Storyboard

Version 2.0 | November 25, 2026 | Eight scenes, one live branching call, five films, a four-call check | Companion to Design Document v2.0

Selling Fiber with Confidence, Module 1: You're Live, The Right Speed Conversation. Instructional design work sample. This storyboard records the module as built: every scene, every voiced line by ID, every branch, and the assets each scene loads.

Course shell (applies to every scene)

Element	Content
Frame	A softphone "agent desktop," not a slide deck. The learner is a rep on a shift; the module is their first call.
Top bar	Ink bar. Left: kicker "SELLING FIBER WITH CONFIDENCE" over "Module 1 · You're Live." Right: agent status pill (Not ready / Ready / On call / After-call work / Coaching / Logged out), call timer, queue counter, **Whisper: Renee** headset indicator (glows while Renee speaks), sound toggle, transcript toggle.
Progress strip	Eight labelled segments under the top bar: 1 Cold open, 2 Go live, 3 Two lanes, 4 Three questions, 5 The call, 6 After-call work, 7 The queue, 8 End of shift. Done, current and upcoming states.
Left column	Caller card (talking portrait, name, plan, speeds, masked account, calls this month) and Dana's patience dial; Renee's team-lead card with her talking portrait ("On your whisper line. The customer can't hear her.").
Center stage	Films, the call transcript (speech bubbles for Dana, Renee's whisper notes, the rep's chosen lines in text), decision cards, and each scene's interaction.
Right column	Call notes panel (Stated need, Unstated need, Changing this year, Diagnosis, Match) and the house cutaway of Dana's home.
Caption bar	Fixed at the bottom: speaker name plus the line, synced to the audio, with a Skip line button. Always on.
Transcript	Panel listing every line heard so far; opens from the top bar; Escape closes.
Phone width	Columns stack. A compact patience meter pins above the choices; Call notes and Household open as tabs with a "new" dot.
Visual system	Mid-century cartoon: warm paper #F4EAD5, ink #2B2420, coral #E4613F, mustard #E8B43A, teal #3FA7A0. Alfa Slab One headlines, Jost body, Oleo Script kicker. See Design Document section 9.
Audio	Voiced. 65 lines generated in Storyline 360 (ElevenLabs v3). Call and caller lines carry a light phone-line filter. Audio starts only after the learner's first click. The rep is never voiced.
Conventions	OST = on-screen text, reproduced verbatim. Line IDs match the audio files (media/voice/<ID>.mp3) and the voice sheet. Delivery notes are in italics. Only the first attempt at each scored decision counts.

Films

ID	Title	File	Length	Plays in
F1	The Freeze	media/films/f1.mp4	17.5 s	Scene 0
F2	Two Lanes	media/films/f2.mp4	55.0 s	Scene 2
F4a	Three weeks later	media/films/f4a.mp4	16.4 s	Scene 4, wrong answer A at Decision 3
F4c	Two months later	media/films/f4c.mp4	17.0 s	Scene 4, wrong answer C at Decision 3
F5	The next morning	media/films/f5.mp4	12.6 s	Scene 4, after the call

Every film plays inline with burned-in captions and Replay. Its Continue button unlocks when the film ends, or after 3 seconds if the learner has already seen it.

Scene 0: Cold open

You're Live



Scene 0. Start screen over the YOU'RE LIVE title card.

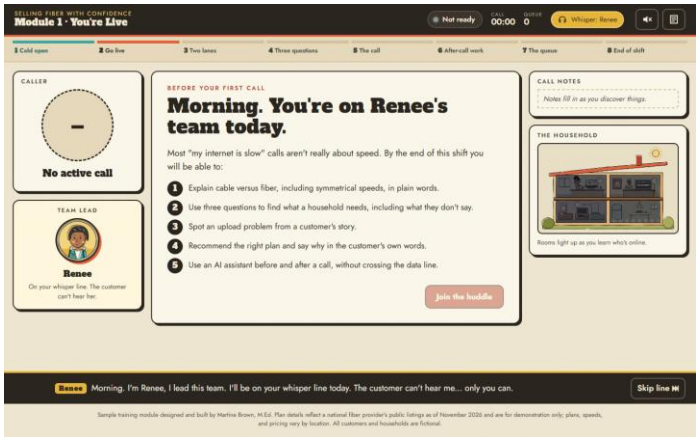
Element	Content
Layout	Full-width start card over the title-card art (media/img/title-card.jpg). Then the F1 film fills the stage.
OST	Kicker: SELLING FIBER WITH CONFIDENCE · MODULE 1. Headline: YOU'RE LIVE. Sub: "The Right Speed Conversation. A customer is about to call. Her problem isn't the one she'll describe." Tags: About 14 minutes · Sound on, captions on · One live call · 7 points · pass at 5.
Interaction	**Start your shift.** If saved progress exists: **Resume: <scene name>** and **Start over**.
Film	F1 The Freeze. 9:02 AM, Dana presents; her video freezes mid-word (round call-out of her frozen face, pause stamp); dead air; Marcus; Dana's hand to her forehead; a desk phone rings; colour-block wipe to the title card "YOU'RE LIVE / Somewhere, a phone is ringing. It's yours." Sonic logo plays in full.
Navigation	Film Continue button reads **Take the call** → Scene 1.
State	Status: Not ready. SCORM initialized; resume data read.

