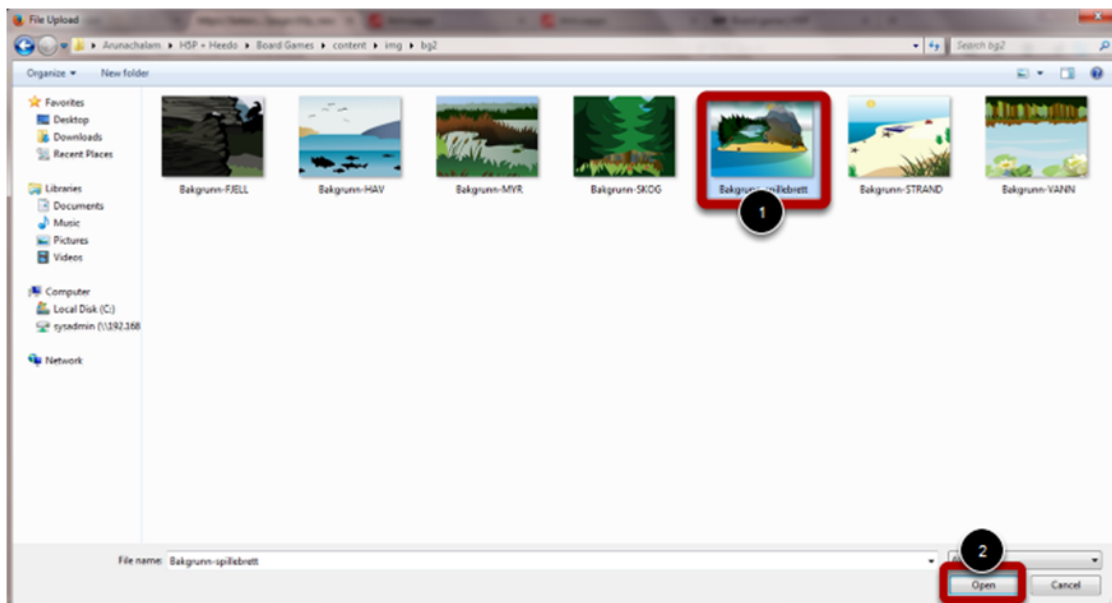
Board background



Edit copyright


Select a suitable background image for your board game.


You can add an optional background image by clicking the '+' button shown in the above image. You will see the below screen.



Go to the relevant folder in the window that appears and select the background image **[1]** that you want to add. Then double click on the image or click the **Open [2]** button as shown in the above image.

Board background

 Uploading, please wait...


 Edit copyright

Select a suitable background image for your board game.

You can see the image being uploaded as shown in the above image. Once the image has been uploaded, you can see the uploaded image as shown in the below image.

Board background



 Edit copyright

Select a suitable background image for your board game.

You can remove the uploaded image file by clicking the **Remove file [1]** icon shown above. You can also click the **Edit copyright [2]** button to update the copyright details of the image. Once you click this button, you will see the below screen.

Title
La Gioconda

Author
Leonardo da Vinci

Year(s)
1503 - 1517

Source
http://en.wikipedia.org/wiki/Mona_Lisa

License
Undisclosed

Close

You can update the copyright details of the image in the above screen and click the **Close** button shown above to save the changes.

Step 5: Set the Board Size

Board size
635 x 500

Specify how much space (in px) the board game should take up. The aspect ratio should match the one of your background image.

Specify how much space the board game should take up. The dimensions should be mentioned in pixels. Please note that the aspect ratio should match the background image that you've just uploaded in the previous step.

Step 6: Enable Dropshadow (Optional)

☒ **1 Enable dropshadow**
Enable a drop shadow around the board. If enabled the board takes up more space than the board size suggests

Enable a drop shadow around the board by clicking the Enable dropshadow **[1]** checkbox shown in the above image. If this option is enabled, the board takes up more space than the board size suggests.

Step 7: Add Game Introduction (Optional)

Welcome and instruction text

B **I** \times_e \times^2 $\frac{\square}{\square}$

Welcome to the game of customer service. **1**

Your task is to help William through some different ecosystems by answering questions about customer service. Click the Start button and then by click on any of the images above to start the game.

body p

Explain what the user should do and what the point of the game is.

Button text

Start **2**

Label of the button the user has to press to start the game.

You can add some introduction text for the game by clicking the arrow button **[2]** shown in the picture in step 6. Once you click it, you will see the above screen. In this screen, you can enter the introduction text in the **Welcome and instruction text [1]** field. You can also format the text. You can also change label text of the button the user has to click to start the game in the **Button Text [2]** field. In our case, we have typed Start.

Step 8: Add Hotspots

Hotspots

Hotspot: Standardization of Customer Service

Title

Standardization of Customer Service

Give your hotspot a name.

Start adding hotspots under the **Hotspots** title. You can add the title of the hotspot in the Title field shown in the above image.

Step 9: Add Hotspot Images

Hotspot image




 Edit copyright

Image used on the board for users to identify the hotspot.

Hotspot image - Passed




 Edit copyright

The hotspot image will changed to this once the user has completed a minigame and passed.

Hotspot image - Failed



 Edit copyright

The hotspot image will change to this if the user fails.

You can add 3 types of hotspot images for each hotspot. They are:

1. Hotspot image: This is the image that will appear initially for the hotspot on the board's home page. You can upload an image for this field by clicking the + icon under the **Hotspot image [1]** field.
2. Hotspot image - Passed: This is the image that will appear on the board's home page if the user has passed in the relevant mini game. You can upload an image for this field by clicking the + icon under the **Hotspot image - Passed [2]** field.
3. Hotspot image - Failed: This is the image that will appear on the board's home page if the user has failed in the relevant mini game. You can upload an image for this field by clicking the + icon under the **Hotspot image - Failed [3]** field.

You can follow step 4 to upload images and update the copyright details of the images. The resultant page will look like the below image.

Hotspot image



 Edit copyright

Image used on the board for users to identify the hotspot.

Hotspot image - Passed



 Edit copyright

The hotspot image will be changed to this once the user has completed a minigame and passed.

Hotspot image - Failed



 Edit copyright

The hotspot image will change to this if the user fails.

Step 10: Set the Type of the Progress Indicator

Progress indicator

Dots

-

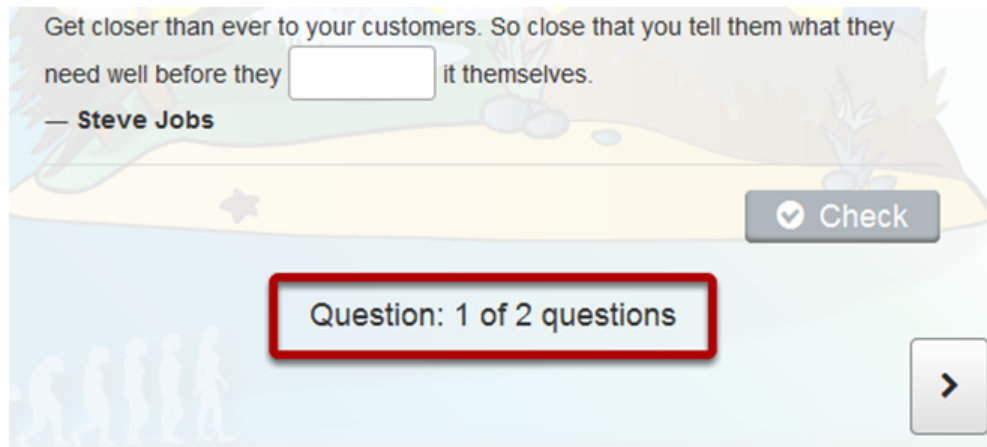
Textual

Dots

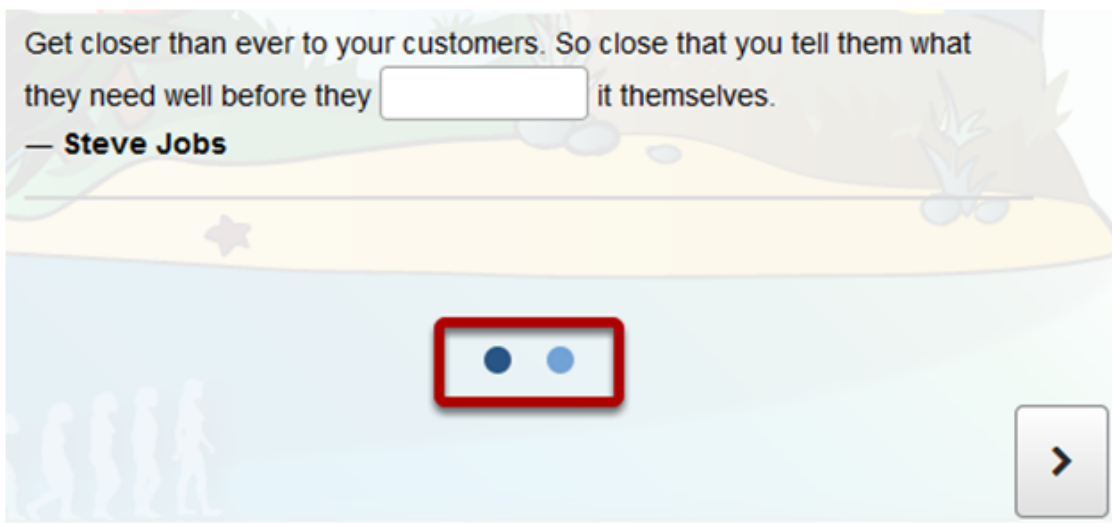
Pass Percentage

You can change the way the progress of the quiz is shown. Click the Progress indicator dropdown menu shown above and select any of the below two available options.

1. Textual: If this option is selected, the progress will be shown in text, just like the one shown in the below image



2. Dots: If this option is selected, the progress will be shown in dots, just like the one shown in the below image



By default, the progress indicator is set to Dots as shown in the above image.

Step 11: Set Pass Percentage

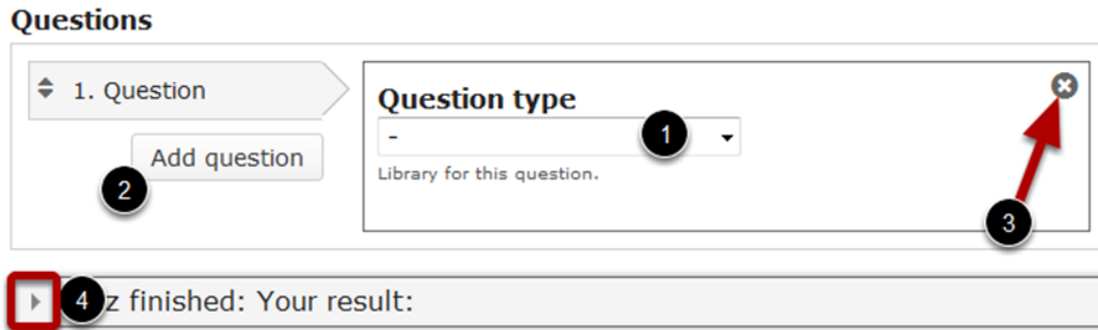
Pass percentage

50

Percentage of Total score required for passing the quiz.

Set the percentage of total score for passing the quiz in the Pass percentage field as shown in the above image.

Step 12: Add Questions



Start adding questions to the quiz. You can select the type of the question from the Question type [1] dropdown menu. The available 3 types of questions are:

1. Multichoice Questions
2. Fill in the Blanks
3. Drag and drop into Image

You can check the documents for these components to learn about the settings and how to create questions with these components.

Once you've added a question, you can add more questions by clicking the Add question [2] button shown in the above image. You can also delete a question by clicking the **Remove** [3] button shown in the above image.

Step 13: Edit Results Display Options (Optional)

▼ Quiz finished: Your result:

☒ **Display results** **1**

Feedback heading

Your result: **2**

This heading will be displayed at the end of the quiz when the user has answered all questions.

Score display text

You got @score points of @total possible. **3**

Text used to display Total user score. "@score" will be replaced by calculated score, "@total" will be replaced by maximum possible score.

Quiz passed greeting

Congratulations! **4**

This text will be displayed above the score if the user has successfully passed the quiz.

Passed comment

You did very well! **5**

This comment will be displayed after the score if the user has successfully passed the quiz.

Quiz failed title

You did not pass this time. **6**

This text will be displayed above the score if the user has failed the quiz.

