

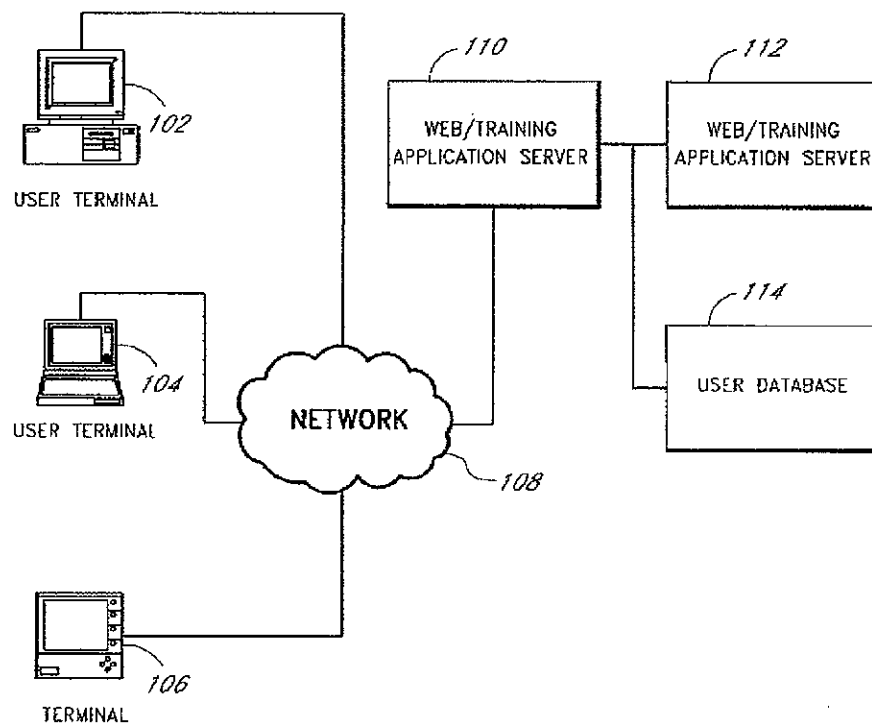


FIG. 1