ID	Speaker (voice)	Line (verbatim audio and caption)
F1-01	Dana (Natasha)	*Confident, brisk, mid-presentation.* Okay, so if you look at this quarter, we're actually up by twelve percent.
F1-02	Marcus (Chris)	*Through a laptop speaker. Awkward, trying to be kind.* Dana? Dana, you froze again.
F1-03	Dana (Natasha)	*Under her breath, defeated. Hand to forehead.* Every single morning.

F1-01 is cut at "up by" and stutters ("by... by... b-") with a bit-crush as the video freezes. F1-02 plays through a laptop-speaker filter.

Scene 1: Go live

Morning. You're on Renee's team today.



Scene 1. Renee introduces the whisper line; the objectives.

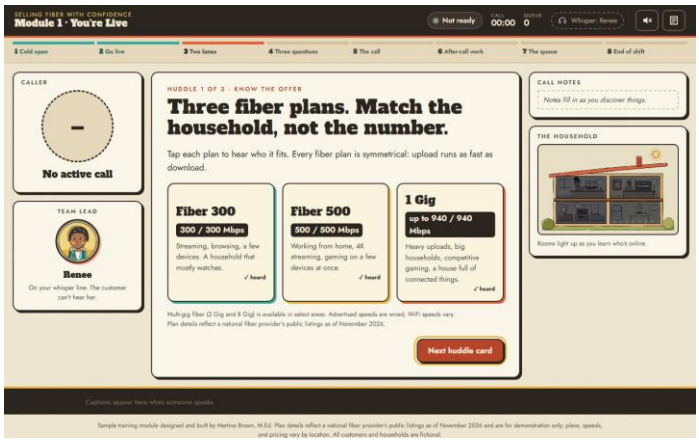
Element	Content
Eyebrow	BEFORE YOUR FIRST CALL
OST	Headline: Morning. You're on Renee's team today. Lead: Most "my internet is slow" calls aren't really about speed. By the end of this shift you will be able to: (1) Explain cable versus fiber, including symmetrical speeds, in plain words. (2) Use three questions to find what a household needs, including what they don't say. (3) Spot an upload problem from a customer's story. (4) Recommend the right plan and say why in the customer's own words. (5) Use an AI assistant before and after a call, without crossing the data line.
Interaction	Listen. **Join the huddle** enables after R1-02 ends.
Navigation	Join the huddle → Scene 2.
State	Status: Not ready. Whisper: Renee glows while she speaks; her portrait lip-syncs.

ID	Speaker (voice)	Line (verbatim audio and caption)
R1-01	Renee (Matilda)	*Warm, close, a little wry.* Morning. I'm Renee, I lead this team. I'll be on your whisper line today. The customer can't hear me... only you can.

ID	Speaker (voice)	Line (verbatim audio and caption)
R1-02	Renee (Matilda)	*Easy, confident.* Before your first call, give me a few minutes for a huddle. Most "my internet is slow" calls aren't really about speed. By the end of today, you'll know how to find out what they are about.

Scene 2: Huddle 1 of 2, Two lanes

Three fiber plans. Match the household, not the number.



Scene 2. After the Two Lanes film, three tap-to-hear plan cards.

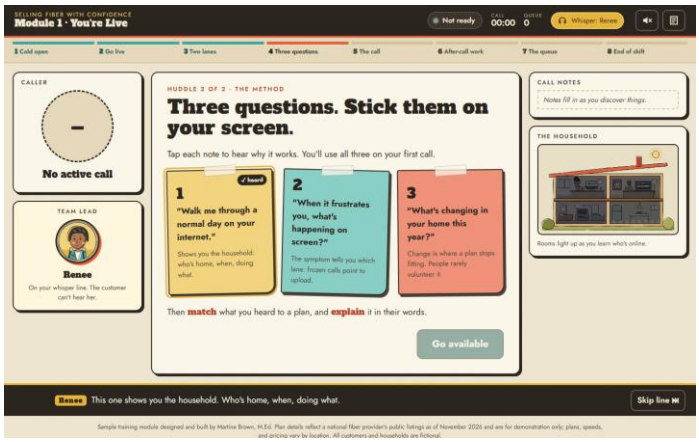
Element	Content
Film	F2 Two Lanes (55 s). Renee presents a colour-block road between YOU and THE INTERNET. Download lane lights (film reel, web page, download arrow); upload lane lights (video call, file, cloud backup). CABLE: the upload lane shrinks to a sliver; tags "500 down" and "~20 up"; video-call cards jam. A silent beat, then FIBER: the lane widens to match, "~20 up" flips to "500 up," starburst. Summary card held still: "The one sentence to remember. Sending, sharing, or showing video? Look at the upload lane." Fine print on the card. Continue reads **See the plans**.
Eyebrow	HUDDLE 1 OF 2 · KNOW THE OFFER
OST	Headline: Three fiber plans. Match the household, not the number. Lead: Tap each plan to hear who it fits. Every fiber plan is symmetrical: upload runs as fast as download.
Plan cards	Fiber 300 · 300 / 300 Mbps · Streaming, browsing, a few devices. A household that mostly watches. | Fiber 500 · 500 / 500 Mbps · Working from home, 4K streaming, gaming on a few devices at once. | 1 Gig · up to 940 / 940 Mbps · Heavy uploads, big households, competitive gaming, a house full of connected things.
OST detail	Shown after all three cards: Multi-gig fiber (2 Gig and 8 Gig) is available in select areas. Advertised speeds are wired; WiFi speeds vary. Plan details reflect a national fiber provider's public listings as of November 2026.
Gate	Each card plays its line when tapped. After all three, R2-09 plays, the fine print appears and **Next huddle card** enables.
Navigation	Next huddle card → Scene 3.