Failed comment

Have another try! **7**

This comment will be displayed after the score if the user has failed the quiz.

Solution button label

Show solution **8**

Text for the solution button.


Finish button text


Finish **9**

☐ **Display video before quiz results** **10**

☐ **Enable skip video button** **11**


Passed video


 **12**

 Edit copyright

This video will be played if the user successfully passed the quiz.

Fail video

 **13**

 Edit copyright

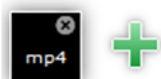
This video will be played if the user fails the quiz.


You can optionally change the way the results are displayed after the quiz is finished. To do that, click the arrow button **[4]** shown in step 11. You will see the above screen. A short description about the fields in the above image can be seen below.

- **Display results [1]:** Check this checkbox if you want to display the results. This button will override all the options you update in the above screen. This is checked by default.
- **Feedback heading [2]:** This heading will be displayed at the end of the quiz when the user has answered all questions.
- **Score display text [3]:** This text used to display Total user score. "@score" will be replaced by calculated score, "@total" will be replaced by maximum possible score.
- **Quiz passed greeting [4]:** This text will be displayed above the score if the user has successfully passed the quiz.
- **Passed comment [5]:** This comment will be displayed after the score if the user has successfully passed the quiz.
- **Quiz failed title [6]:** This text will be displayed above the score if the user has failed the quiz.
- **Failed comment [7]:** This comment will be displayed after the score if the user has failed the quiz.
- **Solution button label [8]:** The text that will appear on the Solution button.
- **Finish button text [9]:** The text that will appear on the Finish button.
- **Display video before quiz results [10]:** If you add a video to be displayed just before the quiz results are displayed, then check this checkbox.
- **Enable skip video button [11]:** If you want to enable to skip the video while it plays after displaying the quiz results, check this checkbox.
- **Passed video [12]:** Add a video that will be played if the user successfully passed the quiz.
- **Fail video [13]:** Add a video that will be played if the user successfully failed in the quiz.

To add a video, click the + icon in this field, go to the specified folder, select the video and double click on it or click the Open button. You can also edit the video's copyright details by clicking the Edit copyright details button below the + icon. Please note that you can upload videos only in .mp4 and .webm formats currently.

Passed video




 Edit copyright

This video will be played if the user successfully passed the quiz.

Fail video

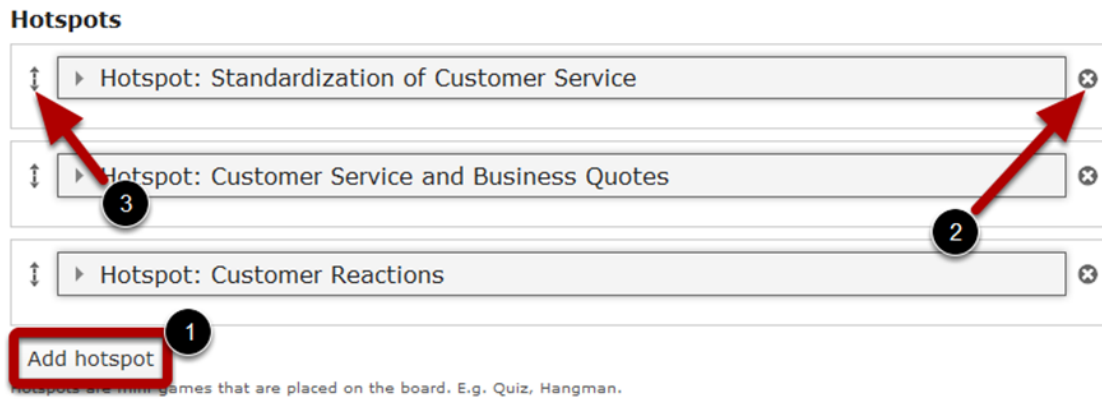


 Edit copyright

This video will be played if the user fails the quiz.

Once uploaded, the videos will be shown on the screen just like the above picture.

Step 14: Add more Hotspots (Optional)







You can add more hotspots by clicking the Add hotspot button [1] shown above. Thereafter, you can update the hotspots by following the steps we saw earlier. On the above image, you can see 3 hotspots added to the board. You can remove a hotspot by clicking the **Remove Hotspot** [2] and move the hotspots by dragging and dropping the double headed arrow [3] shown in the above image.

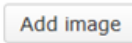
Step 15: Update Progress Indicator for the whole Game (Optional)

▼ Progress indicator

☒ **Enable progress indicator**

images **1**

**2**




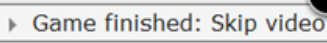
 Add image

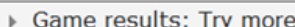
Select images to use as a progress indicator. One for each progress step plus one for no answers given yet.

Progress indicator position **3**

10 , 385

Position the progress indicator on the board using pixel coordinates.

**4**

**5**

You can add images to notify the user's progress in the game. To do that, check the **Enable progress indicator** [1] checkbox shown above. By default this checkbox is unchecked. You can add a series of images as per the number of quizzes in your board game.

For example, we have 3 quizzes, so we need to upload 3 images showing progress and one another image to show that the user hasn't started or passed in any quizzes. In the above image, you can see an image [2] has been initially added. This image will be shown if the user hasn't started or passed in any quizzes. You can also see 3 subsequent images have been added to be shown according to the progress of the user. You can also edit the copyright details by clicking the relevant buttons. You can set where the progress indicator should be shown in the **Progress indicator position** [3] fields. You have to mention it in pixel coordinates.

Step 16: Add Finished Video (Optional)

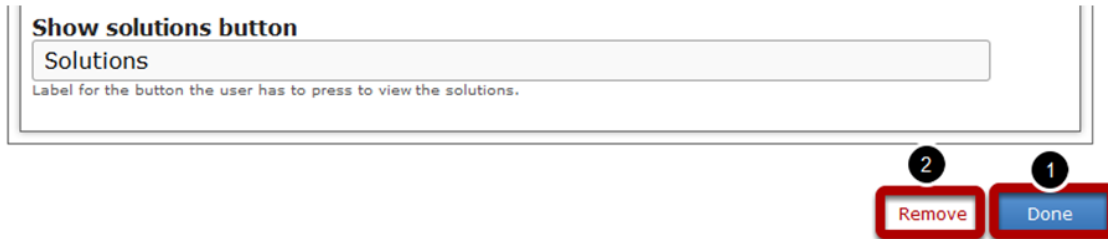
This is the final video that will be displayed after the user has passed in all the quizzes and just before the overall scores are displayed. To enable the video, click on the arrow button the **Game finished: Skip video** [4] field in step 15. You will see the above screen. On this screen you can upload a video by clicking the + button under the **Finished video** [1] title. If you want to allow the user to skip the video while playing, check the **Allow skipping of finished video** [2] checkbox. You can also update the label for the button the user has to click to skip the finished video in the **Skip button text** [3] field as shown in the above image.

Step 17: Display overall Results for the Game (Optional)

You can edit the way the results are displayed after the user has passed all the quizzes. To do that, click on the arrow button the Game results: Try more [5] field in step 15. You will see the above screen. On this screen, you can edit the below details:

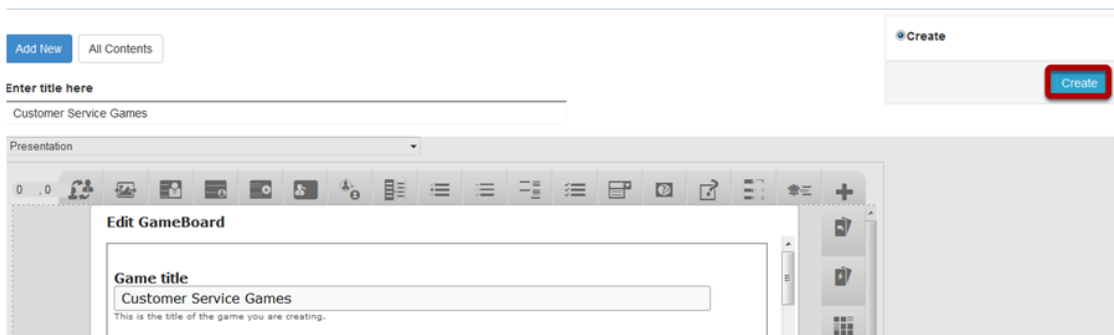
- **Result text [1]:** The text explaining the game score. Variables: @score, @total, @percentage.
- **Retry button text [2]:** Label for the button the user has to click to start over the game
- **Show solutions button [3]:** Label for the button the user has to click to view the solutions.

Step 18: Click the Done Button

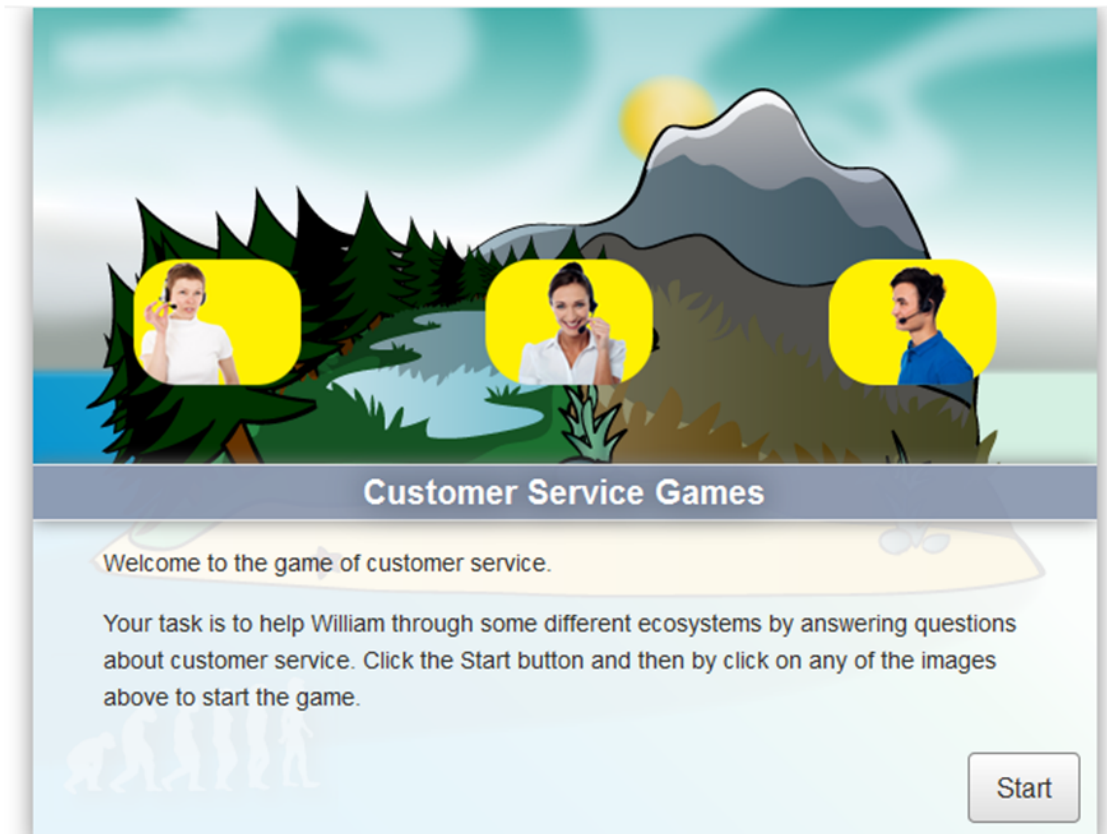


Once you've updated all the details, click the **Done [1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove [2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 19: Click the Create Button



If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.



You can see the finished page as shown in the above image.

Notes

- The board size will automatically be updated to the dimensions of the uploaded board background image. However, make sure both are of the same size.
- Although it seems to be a complicated component, most of the options in the Board Game are only optional. So, you can easily create new lessons with this component.
- Select simple appropriate images and videos.
- By default, this component requires you to answer all the questions to view the solutions. If you want to disable this option, uncheck the **Require user input before the solution can be viewed** checkbox in the relevant component
- You can upload thumbnail images in .jpeg, .png and .gif formats only.
- You can upload videos in .mp4 and .webm formats only.
- Although not mandatory, it's advised to add images for Hotspot image, Hotspot image - Passed and Hotspot image - Failed fields.
- Place the hotspots and Progress indicator position images by trial and error methods, i.e., mention the coordinates, have a preview and then change the coordinates until you place them correctly.
- Most of the options in this component are self explanatory.