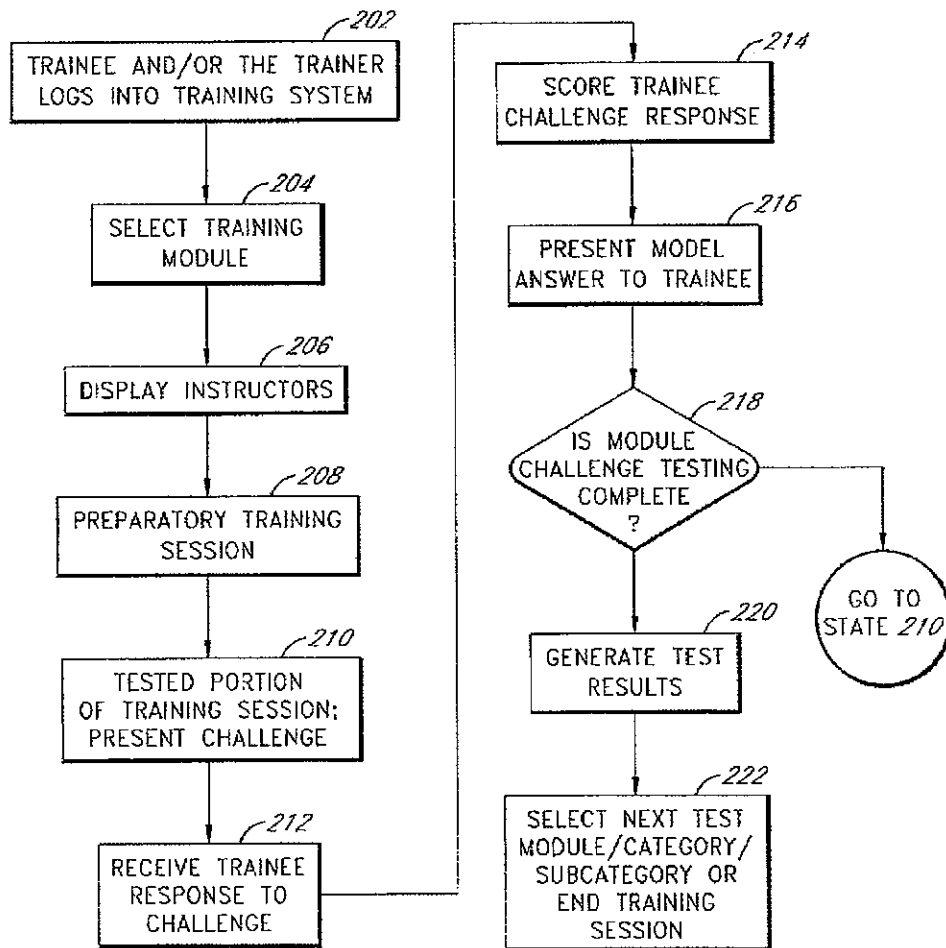
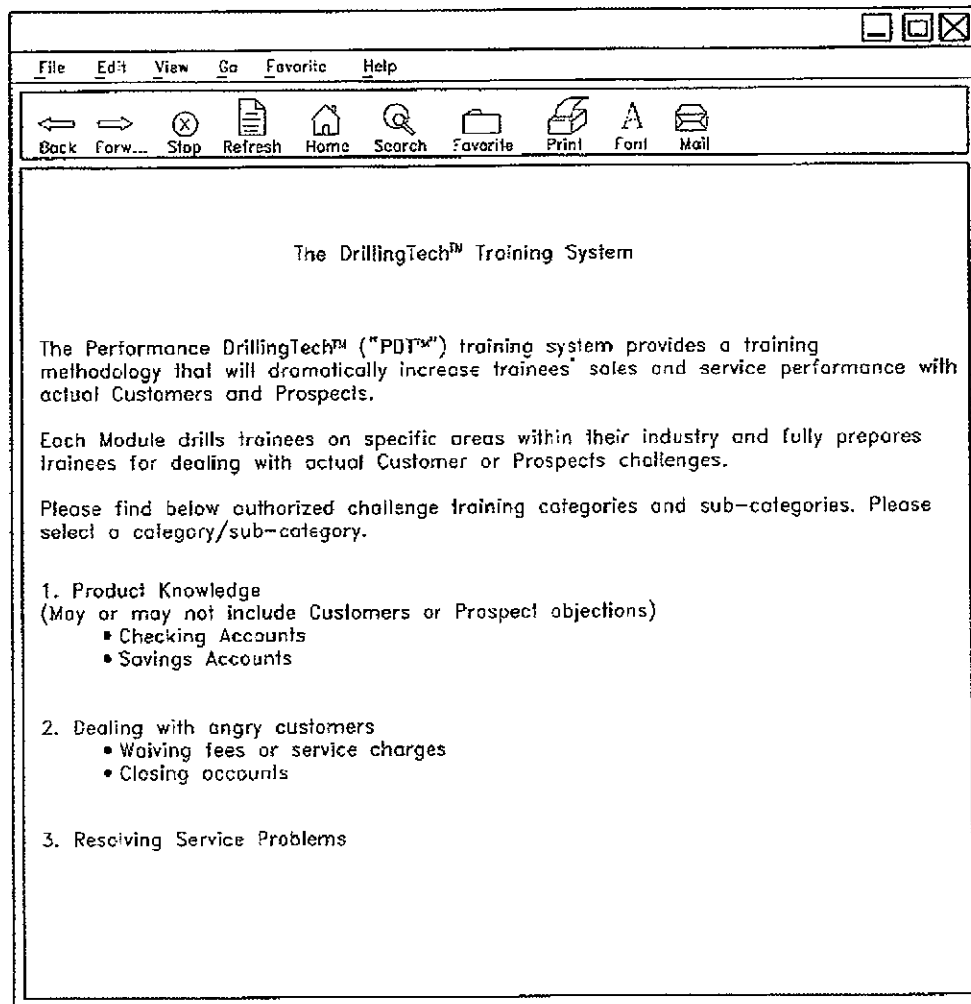