ID	Speaker (voice)	Line (verbatim audio and caption)
R2-01	Renee (Matilda)	*Classroom calm, one idea per line.* Every internet connection is a two-lane road. One lane brings things to you... movies, websites, downloads.
R2-02	Renee (Matilda)	The other lane carries things away from you. Your face on a video call. A file you send. A backup to the cloud.
R2-03	Renee (Matilda)	*A little pointed.* With cable, that second lane is tiny. A five hundred megabit cable plan might send at only about twenty.
R2-04	Renee (Matilda)	*The payoff, warm.* Fiber is symmetrical. Both lanes are the same size. Five hundred down... five hundred up.
R2-05	Renee (Matilda)	*Slower, the line to remember.* So here's the sentence I want taped to your monitor. When the problem is sending, sharing, or showing video... look at the upload lane. That's where fiber wins.
R2-06	Renee (Matilda)	*Tier card: Fiber 300 · 300/300.* Fiber three hundred. Streaming, browsing, a few devices. A household that mostly watches.
R2-07	Renee (Matilda)	*Tier card: Fiber 500 · 500/500.* Fiber five hundred. People working from home, four K streaming, gaming on a few devices at the same time.
R2-08	Renee (Matilda)	*Tier card: 1 Gig · up to 940/940.* One gig. Heavy uploads, big households, competitive gaming, a house full of connected things.
R2-09	Renee (Matilda)	*After all three.* Notice I didn't say a single price. Prices change, and they depend on where someone lives. What a household does is what you match.

R2-01 to R2-05 are inside film F2; R2-06 to R2-09 play in the course on the plan cards.

Scene 3: Huddle 2 of 2, Three sticky notes

Three questions. Stick them on your screen.



Scene 3. The three discovery questions as sticky notes.

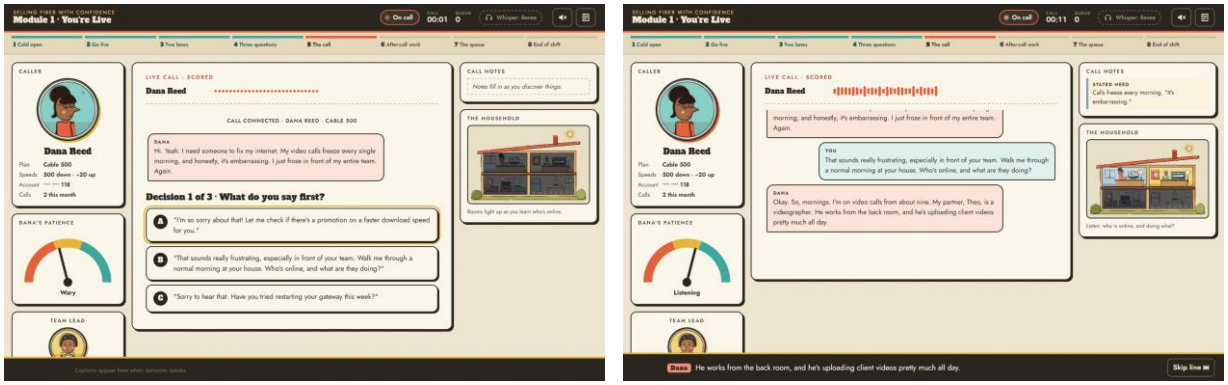
Element	Content
Eyebrow	HUDDLE 2 OF 2 · THE METHOD

Element	Content
OST	Headline: Three questions. Stick them on your screen. Lead: Tap each note to hear why it works. You'll use all three on your first call. Notes: (1) "Walk me through a normal day on your internet." Shows you the household: who's home, when, doing what. (2) "When it frustrates you, what's happening on screen?" The symptom tells you which lane: frozen calls point to upload. (3) "What's changing in your home this year?" Change is where a plan stops fitting. People rarely volunteer it. Closing line: Then **match** what you heard to a plan, and **explain** it in their words.
Gate	R3-01 plays on arrival. Each note plays its line when tapped. After all three, R3-05 plays and **Go available** enables.
Transition	Go available: status flips to Ready, queue shows 1, a ring plays, the button reads "Incoming call…" for 1.7 s, then Scene 4.