How to create a Lesson using the Image Hotspots Component?

You can create an image with interactive hotspots using this component. The Image Hotspots content type allows you to place an overlay of hotspots on images and graphics. The user clicks the hotspots to reveal an associated text.

When to use this Component

Image hotspots can be useful for creating infographics fast and simple. You can use any image and enrich it with points of interest and in-depth information about the details depicted. The user is activated by interacting with the image.

How it works

1. User can see an image with many hotspots placed on some specific areas of the image.
2. When the user hovers the mouse on a hotspot, its size is increased indicating that you can click on it.
3. The user clicks on a hotspot, and a window containing a header and description text is displayed on the left or right side of the image.
4. The user can click on all the hotspots in the same way to find the corresponding header and description text.

Features of this Component

- You can change the color of the hotspots using a hexadecimal color code.
- You can add any number of hotspots for a page.
- You can position the hotspots by mentioning its location in percentages.

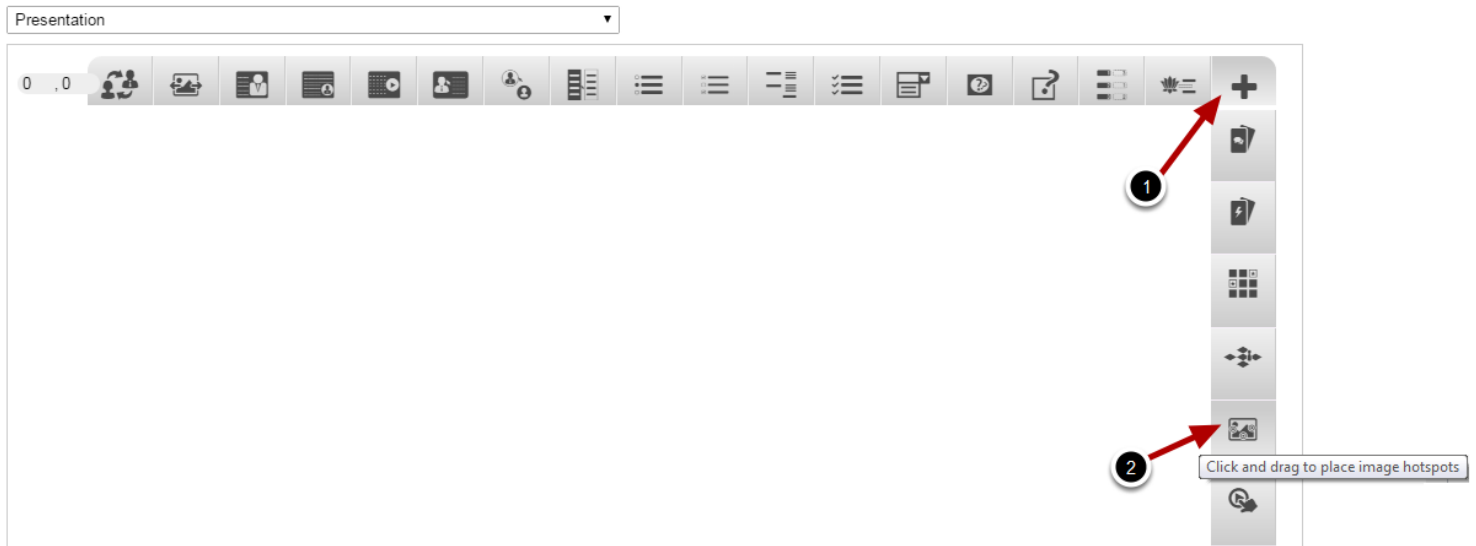
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Image Hotspots Component Icon



Click on the **More elements [1]** icon then click on the Image Hotspots **[2]** Component icon as shown in the above image. You will see a screen similar to the image shown below.

Edit ImageHotspots

The screenshot shows the 'Edit ImageHotspots' interface. At the top, under 'Background image', there is a green plus icon (1) and an 'Edit copyright' button (2). Below this is a text field for the background image. Under 'Color', there is a hex color code field (3) containing '000000'. The 'Hotspots' section contains a list of hotspots, each with a 'Header' (4), 'Text' (5), 'Horizontal position (x)' (6), and 'Vertical position (y)' (7) fields. At the bottom of the hotspots list is an 'Add hotspot' button (8). At the bottom right of the interface are a 'Remove' button (10) and a 'Done' button (9).

On this screen, you can

- Add an image to be shown on background using the + button under the **Background Image [1]** title and edit its copyright by clicking the **Edit copyright [2]** button.
- Set the color of the hotspots by typing a hexadecimal color code in the **Color [3]** field.
- Add a header for the hotspot in the **Header [4]** field under the **Hotspot** title.
- Add a description to the hotspot in **Text [5]** field.
- Set the hotspot location in percent by typing in the **Horizontal position (x) [6]** and **Vertical position (y) [7]** fields.
- Add more hotspots by clicking on the **Add hotspot [8]** button.
- Click on the **Done [9]** button to save the changes.
- Remove the component by clicking the **Remove [10]** button

Step 3: Add Background Image

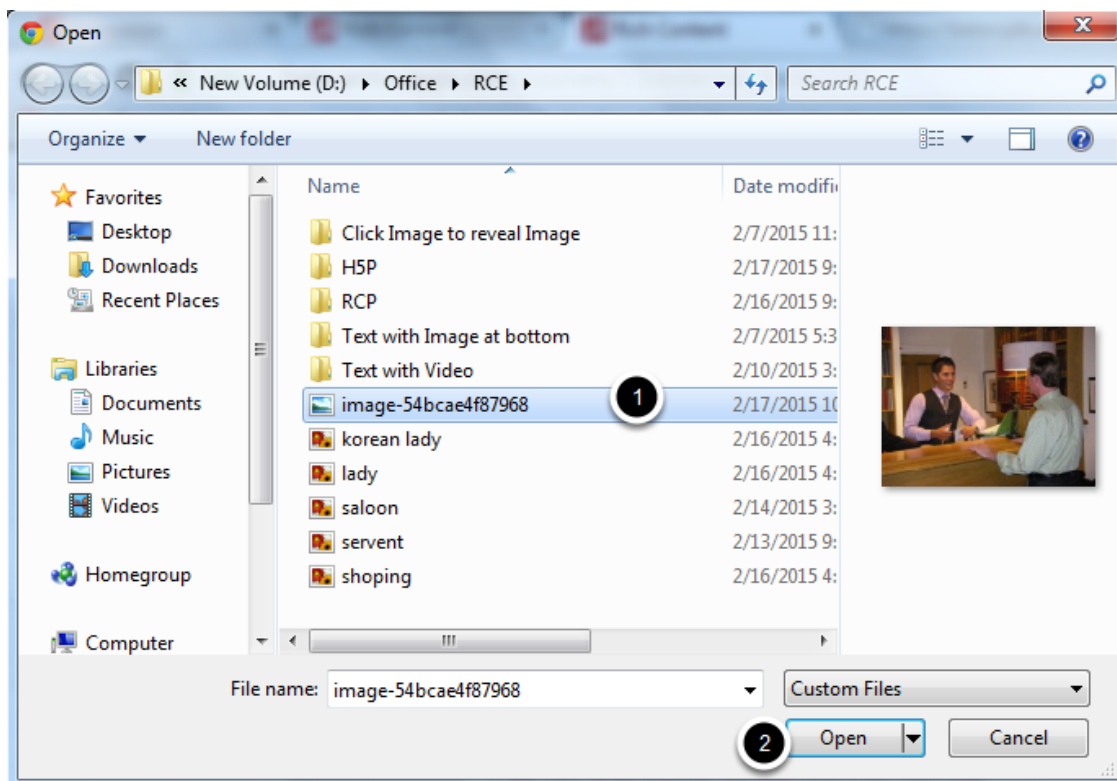
Background image



Edit copyright

Image shown on background.

You can add an optional background image for the page by clicking the '+' icon under the Background image title as shown in the above image. You will choose an image file as shown in the below image.



On the above screen, select the required image [1] and click the **Open [2]** button.

Background image



Uploading, please wait...



Edit copyright

Image shown on background.

You can see image being uploaded as shown in the above image.

Background image



Once the image has been uploaded, it will be shown under the Background Image title as shown [1] in the above image. Optionally, you can update the copyright details of the uploaded image by clicking the Edit copyright [2] button shown above. Once you click the button, you will see the below screen.

Title

La Gioconda

Author

Leonardo da Vinci

Year(s)

1503 - 1517

Source

http://en.wikipedia.org/wiki/Mona_Lisa

License

Undisclosed ▼

You can enter the image's copyright details on the above screen and click the **Close** button to update it. You can remove the uploaded image by clicking on the **Remove file** button shown on the below image.

Background image




 Edit copyright

Image shown on background.

You will be prompted to remove the image as shown in the below image. Click **OK** to confirm and remove the image.

Are you sure you wish to remove this file?

OK

Cancel

You can also update the image without removing it by clicking on the uploaded image.

Step 4: Enter Color in Hexadecimal Format

Color

#66FF33

The color of the hotspots specified using a hex color code

Type the color of the specified hotspots in hexadecimal color code as shown in the above image. By default it is set to 000000, which is black.

Step 5: Enter Header Text

Hotspots

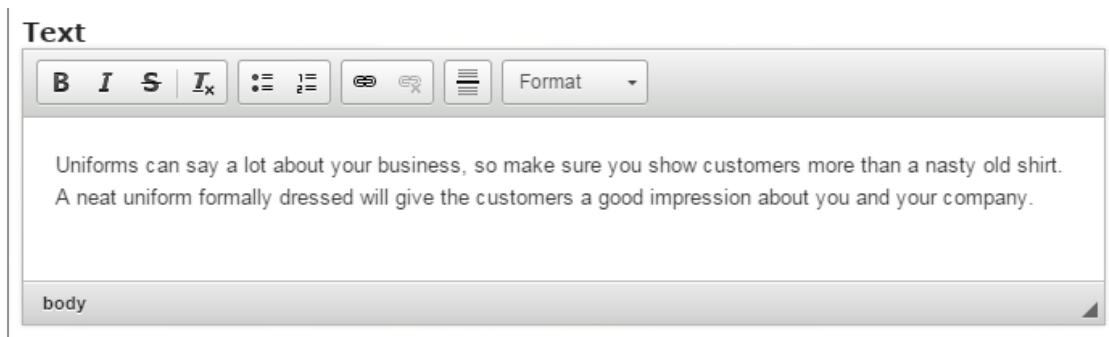
Hotspot: Fine uniform

Header

Fine uniform

The Header is the title of the hotspot. Type the header text on the Header field as shown in the above image. This field is mandatory and must have some text in it.

Step 6: Add Text Description



The screenshot shows a 'Text' field interface. At the top, there is a title 'Text'. Below it is a toolbar with icons for bold (B), italic (I), strikethrough (S), underline (U), bulleted list, numbered list, link, unlink, and a 'Format' dropdown menu. The main text area contains two lines of text: 'Uniforms can say a lot about your business, so make sure you show customers more than a nasty old shirt.' and 'A neat uniform formally dressed will give the customers a good impression about you and your company.' At the bottom of the text area is a scrollbar. Below the text area is a label 'body'.

The Text is the full description. You can add as much text as you like. Scrollbars will appear if the amount of text cannot be viewed within the image. Type the description text on the Text field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This field is mandatory and must have some text in it.

Step 7: Add Horizontal and Vertical Location Values

Horizontal position (x)

The horizontal hotspot location in percent. (0 - 100)

Vertical position (y)

The vertical hotspot location in percent. (0 - 100)

The Horizontal position and Vertical position are specified in percent, from the left and from the top of the image respectively. Type the horizontal and vertical location values in the Horizontal position (x) and Vertical position (y) field as shown in the above image. These fields are mandatory and must have value between 0 and 100 in it.

Step 8: Add more Hotspots

Hotspots

Hotspot: Fine uniform

Header

Fine uniform

Text

B I S I_x **•••** **1=** **🔗 🔗** **≡** Normal ▾

Uniforms can say a lot about your business, so make sure you show customers more than a nasty old shirt.
A neat uniform formally dressed will give the customers a good impression about you and your company.

body p span

Horizontal position (x)

25

The horizontal hotspot location in percent. (0 - 100)

Vertical position (y)

55

The vertical hotspot location in percent. (0 - 100)

Add hotspot

By default, there is only one hotspot available at the beginning. If you want to add another one, click the Add hotspot [3] button as shown in the below image. Another hotspot will be added after you click the Add hotspot button. You can remove any hotspot by clicking the X [1] button on the top right corner of the Hotspot window. You can also change the order of the hotspots by dragging the Double Headed Arrow [2] button on the top left corner of the hotspots window. Similarly, you can add as many hotspots as you want.