FIG. 2

*FIG. 3A*

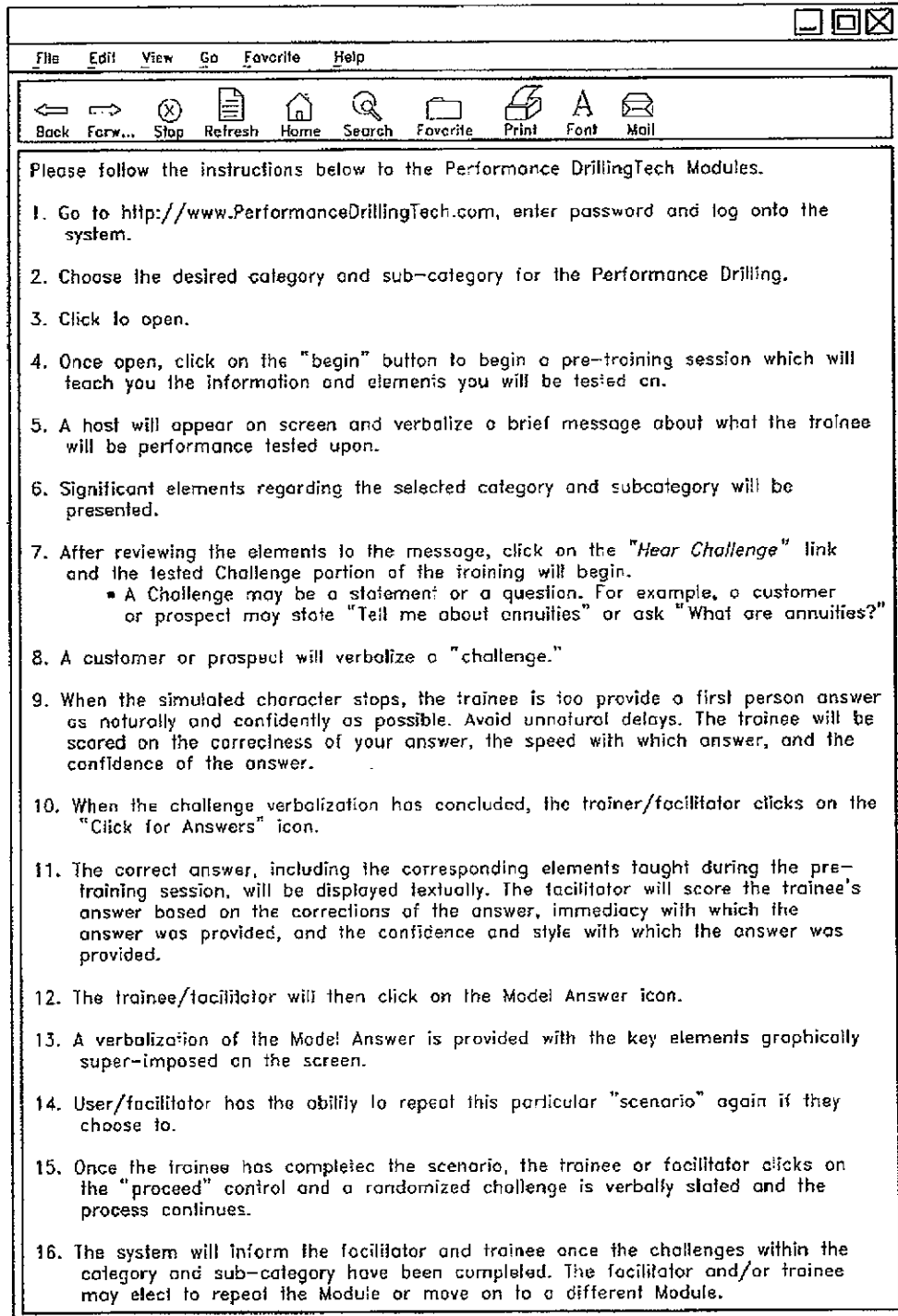