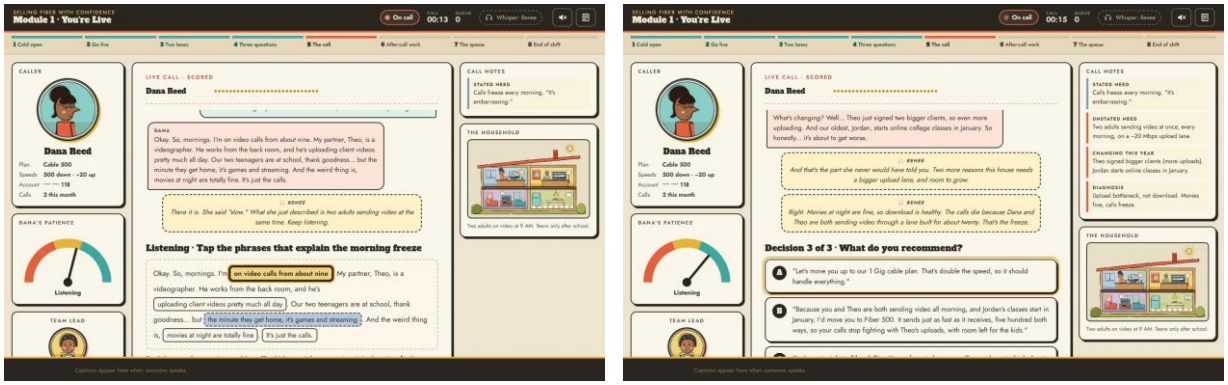
ID	Speaker (voice)	Line (verbatim audio and caption)
R3-01	Renee (Matilda)	Three questions. Stick them on your screen.
R3-02	Renee (Matilda)	*Sticky 1: "Walk me through a normal day on your internet.".* This one shows you the household. Who's home, when, doing what. A customer says "it's slow." This question finds out that three people are on video at nine a.m.
R3-03	Renee (Matilda)	*Sticky 2: "When it frustrates you, what's happening on screen?".* The symptom tells you which lane. Frozen video calls point to upload. A movie buffering points to download... or the WiFi.
R3-04	Renee (Matilda)	*Sticky 3: "What's changing in your home this year?".* Change is where a plan stops fitting. A new remote job. A kid starting online classes. A side business. People almost never volunteer it... so ask.
R3-05	Renee (Matilda)	*Shifting gears, encouraging.* Then match what you heard to a plan, and say why, in their words, not ours. Okay. I'm putting you on the phones. You've got this.

Scene 4: The call

Live call · scored



Scene 4. Decision 1 (left); the house lighting up room by room as Dana describes her morning (right).



Scene 4. Tap the clues (left); Decision 3, the recommendation (right).

Element	Content
Layout	Caller card: DANA REED · Cable 500 · 500 down · ~20 up · masked account ···· ···· 118 · 2 this month. Patience dial starts at 42. Call header "Dana Reed" with a live waveform. Transcript above, decisions below. Notes panel and house on the right.
Open	Status: On call, timer running. System line "Call connected · Dana Reed · Cable 500." D4-01 plays; her portrait switches to frustrated.
Decision 1 (scored)	What do you say first? A: "I'm so sorry about that! Let me check if there's a promotion on a faster download speed for you." **B (correct):** "That sounds really frustrating, especially in front of your team. Walk me through a normal morning at your house. Who's online, and what are they doing?" C: "Sorry to hear that. Have you tried restarting your gateway this week?"
Decision 1 branches	A: patience −12, D4-02A, R4-02A, rewind, choose again. C: patience −12, D4-02C, R4-02C, rewind, choose again. B: patience 58, note "Stated need: Calls freeze every morning. 'It's embarrassing.'", D4-02B plays while the house lights in sync with her words (office on "nine," studio on "Theo," teens' room on "teenagers," kitchen on "movies"), then R4-02B.
Tap the clues (required)	Prompt: Listening · Tap the phrases that explain the morning freeze. Five phrases in Dana's answer are buttons. Clues: "on video calls from about nine" (Sending video: the upload lane), "uploading client videos pretty much all day" (Sending again, at the same time as Dana), "movies at night are totally fine" (Download is healthy. The problem is the other lane), "It's just the calls." (The symptom points straight at upload). Not the morning problem: "the minute they get home, it's games and streaming" (The kids aren't home at nine. Worth noting for later). **I've got the clues** enables when all four clues are found. Note: "Unstated need: Two adults sending video at once, every morning, on a ~20 Mbps upload lane." Patience +4.
The change question	Sticky note 3 appears with **Ask sticky note 3**. Rep line: "Can I ask, is anything changing in your home this year?" D4-03, R4-03. Note: "Changing this year: Theo signed bigger clients (more uploads). Jordan starts online classes in January." Patience +4.
Decision 2 (scored)	"Dana is waiting on the line…" What's really going on? A: Her download speed is too slow for four people. **B (correct):** Her upload lane is maxed out. Two adults are sending video at once on a cable plan that uploads at about 20. C: Too many devices. The teenagers should log off during work hours.
Decision 2 branches	B: patience +6, R4-04B. A: patience −8, R4-04A, rewind. C: patience −8, R4-04C, rewind. Note: "Diagnosis: Upload bottleneck, not download. Movies fine, calls freeze."