Step 9: Click the Done Button

Add hotspot

2 Remove

1 Done

Once you've updated all the details, click the Done [1] button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove [2] button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 10: Click the Create Button

[illegible]

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.



You can see the finished page as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- You can add any number of hotspots in a page using this component.
- The color of the hotspot must be the hexa decimal value.
- To know the hexa decimal code of the color for the hotspot, you can visit <http://html-color-codes.info/>
- If you want to position the hotspots precisely, you can follow the trial and error method. Apply some values between 0 to 100 in Horizontal position (x) and Vertical position (y) fields, have a preview and change it accordingly again if it is not precise. You can always press Save to view the result before going back to the editor in order to change the position values.
- The image will be scaled (proportionally) to fit the max width of the container in which it is placed. Therefore, choose an image with a suitable resolution.
- You can upload images in .jpg, .png and .gif. formats only

How to create a Lesson using the Interactive Video Component?

Using this component, videos may be enriched with extra pictures, tables, hyperlinks and all the available interactive components. Interactive summaries are added to the end of each video. Just click on the icons that appear while the video is playing and you can see the explanation or you can take some quiz as well.

When to use this Component

Interactive videos are perfect when you already have a video clip that you want to enrich with interactive elements. You can facilitate differentiated learning by adding in-depth information such as pictures, tables, text and links that the learner can interact with during video playback.

How it works

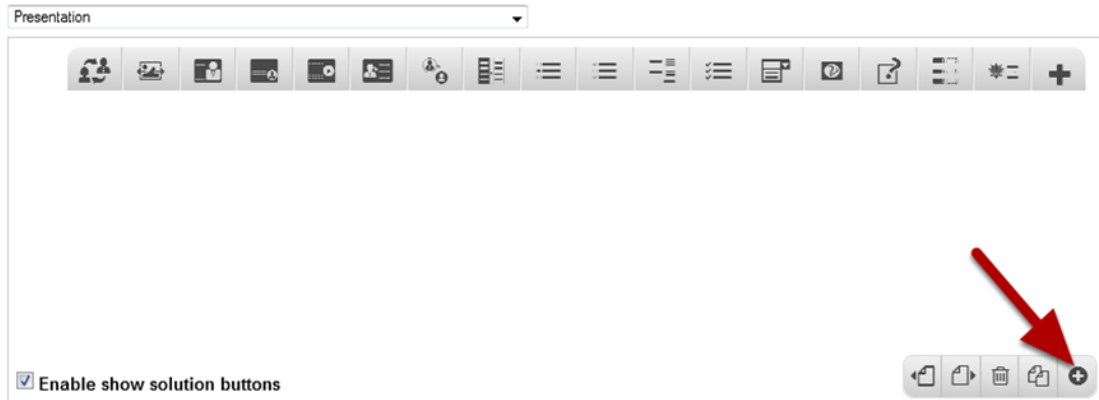
1. User plays the video by clicking the Play button or the Challenges button on the interactive video.
2. Interactions such as images, elaborating text, links and quizzes pop up while the learner watches the video.
3. The user clicks on any of these icons and the relevant lesson, hyperlink or questions appear over the video.
4. The user completes or closes the tasks.
5. At the end of the video, a summary question is presented. The user can take that question as well.

Features of this Component

- This is one of the most interactive components in the Responsive E-learning components.
- The Interactive Video content type allows you to add interactions on top of video clips.
- You can add bookmarks in the video.
- You can set to pause the video whenever there is a lesson or interactivity on the video.
- You can pause, play and mute the video just like any other player using the control buttons on the bottom of the video.
- You can include almost all the Responsive E-learning components in the Interactive Videos.
- You can add the components to the Interactive Videos just like you add them in any Presentations.
- You can set the intervals and durations of the components very easily.
- A summary question can be added at the end of the video as well.

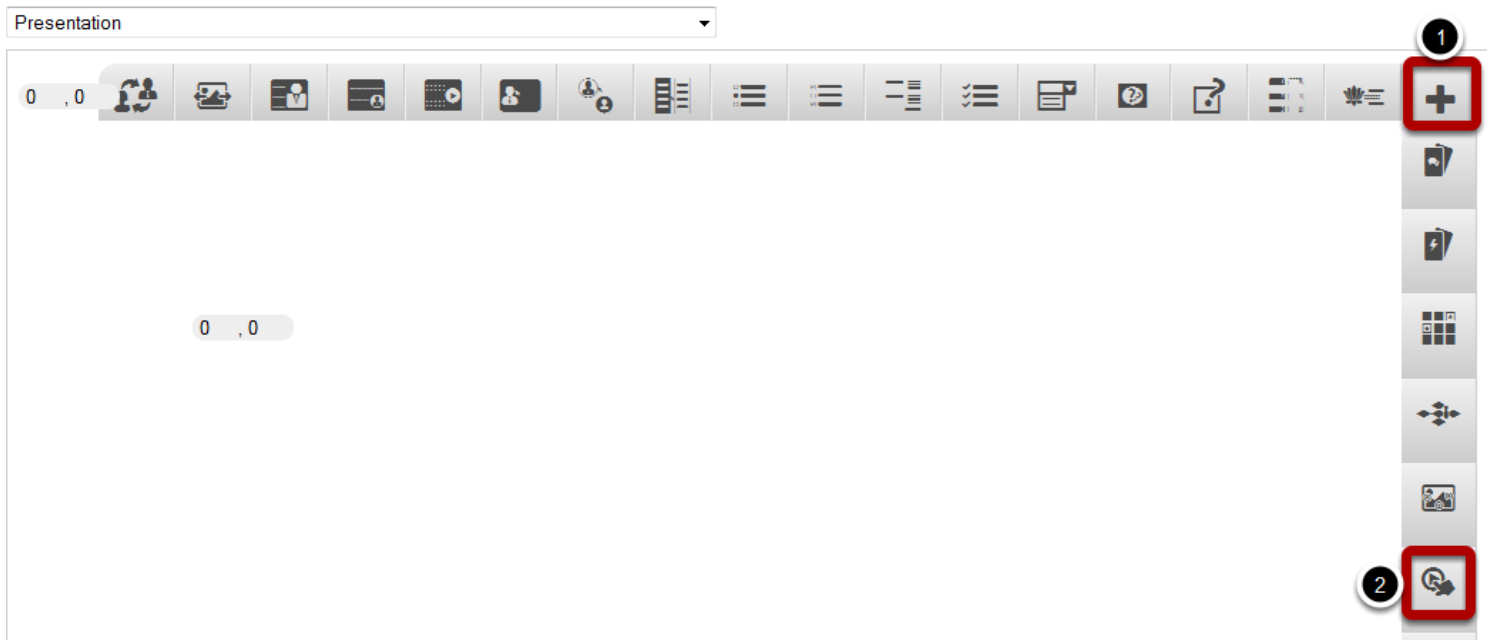
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide

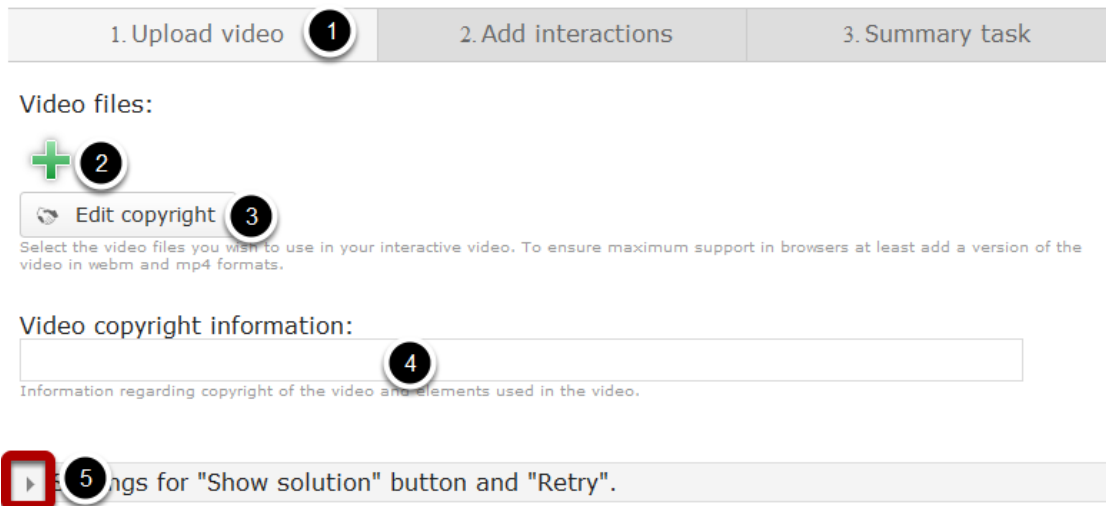


If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Interactive Video Component Icon



Click on the **More elements [1]** then click on the Interactive Video Component **[2]** component icon as shown in the above image. You will see a screen similar to the image shown below.

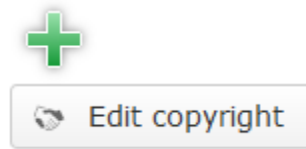


The above screen shows the **Upload video [1]** tab of this component's settings. On this screen, you can

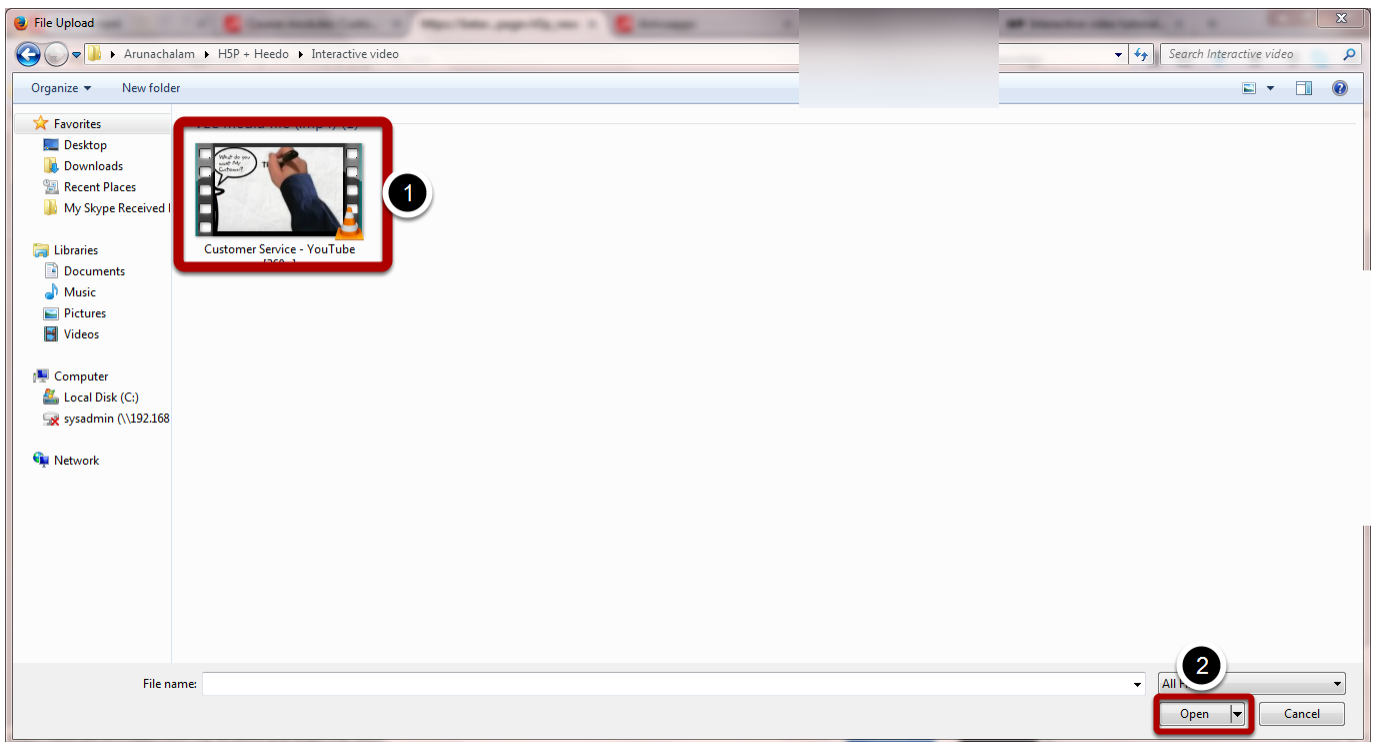
- Add a video file by clicking the '+' icon under **Video files [2]** title and edit its copyright details by clicking the **Edit copyright [3]** button.
- Add more copyright description in the **Video copyright information [4]** field.
- Click the arrow button with title to reveal the options under **Settings for "Show solution" button and "Retry" [5]** title.