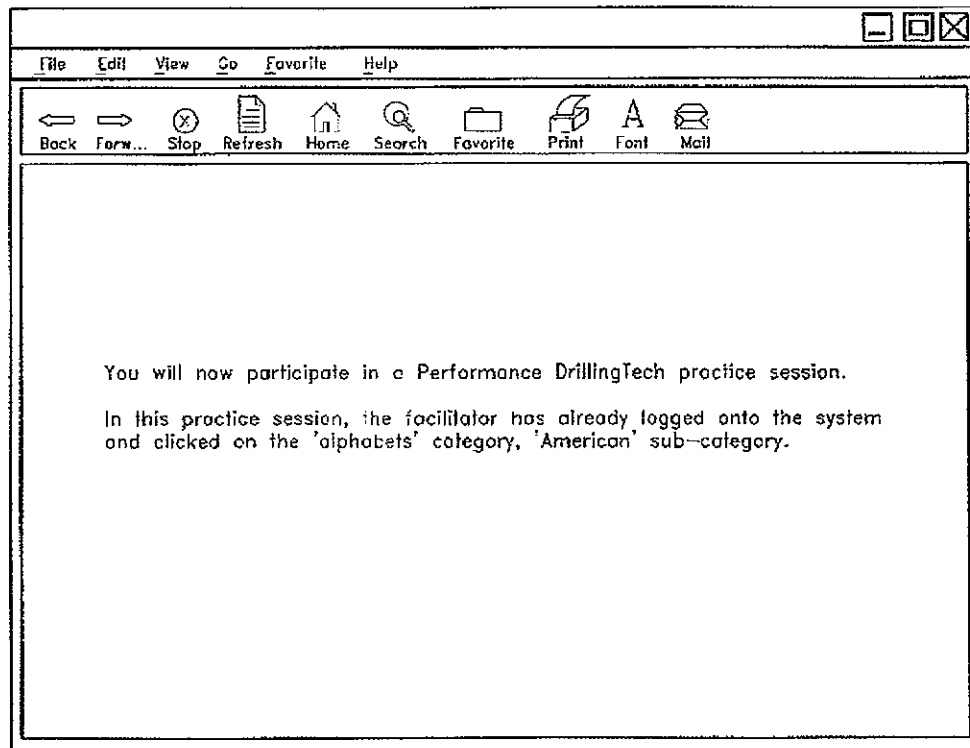
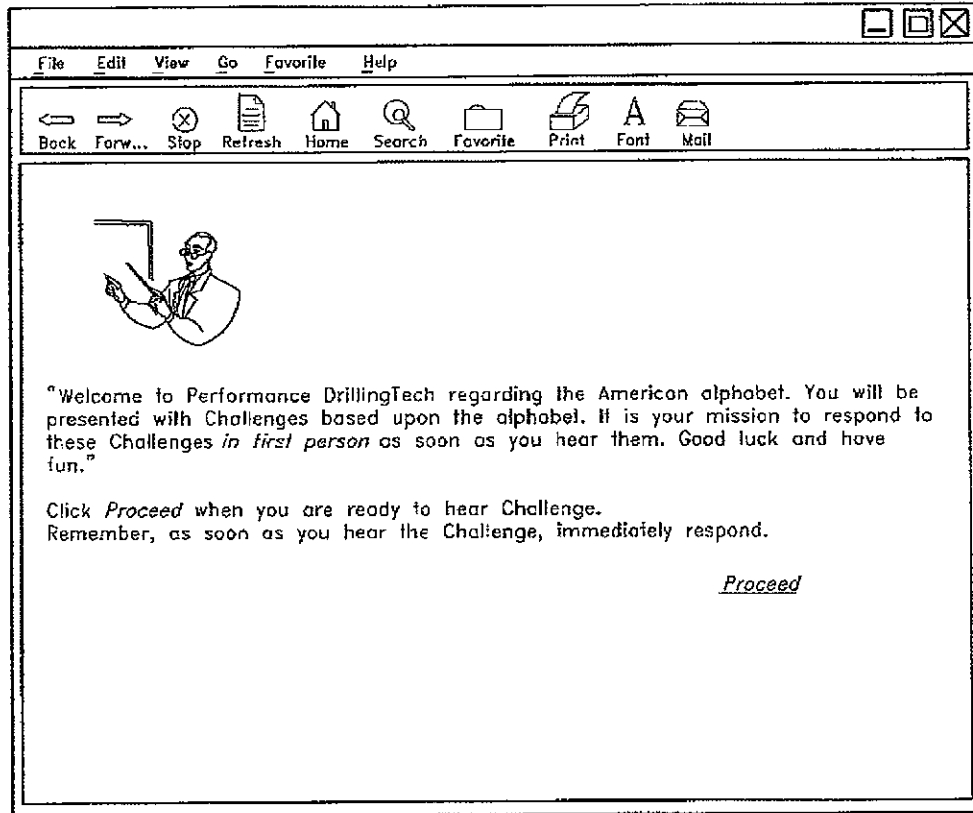