Element	Content
Decision 3 (scored)	What do you recommend? A: "Let's move you up to our 1 Gig cable plan. That's double the speed, so it should handle everything." **B (correct):** "Because you and Theo are both sending video all morning, and Jordan's classes start in January, I'd move you to Fiber 500. It sends just as fast as it receives, five hundred both ways, so your calls stop fighting with Theo's uploads, with room left for the kids." C: "Let's go straight to Fiber 1 Gig. It's our fastest plan, so you'll never have to think about it again."
Decision 3 branches	A: patience drops to 14, film **F4a Three weeks later** (Continue "Hear Renee"), whisper headline "That's the callback we're trying to prevent.", R4-05A, rewind, choose again. C: patience 14, film **F4c Two months later**, headline "Fiber was the right family. The reason wasn't hers.", R4-05C, rewind. B: portrait relieved, D4-05B, patience 94, R4-05B, note "Match: Fiber 500 · 500 / 500. Said why in her words: her calls, Theo's uploads, Jordan's classes."
Say it yourself (optional)	Prompt: Say it yourself · Tell Dana why, in your own words. R4-06 plays. Controls: ● Record, ■ Stop, ▶ Play mine, Skip this; 30-second limit; "Your recording stays in this browser tab and is never saved or sent." After playback: R4-07, then M4-01. Permission denied or no recording support: plain message and Skip.
Close	D4-06. System line "Call ended · <time>." Status: After-call work. Film **F5 The next morning** (Continue "See your call score").
Result card	Eyebrow: Call complete. Headline: Dana's mornings are fixed. Lead: You asked before you pitched, heard the need she didn't say, and matched the plan to the household. Score: "Call score: X of 3." Fine print: Only your first choice at each decision counts. The retries are there so you hear what each choice costs. Button: **Start after-call work** → Scene 5.
Practice replay	From Scene 7, "Replay Dana's call" runs this scene unscored (eyebrow "Replay · practice, not scored") and returns to the end of shift.
State	S.s[0..2] = first-attempt result per decision (null, 0 or 1). Patience 0 to 100 (display only, not scored). S.seen marks films watched.

ID	Speaker (voice)	Line (verbatim audio and caption)
D4-01	Dana (Natasha)	*Tight, controlled frustration, a little fast.* Hi. Yeah. I need someone to fix my internet. My video calls freeze every single morning, and honestly, it's embarrassing. I just froze in front of my entire team. Again.
D4-02A	Dana (Natasha)	*Irritated, clipped.* I don't need a sales pitch. I need my calls to work.
R4-02A	Renee (Matilda)	*Calm, quick, whisper.* Ouch. You offered a fix before you knew the problem. More download might not touch her calls at all. Ask about her day first.
D4-02C	Dana (Natasha)	*Exasperated half-laugh.* I've restarted it about a hundred times. It's not the box.
R4-02C	Renee (Matilda)	*Calm.* A restart might matter later, but it tells you nothing about how this house uses the internet. Find out what her mornings look like.