Step 3: Upload a Video

Video files:



Press the plus button under the Video files title to select a video file for upload as shown above. You will see the below screen prompting you to select the video file that you want to upload. Go to the desired folder and select the video file.



Double click the video file [1] or click the **Open** [2] button as shown in the above image.

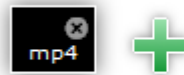
Video files:

⌂ Uploading, please wait...

🔗 Edit copyright

You can see the video being uploaded as shown in the above image. Once uploaded, a square black icon with the file format written in it, will appear as shown in the below image.

Video files:



🔗 Edit copyright

You can see that the video has been uploaded successfully on the above image. You can update the copyright details of the video by clicking the Edit copyright button shown above. You will see the below screen.

Title:
La Gioconda

Author:
Leonardo da Vinci

Year(s):
1503 - 1517



Source:
http://en.wikipedia.org/wiki/Mona_Lisa

License:
Undisclosed ▼



On the above window, you can update the copyright details and click the **Close** button to save the details. You can also add additional copyright details by entering it in the Video copyright information field shown below.

Video copyright information:


B I S I_x  

body p

Information regarding copyright of the video and elements used in the video.

On the above field, you can give some information regarding copyright of the video and elements used in the video. You can format the contents in this field as well.

Step 4: Update Settings for the Show Solution and Retry Buttons (Optional)

 **1** Settings for "Show solution" button and "Retry".

☐ **2** Enable override for "Show solution" and "Retry" settings.
If this is enabled the questions own settings will be ignored and the below settings will be used instead.

☐ **3** Enable "Show solution" buttons.
Enabling this option will make questions show the "Show solution" button.

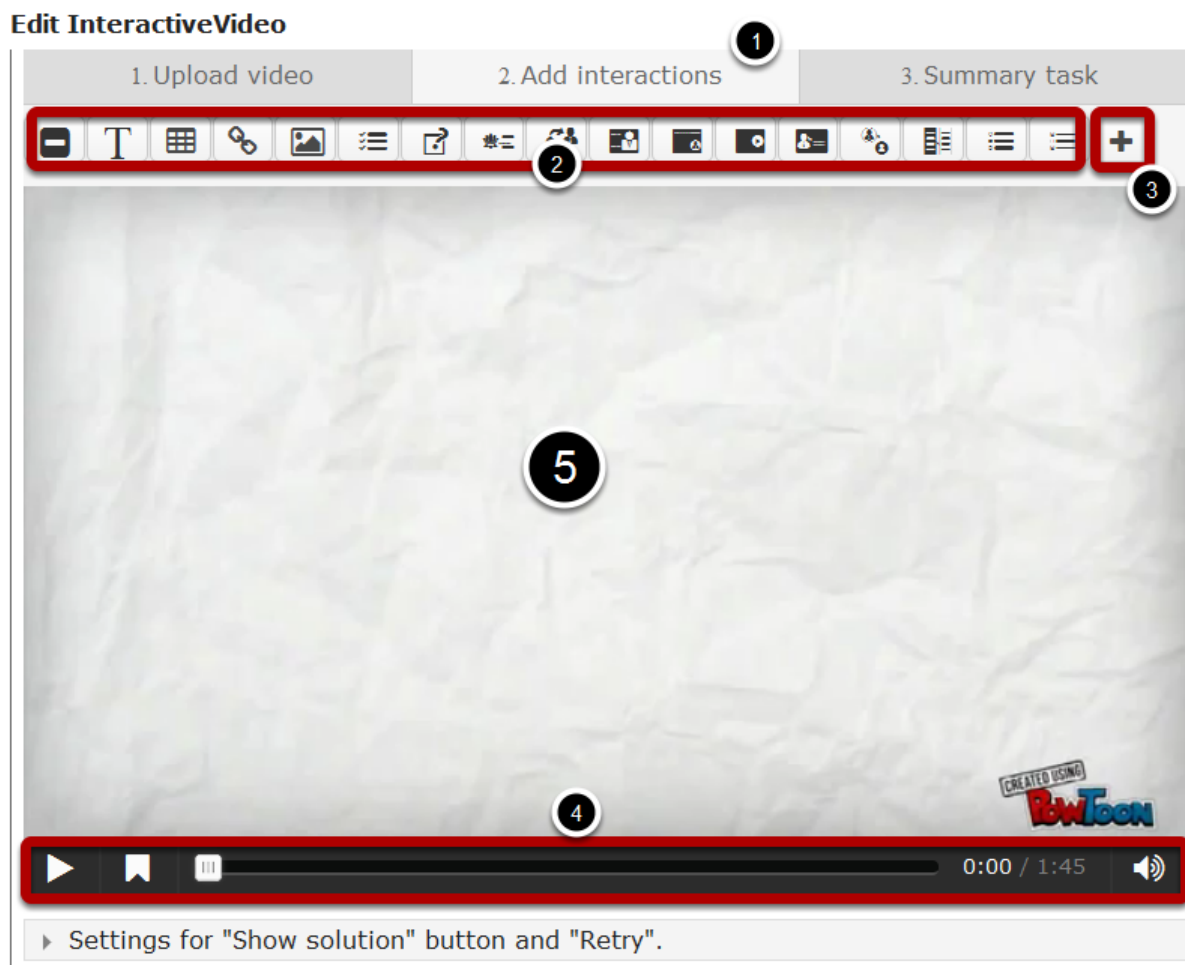
☐ **4** Enable "Retry".
Enabling this option will make the user able to "Retry" .

Optionally, you can click the arrow button with title Settings for "Show solution" button and "Retry" **[1]** and update the settings for the Show solution and Retry buttons. On this screen, you can

- Check the **Enable override for "Show solution" and "Retry" settings [2]** checkbox to override the Show solution and Retry settings

- Check the **Enable "Show solution" buttons [3]** checkbox to enable Show solution buttons for all the components.
- Check the **Enable "Retry" [4]** checkbox to enable the retry option.

Step 5: Go to the Add Interactions Tab



Once you've updated the information on the Upload video tab, move to the **Add interactions [1]** tab. The screen will look similar to the above image. On this screen you can

- Click the first set of icons of the available components from the components toolbar [2].
- Click **More elements [3]** button to reveal the second set of the available components.
- Adjust the control buttons in the player control bar [4].
- View a preview [5] of the uploaded video.

Step 6: Start adding Components



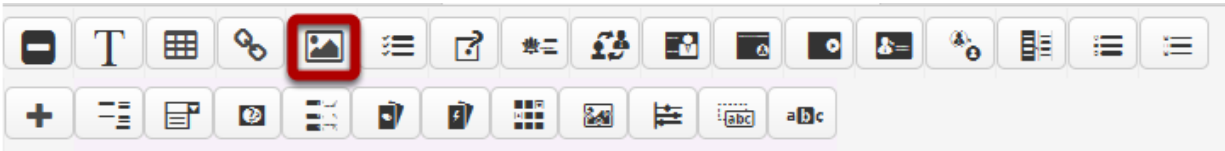
Play and pause the video where you want to add the component. You can also go to the desired point of time in the video by moving the play head to a desired point. Then click the required component from the components toolbar. Alternatively, you can click, drag and drop the required component into the area where you want to place the component. If you are unable to see the required component, then click the More elements button shown in Step 4. Now you will see the second set of the available components in the second row as shown in the above picture.

The following components are available for your video:

- Description Text
- Tables
- Hyperlinks
- Images
- Statements
- Fill in the Blanks
- Drag and drop into Image
- Drag the Words
- Mark the Words
- Conversations
- Text with Image
- Text with Image at bottom
- Text with Video
- Click to reveal Text
- Click to reveal Images
- Click to reveal Tables
- Multichoice Questions: Type 1
- Multichoice Questions: Type 2
- Multichoice Questions: Type 3
- Dropdown Questions
- Free Text with Feedback
- Match and sort
- Dialog Card
- Flash Cards
- Memory Game
- Image Hotspots
- Timeline

Apart from the Responsive E-learning components, few more components are available in the Interactive Video component, such as Description Text, Tables, Hyperlinks, and Images etc.

An Example for adding Components



For a better understanding, we can have a look at an example on adding components to the Interactive Video component. In our case, we are about to add a simple picture using the picture component. First, play the video and pause it at the desired time. Then click the **Image** component shown above. Immediately, the below screen appears.

Display time:
0:00 **1** 0:10

☐ **2** Pause
Set playback on pause when this interaction is reached.

Label:
3
Label displayed next to interaction icon.

Image:
4
Edit copyright **5**

Alternative Text:
6
Required. If the browser can't load the image this text will be displayed instead. Also used by readspeakers.

Hover Text:
7
Optional. This text is displayed when the user hovers his pointing device over the image.

▶ Copyright Information **8**

10 Remove **9** Done

On the above screen, you can

- Set the starting and ending times between which the component's icon will appear on the video. You can update these timings in the **Display time [1]** fields. By default, the starting time is the current time in the video and the end time is the current time + 10 seconds.
- Check the **Pause [2]** checkbox if you want to set playback on pause when this component's time has arrived on the video.

- Type text for the label in the **Label [3]** field. This label will be displayed on the video when the time for the component has arrived.
- Add the image by clicking the ‘+’ button under **Image [4]** title.
- Edit copyright details of the image by clicking **Edit copyright [5]** button.
- Add an alternative text for the image in the **Alternative Text [6]** field.
- Add a hover text for the image in the **Hover Text [7]** field.
- Click the arrow button with heading **Copyright Information [8]** to update the copyright details of the image.
- Complete editing the page by clicking **Done [9]** button.
- Remove the component from the video by clicking the **Remove [10]** button.

Display time:

0:01 - 0:02


☒ Pause
Set playback on pause when this interaction is reached.

Label:

Welcome to the course of Customer Service

Label displayed next to interaction icon.

Image:



Edit copyright

Alternative Text:

Welcome to the course of Customer Service

Required. If the browser can't load the image this text will be displayed instead. Also used by readspeakers.

Hover Text:

Welcome to the course of Customer Service

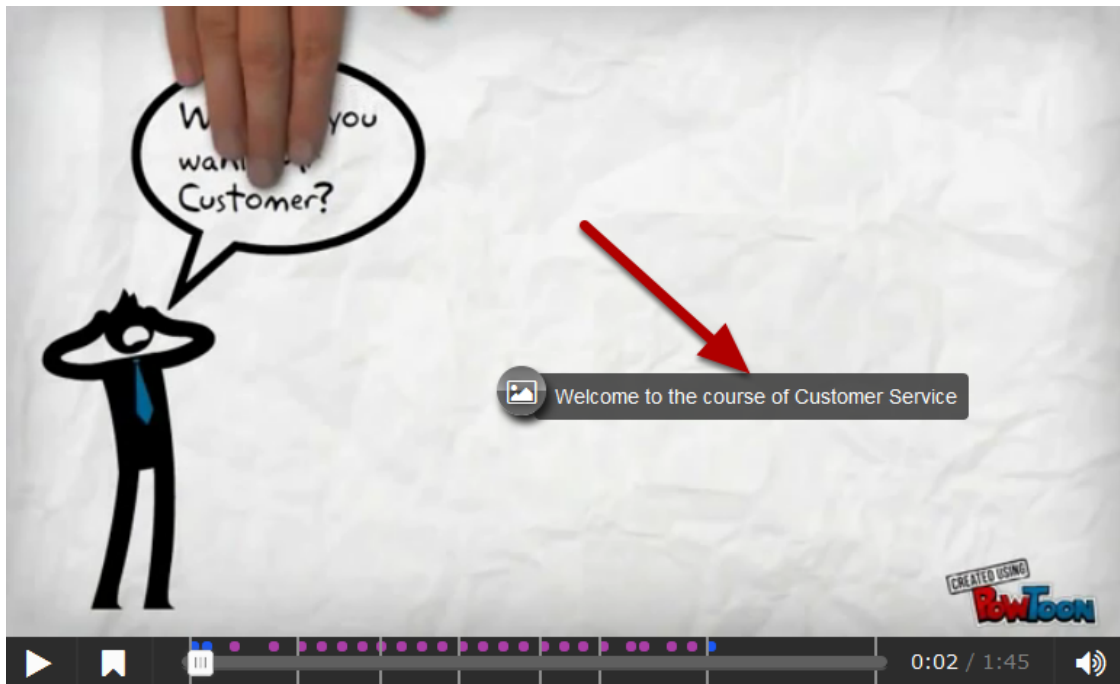
Optional. This text is displayed when the user hovers his pointing device over the image.