FIG. 3B

*FIG. 3C*

*FIG. 3D*

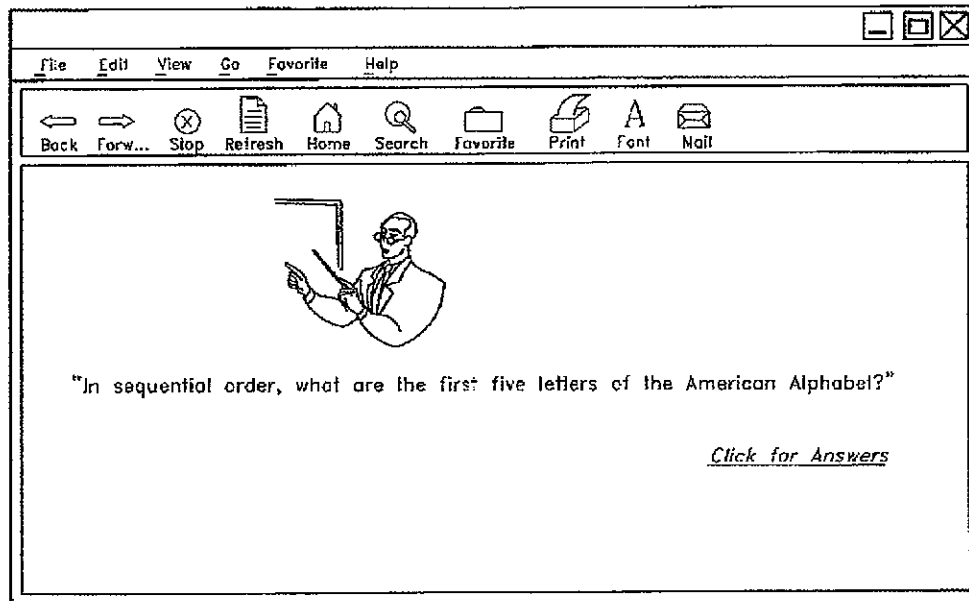


FIG. 3E

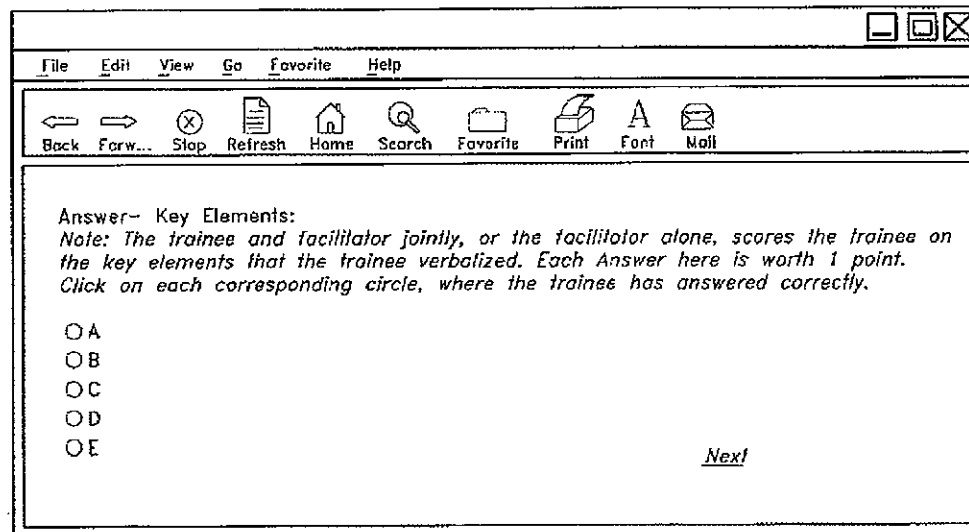
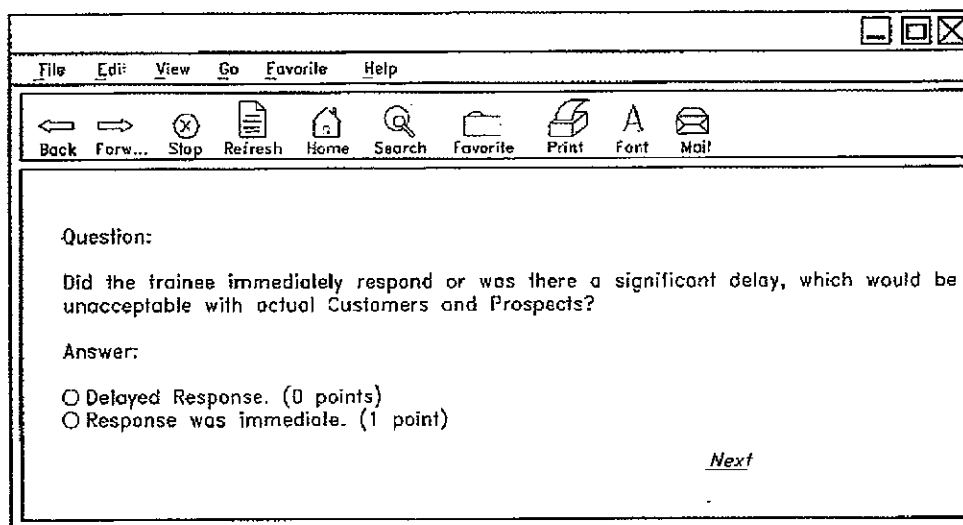


FIG. 3F



A screenshot of a web browser window. The title bar shows standard window controls. The menu bar includes File, Edit, View, Go, Favorite, and Help. The toolbar contains icons for Back, Forward, Stop, Refresh, Home, Search, Favorite, Print, Font, and