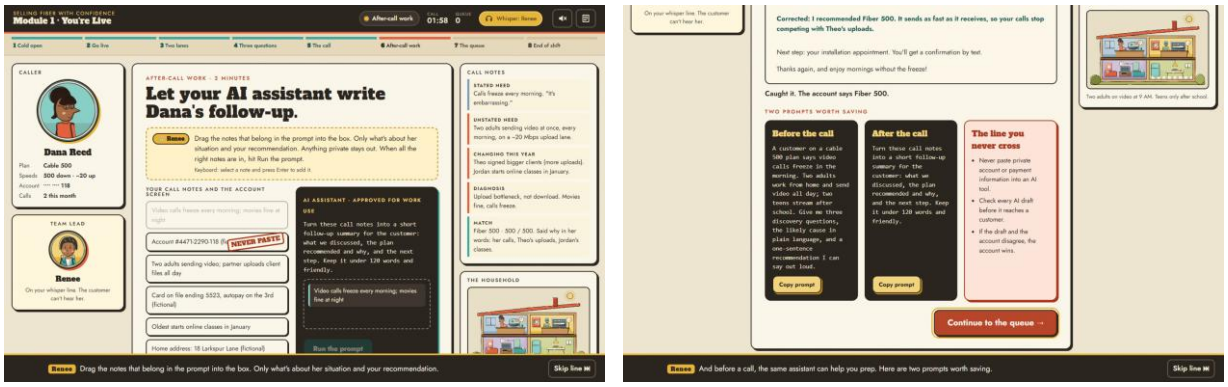
ID	Speaker (voice)	Line (verbatim audio and caption)
D4-02B	Dana (Natasha)	*Exhales, softens, starts listing.* Okay. So, mornings. I'm on video calls from about nine. My partner, Theo, is a videographer. He works from the back room, and he's uploading client videos pretty much all day. Our two teenagers are at school, thank goodness... but the minute they get home, it's games and streaming. And the weird thing is, movies at night are totally fine. It's just the calls.
R4-02B	Renee (Matilda)	*Pleased, low.* There it is. She said "slow." What she just described is two adults sending video at the same time. Keep listening.
D4-03	Dana (Natasha)	*Thinking, then a little worried.* What's changing? Well... Theo just signed two bigger clients, so even more uploading. And our oldest, Jordan, starts online college classes in January. So honestly... it's about to get worse.
R4-03	Renee (Matilda)	*Quiet emphasis.* And that's the part she never would have told you. Two more reasons this house needs a bigger upload lane, and room to grow.
R4-04B	Renee (Matilda)	*Approving, matter-of-fact.* Right. Movies at night are fine, so download is healthy. The calls die because Dana and Theo are both sending video through a lane built for about twenty. That's the freeze.
R4-04A	Renee (Matilda)	*Patient.* Look at the clue she gave you. Movies stream fine, and streaming runs on download. What breaks is sending video. Sending is the upload lane.
R4-04C	Renee (Matilda)	*Patient, a little dry.* The kids are at school during her calls, so they're not the morning problem. And telling a customer to ration her family won't earn her trust. Look at who's sending video at nine.
F4a-01	Dana (Natasha)	*Angrier and colder than before, clipped.* Hi. I called three weeks ago. You upgraded me, I'm paying more, and my calls are still freezing. So what exactly did I pay for?
R4-05A	Renee (Matilda)	*Serious, not scolding.* That's the callback we're trying to prevent. More download on cable doesn't widen the upload lane, and that's the lane her calls live on. Let's take that back.
F4c-01	Dana (Natasha)	*Polite, uneasy, doubting.* Hi... I'm looking at my bill, and honestly, I'm not sure why we needed the biggest plan. Can I go back down? Or... I don't know. Maybe I should look around.
R4-05C	Renee (Matilda)	*Thoughtful.* Fiber was the right family. But "it's our fastest" is our reason, not hers. When a customer can't say why she's paying for something, she starts shopping. Match the plan to the household, and say why in her words.
D4-05B	Dana (Natasha)	*A pause, then relief and a small laugh.* Okay. That actually makes sense. Nobody's ever explained it like that. ... Yeah. Let's do that.
R4-05B	Renee (Matilda)	*Proud, understated.* That's the match. You fixed the real problem, and you said why in her words. Her calls, Theo's uploads, Jordan's classes. That's a recommendation she'll trust.
R4-06	Renee (Matilda)	*Inviting, low-key.* Want to try saying it out loud? Hit record and tell Dana why, in your own words. Only you will hear it.
R4-07	Renee (Matilda)	Now listen to how one of our senior reps says it.

ID	Speaker (voice)	Line (verbatim audio and caption)
M4-01	Model rep (Eric)	*Easy, confident, conversational.* Because you and Theo are both sending video all morning, and Jordan's classes start in January, I'd move you to our Fiber five hundred plan. It sends just as fast as it receives, so your calls stop fighting with Theo's uploads... and there's room left for the kids.
D4-06	Dana (Natasha)	*Warm, genuinely grateful.* Thank you. Really. You're the first person who actually asked what we do all day.
F5-01	Dana (Natasha)	*Confident, the full line this time.* ...so if you look at this quarter, we're actually up by twelve percent.
F5-02	Marcus (Chris)	*Clear, impressed.* Nice, Dana.

D4 lines play with a light phone-line filter. F4a-01 and F4c-01 are inside the callback films; F5-01 and F5-02 are inside the payoff film (F5-02 through a laptop speaker).

Scene 5: After-call work

Let your AI assistant write Dana's follow-up.



Scene 5. Building the prompt with a blocked private card (left); the draft check, the two prompts and the guardrail card (right).