▶ Copyright Information

Remove

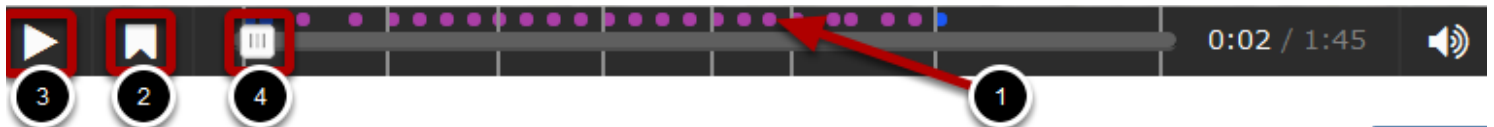
Done

Once you've updated all these information, it will be something like the above image. Click the **Done** button shown above to save the changes. You will see the below screen.



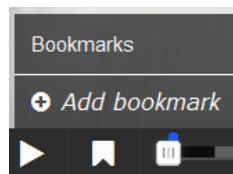
You can see the component being added to the video at the point of time we specified. You can drag and drop the component's icon to anywhere on the screen as per your design. While playing the video, if the user clicks this icon, he/she will see the image that we've uploaded.

Step 7: Add more Components (Optional)



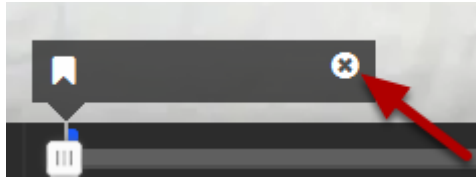
Similarly, you can add more components to the video in places and timings of your choice. For any questions about any component, see its documentation. You can place as many components as possible, and you can use the same component again and again. The player control will show the timings of the added components in small dots **[1]** as shown in the above image. Each dot indicates that there is some component added to the video on that point of time.

Step 8: Add Bookmarks (Optional)

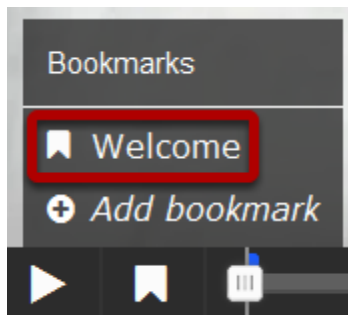


Bookmarks are used to indicate a new topic, an important interaction or an event within the video. Each bookmark is indicated with a vertical line on the seek bar. Learners can jump directly to a chapter by pressing the bookmarks in the bookmarks menu.

Bookmarks are displayed in the bookmarks menu, which is opened by pressing the **Bookmark [2]** button next to the **Play [3]** button shown in step 7. You add a bookmark by moving the play head **[2]** to a desired point in the video and pressing the Bookmark button. You will see a popup just like the one shown above. From the menu that appears, click **Add Bookmark**.



You will see the above popup window where you can specify the name of the bookmark. Once you've typed the bookmark's name, click anywhere outside to save it. You can also delete a bookmark by clicking the **Remove** button shown above.



You can see the bookmark being added in the above screen. You can add more bookmarks in the same way. At any time, you can go to a specific point of time in the video by clicking the name of the relevant bookmark.

Step 9: Add Summary Task

1. Upload video 2. Add interactions 3. Summary task **1**

Introduction text:
Choose the correct statement. **2**
Will be displayed above the summary task.

Summary

↑ ↓ **10** **9** **8** **3** **4** **5** **6**

▼ Statements

List of statements for the summary. The first statement is correct

↑ ↓ Statement: **3**

↑ ↓ Statement: **4**

Add statement **4**

► Tip **5**

Add statements **6**
List of summaries

Display at:
3 **7**
Number of seconds before the video ends.

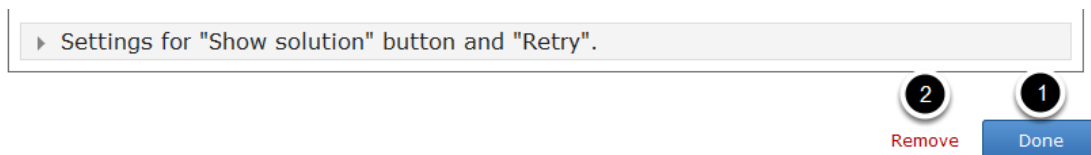
The summary task will be displayed towards the end of the video. At the end of an Interactive video, you can add a Summary. The Summary is intended to make the learner reflect on the learning content presented in the video. Once you've added all the interactions to the video, go to the **Summary task [1]** tab as shown in the above image. On this screen, you can

- Place some introduction text in the **Introduction text [2]** field.
- Add statements in the **Statement [3]** Fields under the **Statements** title. Enter the correct statement as the first statement.
- Add more statements by clicking the **Add statement [4]** field.
- Add tips to the question in the **Tip [5]** field.
- Add more questions, i.e., more set of statements by clicking the **Add statements [6]** button.
- Specify the number of seconds the summary questions should appear before the video ends in the **Display at [7]** field. By default, it is set to 3 seconds.
- Remove a statement by clicking on the **Remove Statement [8]** button.

- Remove a set of statements by clicking on the **Remove Statements [9]** button.
- Change the order of the Statements by dragging the Double Headed Arrow **[10]** button on the top left corner of the Option window.

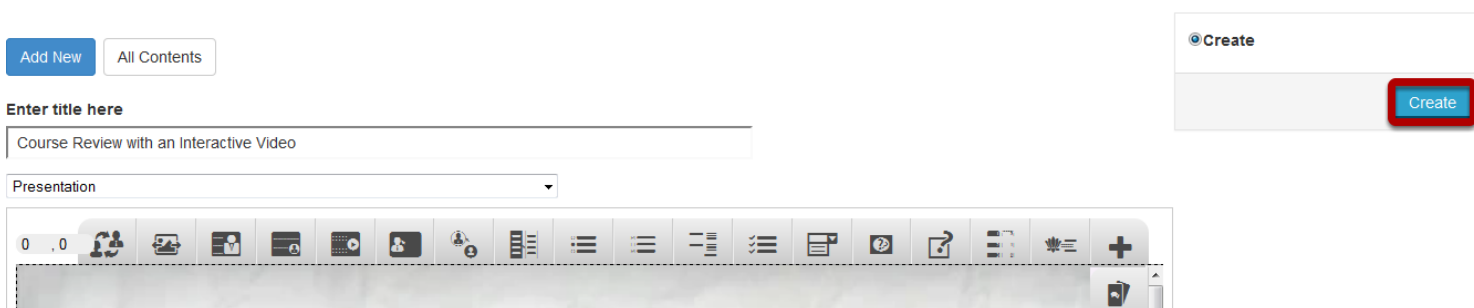
You can create as many sets of summary questions as possible.

Step 10: Click the Done Button

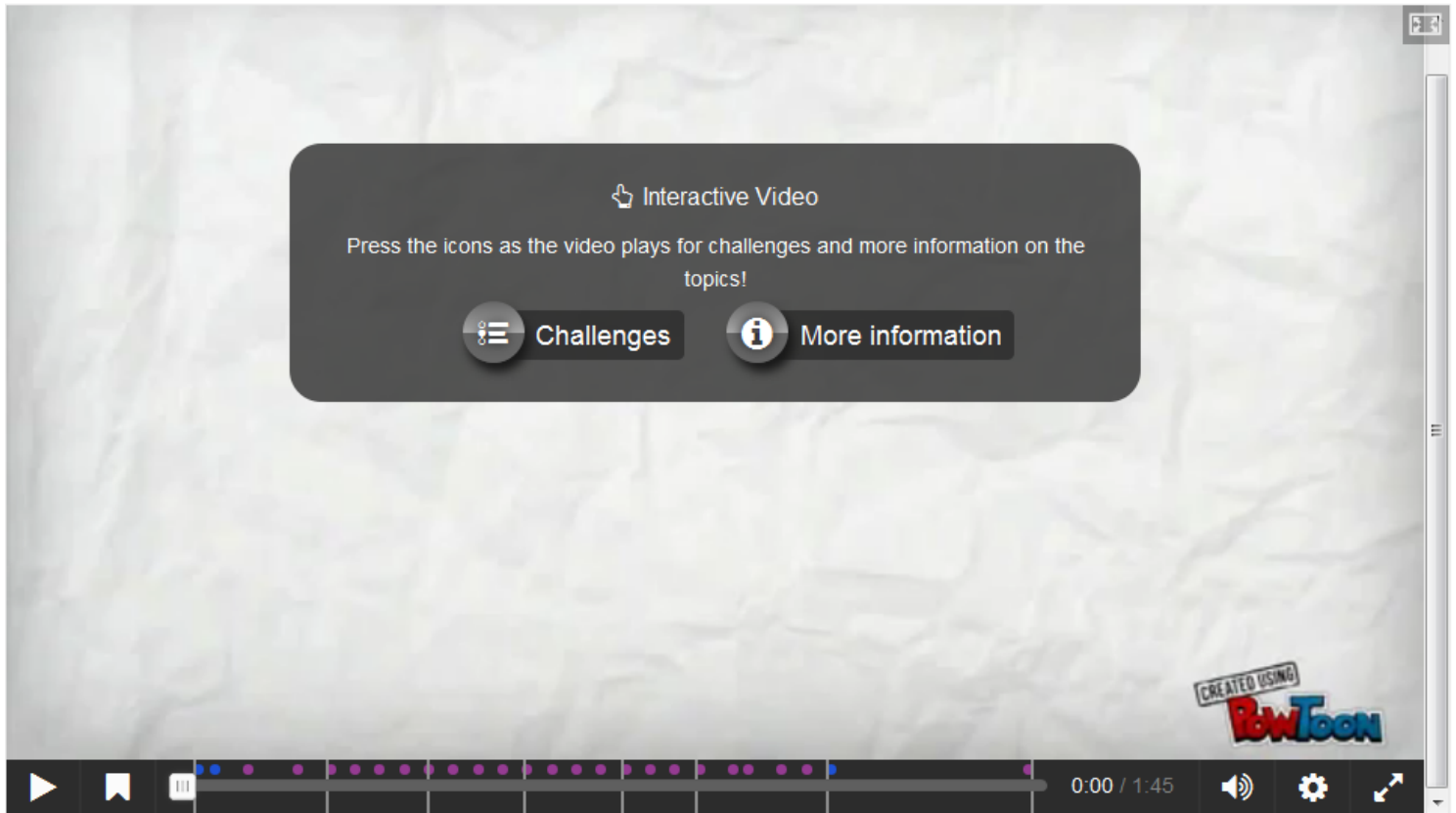


Once you've updated all the details, click the Done **[1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the Remove **[2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 11: Click the Create Button



If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the Create button as shown above picture to finish editing the page.



You can see the finished page as shown in the above image.

Notes

- You can upload videos only in .mp4 and .webm formats.
- The .mp4 video format will work in most browsers. However, you should provide an alternative video in .webm format just to be sure.
- Opera browsers, for instance, does not support the .mp4 format at all. You can check which browsers support the .mp4 video format [here](#).
- In order to convert the .mp4 video to a .webm format, you can use an open-source converter such as [Miro](#).
- Once you've uploaded a video in .mp4 format, press the plus button again to add an alternative video format in .webm format to ensure support in all browsers.
- You can double-click on interaction icons to edit interactive elements.
- You can upload images in .jpeg, .png and .gif formats only.
- You can add a component to your video more than once.

How to create a Lesson using the Timeline Component?

The Timeline content type allows you to place a sequence of events in a chronological order. You can drag the scale to go to a specified time and the content will change automatically according to the time selected.