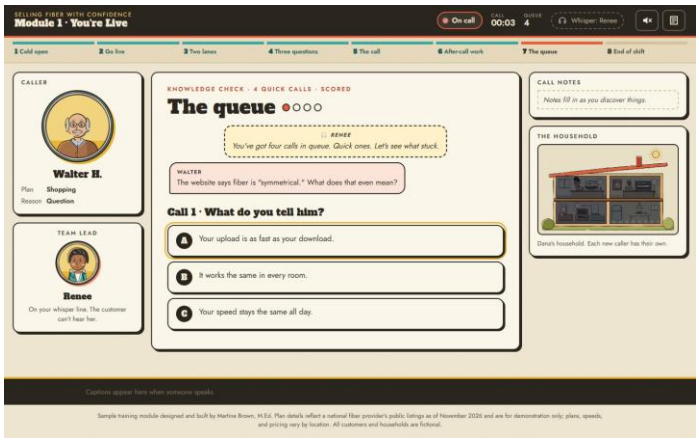
Element	Content
Layout	Status: After-call work, 2:00 countdown. Eyebrow: AFTER-CALL WORK · 2 MINUTES. Renee instruction callout with the R5-06 text and "Keyboard: select a note and press Enter to add it." Left: "Your call notes and the account screen" (seven cards). Right: dark AI assistant panel "AI ASSISTANT · APPROVED FOR WORK USE" with the after-call prompt and a drop zone.
Note cards	Safe: Video calls freeze every morning; movies fine at night · Two adults sending video; partner uploads client files all day · Oldest starts online classes in January · Recommended Fiber 500: symmetrical upload fixes the calls. Private: Account #4471-2290-118 (fictional) · Card on file ending 5523, autopay on the 3rd (fictional) · Home address: 18 Larkspur Lane (fictional).
Interaction	Drag a card into the prompt, or select it and press Enter. A counter reads "0 of 4 notes added." **Run the prompt** enables as soon as all four safe cards are in. Private cards are never required.
Private card feedback	The card bounces, takes a NEVER PASTE stamp and is disabled, with its reason: "An account number / Payment details / A home address is private customer data. It never goes into an AI tool." R5-02 plays the first time only.

Element	Content
After Run	The work area collapses to "Prompt sent · 4 notes" and the draft types in. If no private card was tried, R5-05 plays; if one was, the line "You caught it: private details stayed out of the prompt." shows. Then R5-07.
Draft check	AI DRAFT · NOT SENT, five lines. The planted error: "I recommended Fiber 1 Gig, our fastest plan, so you'll never have to think about it again." Tapping another line: "That line matches your notes. Check the plan it names." Tapping the error: it is struck through, the corrected line appears ("Corrected: I recommended Fiber 500. It sends as fast as it receives, so your calls stop competing with Theo's uploads."), feedback "Caught it. The account says Fiber 500.", R5-03.
Prompts to keep	R5-04. Three cards at equal weight: **Before the call** prompt with Copy prompt; **After the call** prompt with Copy prompt; **The line you never cross**: Never paste private account or payment information into an AI tool. Check every AI draft before it reaches a customer. If the draft and the account disagree, the account wins.
Navigation	**Continue to the queue →** (large, focused, always visible at the end) → Scene 6.

ID	Speaker (voice)	Line (verbatim audio and caption)
R5-01	Renee (Matilda)	*Brisk, practical.* Nice call. Now, after-call work. Your AI assistant can draft Dana's follow-up in seconds, if you feed it the right notes.
R5-06	Renee (Matilda)	*Clear, instructive. The instructions are also on screen.* Drag the notes that belong in the prompt into the box. Only what's about her situation and your recommendation. Anything private stays out. When all the right notes are in, hit Run the prompt.
R5-02	Renee (Matilda)	*Firm, not angry. The one hard stop in the course.* Stop right there. Account numbers, payment details, addresses... those never go into an AI tool. Ever. Your own notes about the situation are fine.
R5-05	Renee (Matilda)	*Approving.* Nice. You kept her account number, card, and address out of it. That's exactly right.
R5-07	Renee (Matilda)	*Direct.* Before anything goes to a customer, read it. One line in this draft is wrong. Tap it.
R5-03	Renee (Matilda)	*Approving.* Good catch. AI drafts are fast, not always right. If the draft and the account disagree, the account is right and the draft is wrong. Read before you send.
R5-04	Renee (Matilda)	And before a call, the same assistant can help you prep. Here are two prompts worth saving.

Scene 6: The queue

Knowledge check · 4 quick calls · scored



Scene 6. The queue: four short calls, one at a time.

Element	Content
Layout	Headline: The queue, with four progress dots. Queue counter counts down from 4. Each caller rings (1.3 s "Incoming · <name> · Answering…") and appears on the caller card. Call 4 is Renee's own question (status: Coaching).
Call 1 · Walter H.	What do you tell him? **A (correct):** Your upload is as fast as your download. B: It works the same in every room. C: Your speed stays the same all day.
Call 2 · Priya S.	Where do you look first? A: Download speed. **B (correct):** Upload speed. C: Router placement.
Call 3 · Luis O.	Which question is most likely to uncover what he isn't saying? A: "How many devices do you have?" B: "What plan are you on now?" **C (correct):** "What's changing in your home this year?"
Call 4 · Renee	What's safe to paste into your AI assistant? **A (correct):** Your own notes describing the situation. B: The customer's account screen, so it has full context. C: Their payment details, so the summary is complete.
Feedback	Renee's correct (-C) or corrective (-X) line. On a wrong answer the right option is highlighted. Each call adds a note ("Call n · handled" or "Call n · review").
Navigation	**Next call** after each answer; **End your shift** after call 4 → Scene 7.
State	S.q[0..3] = first answer per call (0 or 1).