When to use this Component

You can use this component whenever you want to explain the history of any person or some important things. Since the history is explained in an interactive style, the users can easily relate to it.

How it works

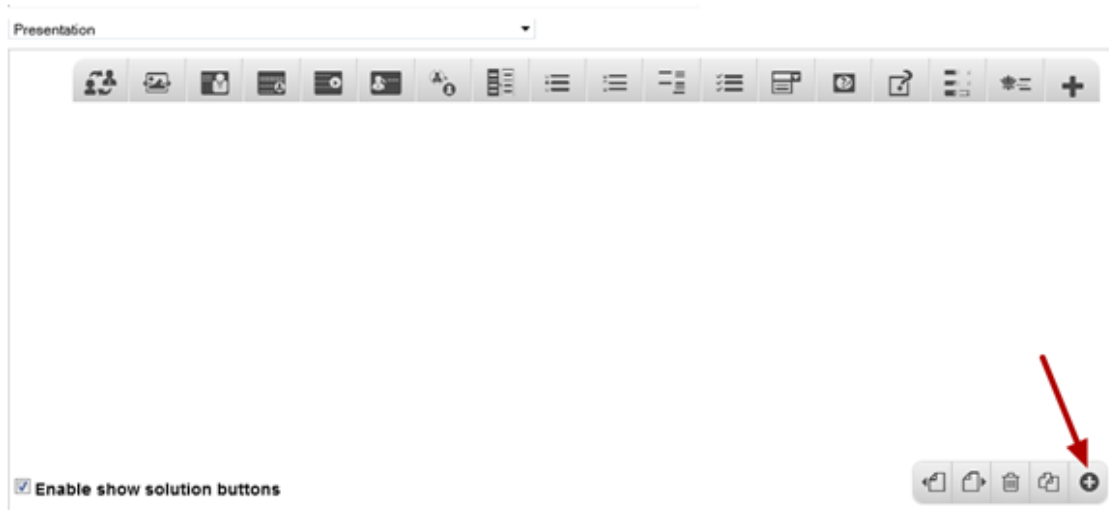
- The top side of the page may have a link to any media including Twitter, YouTube, Flickr, Vimeo, Google Maps and SoundCloud items. This is the description area for each slide in the timeline.
- At the bottom of the page, there is a predefined scale showing the timeline for the history explained in this lesson.
- The user can navigate through the timeline by clicking the navigation button on the left and right sides of the description area.
- They can also drag the timeline scale to go to a specific time in the history and click on any title found in the scale. The description area on the top will change itself to show the contents for the selected title.
- User can return to the home page of the timeline by clicking the Return to Title button on the scale.

Features of the This Component

- The Body Text field can have bulleted points, hyperlinks etc.
- User can zoom into the scale to find the time entries more precisely. You can set the default zoom value for the scale.
- You can add a media URL link to the description part of the page. It could be a link to Twitter, YouTube, Flickr, Vimeo, Google Maps and SoundCloud. These resources are called assets.
- Credits to the above external resources are visible to the users.
- You can add thumbnail images to these assets optionally.
- You can add as many timestamps as you want to the scale.

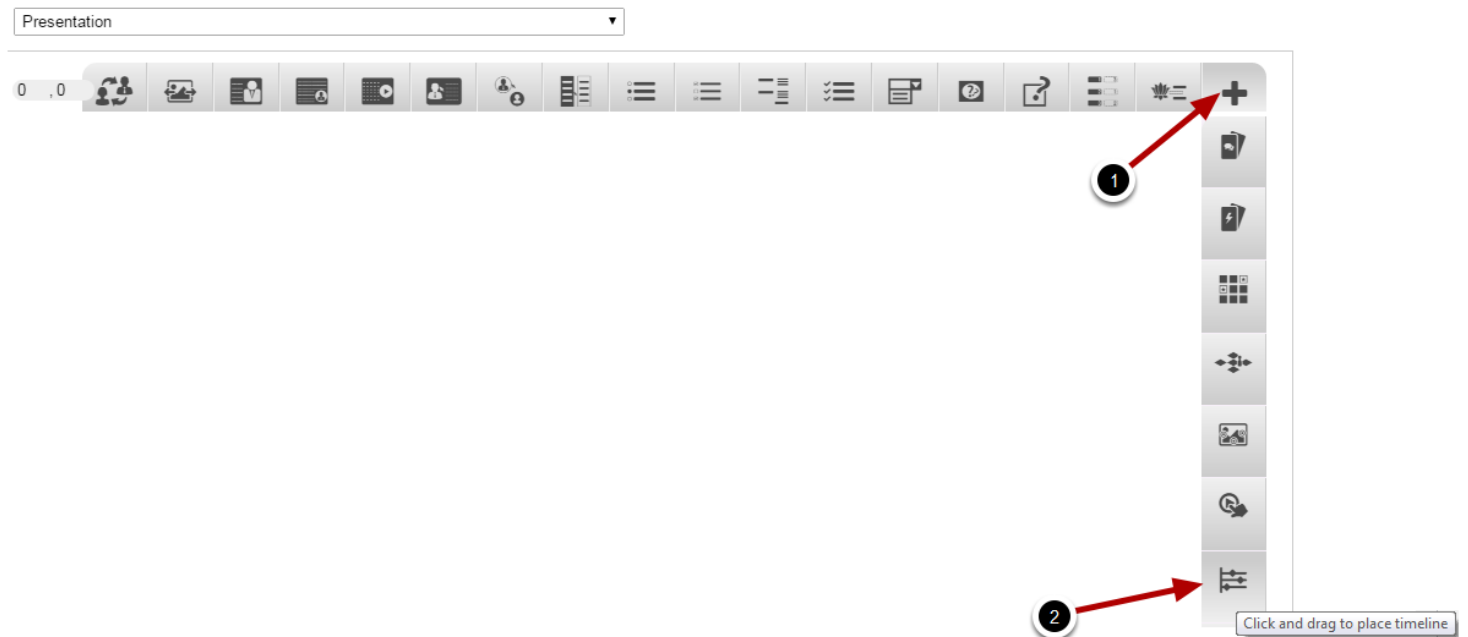
You can create a page using this component by following the below steps.

Step 1: Go to the required Slide



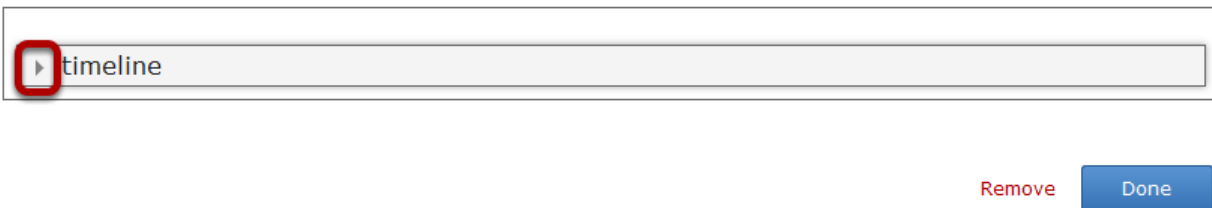
If you are creating a new Presentation, you will be taken to the first slide where you can use this component and create a page. Alternatively, if you want to add a new slide where you want to use this component, click on the '+' icon on the lower right corner as shown in the above image.

Step 2: Click on the Timeline Component Icon



Click on the **More elements [1]** icon then click on the Timeline **[2]** component icon as shown in the above image. You will see a screen similar to the image shown below.

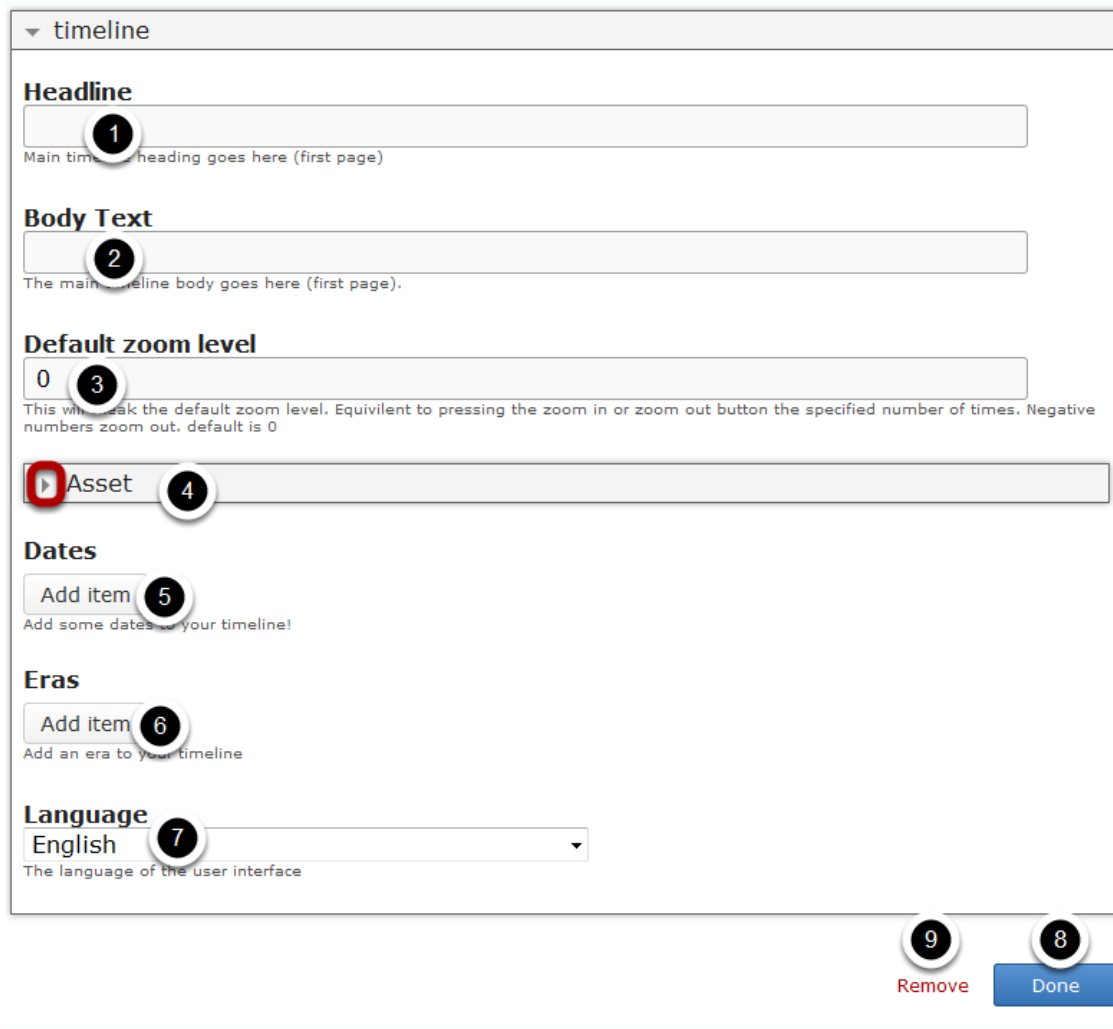
Edit Timeline



▶ timeline

Remove Done

Click the arrow button shown in the above screen. You will see the below screen.



▼ timeline

Headline
1
Main timeline heading goes here (first page)

Body Text
2
The main timeline body goes here (first page).

Default zoom level
0 3
This will set the default zoom level. Equivalent to pressing the zoom in or zoom out button the specified number of times. Negative numbers zoom out. default is 0

▶ Asset 4

Dates
Add item 5
Add some dates to your timeline!

Eras
Add item 6
Add an era to your timeline

Language
English 7
The language of the user interface

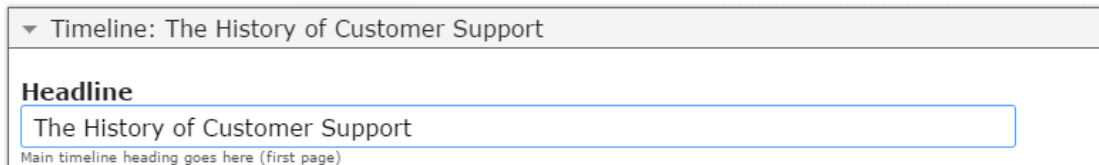
9 Remove 8 Done

On this screen, you can

- Add a main timeline heading by typing it in the **Headline [1]** field.
- Add some text for the timeline home page by typing it in the **Body Text [2]** field.
- Set the default zoom level by typing it in the **Default zoom level [3]** field.
- Add a media URL link and update its details by clicking the arrow button shown with the **Asset [4]** title.
- Add dates to the timeline by clicking **Add item [5]** button under **Dates** title.
- Add an era to your timeline by clicking the **Add item [6]** button under **Eras** title.