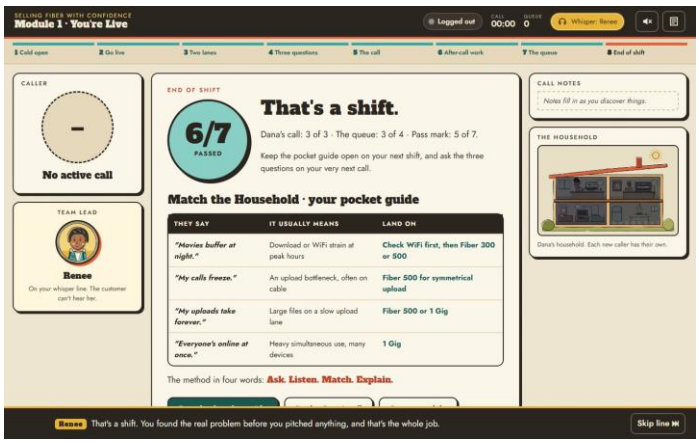
ID	Speaker (voice)	Line (verbatim audio and caption)
R6-01	Renee (Matilda)	*Upbeat.* You've got four calls in queue. Quick ones. Let's see what stuck.
Q1-01	Walter H. (Bill)	*Curious, polite, older.* The website says fiber is "symmetrical." What does that even mean?
Q1-C	Renee (Matilda)	Right. Symmetrical is about direction. The lane out is as big as the lane in.
Q1-X	Renee (Matilda)	Not quite. Symmetrical is about direction... upload matches download.

ID	Speaker (voice)	Line (verbatim audio and caption)
Q2-01	Priya S. (Jessica)	*Annoyed, young.* My video calls keep freezing, but streaming works perfectly. What is going on?
Q2-C	Renee (Matilda)	Yes. Calls send her video out, so upload is the first place to look.
Q2-X	Renee (Matilda)	Streaming fine tells you download is healthy. Calls failing points the other way... upload.
Q3-01	Luis O. (Roger)	*Rushed, on speaker, kids in background.* Look, I just need faster internet. What do you need from me?
Q3-C	Renee (Matilda)	That's the one. Change is where a plan stops fitting, and customers rarely bring it up on their own.
Q3-X	Renee (Matilda)	That gathers a fact, but it won't open up the need underneath. The change question does.
Q4-01	Renee (Matilda)	*Direct.* Last one's mine. After a call, what's safe to paste into your AI assistant?
Q4-C	Renee (Matilda)	Exactly. Your notes, yes. Their private details, never.
Q4-X	Renee (Matilda)	Private account details never go into an AI tool. Your own notes about the situation are the safe input.

Caller lines Q1-01 to Q3-01 play with a phone-line filter.

Scene 7: End of shift

That's a shift.



Scene 7. Score, pass status and the Match the Household pocket guide.

Element	Content
Layout	Status: Logged out. Score badge "X/7" with Passed or Not yet. Headline: "That's a shift." (pass) or "That's a shift. Practice makes the next one." (not yet). Lead: "Dana's call: X of 3 · The queue: Y of 4 · Pass mark: 5 of 7." Line: Keep the pocket guide open on your next shift, and ask the three questions on your very next call.

Element	Content
Pocket guide	Match the Household · your pocket guide. "Movies buffer at night." Download or WiFi strain at peak hours. Land on: check WiFi first, then Fiber 300 or 500. | "My calls freeze." An upload bottleneck, often on cable. Land on: Fiber 500 for symmetrical upload. | "My uploads take forever." Large files on a slow upload lane. Land on: Fiber 500 or 1 Gig. | "Everyone's online at once." Heavy simultaneous use, many devices. Land on: 1 Gig. Method line: The method in four words: Ask. Listen. Match. Explain.
Interaction	**Download pocket guide** prints a one-page guide (the table, the three questions, the method, the AI guardrails). **Replay Dana's call** (practice, unscored). **Restart module** (clears saved state).
Completion	On arrival: SCORM score.raw = round(total ÷ 7 × 100); lesson_status passed at 5 or more, otherwise completed; commit. Without an LMS the same result is kept in the browser.

ID	Speaker (voice)	Line (verbatim audio and caption)
R7-01P	Renee (Matilda)	*Warm, proud.* That's a shift. You found the real problem before you pitched anything, and that's the whole job. Keep the pocket guide open next shift, and ask those three questions on your very next call.
R7-01N	Renee (Matilda)	*Encouraging, no disappointment.* That's a shift. Not every call landed today, and that's what practice is for. Take another run at Dana's call, and keep the pocket guide open. Those three questions will carry you.

R7-01P plays on a pass; R7-01N otherwise.

Footer on the module itself

Sample training module designed and built by Martine Brown, M.Ed. Plan details reflect a national fiber provider's public listings as of November 2026 and are for demonstration only; plans, speeds, and pricing vary by location. All customers and households are fictional.