- Choose the user interface language from the **Language [7]** drop down option.
- Click on the **Done [8]** button to save the changes.
- Remove the component by clicking the **Remove [9]** button.

Step 3: Add a Headline



▼ Timeline: The History of Customer Support

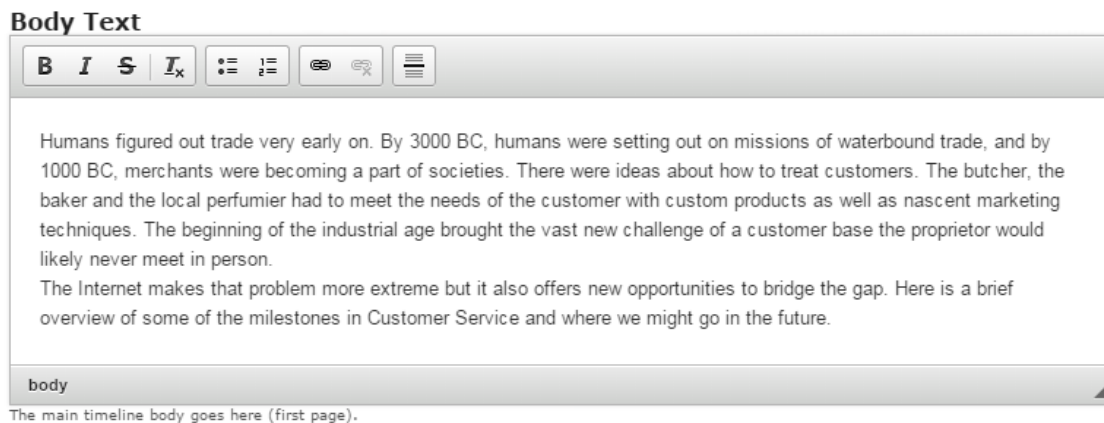
Headline

The History of Customer Support

Main timeline heading goes here (first page)

Type the main timeline heading in the Headline field as shown in the above image. This field is mandatory. This title will be shown on the home page of the timeline.

Step 4: Add Body Text (Optional)



Body Text

B I S I_x **☰ ☷** **🔗 🔗** **☰**

Humans figured out trade very early on. By 3000 BC, humans were setting out on missions of waterbound trade, and by 1000 BC, merchants were becoming a part of societies. There were ideas about how to treat customers. The butcher, the baker and the local perfumier had to meet the needs of the customer with custom products as well as nascent marketing techniques. The beginning of the industrial age brought the vast new challenge of a customer base the proprietor would likely never meet in person.

The Internet makes that problem more extreme but it also offers new opportunities to bridge the gap. Here is a brief overview of some of the milestones in Customer Service and where we might go in the future.


body

The main timeline body goes here (first page).

You can add some introduction text in the Body Text field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents. This field is not mandatory.

Step 5: Add Default Zoom level

Default zoom level



0

This will tweak the default zoom level. Equivalent to pressing the zoom in or zoom out button the specified number of times. Negative numbers zoom out. default is 0

Type the zoom level value in the Default zoom level field as shown in the above image. This will tweak the default zoom level. It is equivalent to pressing the zoom in or zoom out button the specified number of times. Negative numbers zoom out. The default value is 0.

Step 6: Update Assets for the Home Page



You can update the assets on the home page by clicking the arrow button with Asset title as shown in the above image. You will see the below screen.

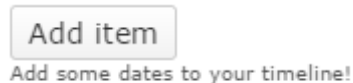
A form titled "Asset" with a dropdown arrow on the left. It contains three sections: "Media" with a text input field and a callout "1" pointing to it; "Credits" with a text input field and a callout "2" pointing to it; and "Caption" with a text input field and a callout "3" pointing to it. Below each input field is a small gray text label: "Link to media URL (Twitter, YouTube, Flickr, Vimeo, Google Maps and SoundCloud are currently supported)" for Media, "Credits to the media" for Credits, and "Caption description goes here" for Caption.

On this screen, you can

- Add a link to the media in the **Media [1]** field which will appear on this timeline's home page. It could be Twitter, YouTube, Flickr, Vimeo, Google Maps and SoundCloud item.
- Update credit details of the uploaded item in the **Credits [2]** field.
- Add a caption description in the **Caption [3]** field.

Step 7: Start adding Dates

Dates



You can start adding dates to your timeline by clicking the **Add item** button under the **Dates** title. You will see the below screen.

▼ Date

Start date

1

YYYY,MM,DD (Minimum YYYY required)

End date

2

YYYY,MM,DD (Minimum YYYY required)

Headline

3

Headline for the date entry

Body text

4

Body for the date entry

Tags

5

Enter tags (categories)

▼ Asset

Media

6

URL to the media (Twitter, YouTube, Flickr, Vimeo, Wikipedia, Google Maps and SoundCloud are currently supported).

Thumbnail

7

+

Edit copyright

8

Add a thumbnail if needed, 32x32

Credit

9

Credits to the media

Caption

10

Caption text

On this screen, you can

- Enter the start date for the date entry in the **Start date [1]** and end date in the **End date [2]** fields.
- Add a headline for the date entry in the **Headline [3]** field.

- Update description text in the **Body text [4]** field.
- Enter tags or categories under **Tags [5]** field.
- Enter the medial link in the **Media [6]** field under **Asset** title.
- Add a thumbnail to the media if needed by pressing the '+' field **Thumbnail [7]** title.
- Update the thumbnail image's copyright details by clicking the **Edit copyright [8]** button.
- Enter any credit details for the linked media in the **Credit [9]** field.
- Add caption text for the media in **Caption [10]** field.

Step 8: Enter Start Date

Dates

↑ ↓ Date: 1760

Start date

1760

YYYY,MM,DD (Minimum YYYY required)

Type the start date for the date entry in YYYY,MM,DD format in the Start date field under the Dates title. This field is mandatory. An example date is: 2015,01,01. You don't have to enter the full date. But, you should enter a year at least, just like the one shown above.

Step 9: Enter End Date

End date

1820

YYYY,MM,DD (Minimum YYYY required)

Type the end date for the date entry in YYYY,MM,DD format in the End date field. This field is not mandatory. You can enter the start date as the end date as well.

Step 10: Add Headline

Headline






Creation of the Concept of Scale

Headline for the date entry

Type the headline for the date entry in the Headline field as shown in the above image. This field is mandatory.

Step 11: Add Body Text

Body text

B I S I_x      Normal ▾

The industrial revolution creates the concept of "scale" and the need for customer service teams.

body p

Body for the date entry

You can add contents to the description part of the date entry in the Body Text field as shown in the above image. You can also change the format of the text, add and remove hyperlinks and insert horizontal lines between the contents.

Step 12: Add Tags

Tags

Enter Tags (categories)

Type the tag or categories for the date entry in the Tags field. This field is not mandatory.

Step 13: Update Assets for the Date Entry

 Asset

You can add and update the Assets for this date entry by clicking the arrow button shown in the above image. Then follow the below steps.

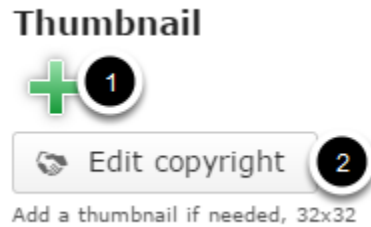
Step 14: Add Media to the Date Entry

Media

URL to the media (Twitter, YouTube, Flickr, Vimeo, Wikipedia, Google Maps and SoundCloud are currently supported).

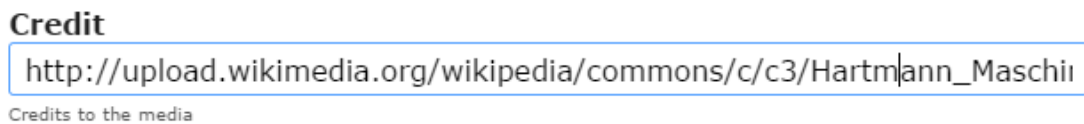
Add a link to the media in the Media field which will appear for this specific time entry on the description part on the top of the page. It could be Twitter, YouTube, Flickr, Vimeo, Google Maps and SoundCloud item.

Step 15: Add Thumbnail Image



You can upload a thumbnail image for the asset by clicking the '+' icon under Thumbnail **[1]** title. It will be displayed in 32x32 pixels size. Optionally, you can update the copyright details of the uploaded image by clicking the **Edit copyright [2]** button shown above.

Step 16: Add Credit to the Media



You can update the linked media's credit details in the Credit field shown above.

Step 17: Add Caption for the media



You can add a caption text to the media in the Caption field shown above.

Step 18: Add more Dates (Optional)

▼ Date: 2015

Start date
2015
YYYY,MM,DD (Minimum YYYY required)

End date

YYYY,MM,DD (Minimum YYYY required)

Headline
The Future of Customer Support
Headline for the date entry

Body text
In the future customer service will become increasingly savvy about how to deal with issues early on, even preventing them. Mobile technology, sensors and voice recognition will allow companies to communicate with the customer and add value in new ways. However most companies just aren't there yet. They're still figuring out social support.
Body for the date entry

Tags
Enter Tags (categories)

▶ Asset: <http://pixabay.com/static/uploads/photo/2014/...>

Add item 1
Add some dates to your timeline!

If you want to add another date entry, click the **Add item** [1] button as shown in the below image. Another date entry will be added after you've clicked the Add item button. You can remove any date entry by clicking the X [2] button on the top right corner of the date window. You can also change the order of the date entry by dragging the Double Headed Arrow [3] button on the top left corner of the date window. Similarly, you can add as many date entries as you want.

Step 19: Add Eras to your Timeline

Eras

Add item

Add an era to your timeline

You can add some Eras (a long and distinct period of history) as events to your timeline by clicking the Add item button under the Eras title. You will see the below screen.

▼
Era

Start date

YYYY,MM,DD (Minimum YYYY required)

End date

YYYY,MM,DD (Minimum YYYY required)

Headline

Era headline

Text

Era body

Tag

Era tags (categories)

You can update the details about this specific era in the above screen just like you did for the date entries. In our case, we leave it blank.

Step 20: Set Language

Language

English ▼

The language of the user interface

You can set the Language of the user interface by choosing from the Language drop down option. By default, it is set to English.

Step 21: Click the Done Button



Once you've updated all the details, click the **Done [1]** button shown above to complete editing the page. You can cancel creating the page just by clicking the **Remove [2]** button shown above. If you click the Done button, you will see the below screen with a preview of the created page.

Step 22: Click the Create Button

Add NewAll Contents

Enter title here

The History of Customer Support


Presentation


Upload

Create

Create

0 , 0





The History of Customer Support


Humans figured out trade very early on. By 3000 BC, humans were setting out on missions of waterbound trade, and by 1000 BC, merchants were becoming a part of societies. There were ideas about how to treat customers. The butcher, the baker and the local perfumier had to meet the needs of the customer with custom products as well as nascent marketing techniques. The beginning of the industrial age brought the vast new challenge of a customer base the proprietor would likely never meet in person.

1760

Creation of the Concept of Scale

If you still want to edit the page, just double click on the preview page, and you will be taken to the Edit page. If you've done all the changes, you can click the **Create** button as shown above picture to finish editing the page.

The History of Customer Support [Edit](#)



http://pixabay.com/p-18707/?no_redirect

The History of Customer Support

Humans figured out trade very early on. By 3000 BC, humans were setting out on missions of waterbound trade, and by 1000 BC, merchants were becoming a part of societies. There were ideas about how to treat customers. The butcher, the baker and the local perfumier had to meet the needs of the customer with custom products as well as nascent marketing techniques. The beginning of the industrial age brought the vast new challenge of a customer base the proprietor would likely never meet in person.
The Internet makes that problem more extreme but it also offers new opportunities to bridge the gap. Here is a brief overview of some of the milestones in Customer Service and where we might go in the future.

1760

Creation of the Concept of Scale

Establishment

Creation of the

1750

1760

1770

1780

1790

1800

You can see the finished page as shown in the above image.

Notes

- You can create as many pages as possible in a Presentation using this component.
- You can add any number of date events in a page using this component.