Mail. The main content area displays a quiz question and its options.

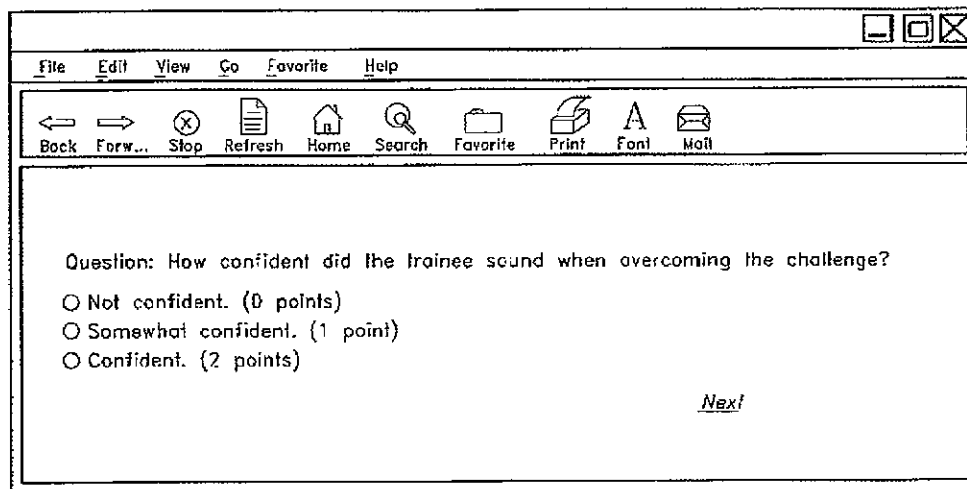
Question:

Did the trainee immediately respond or was there a significant delay, which would be unacceptable with actual Customers and Prospects?

Answer:

- ☐ Delayed Response. (0 points)
- ☐ Response was immediate. (1 point)

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FIG. 3G

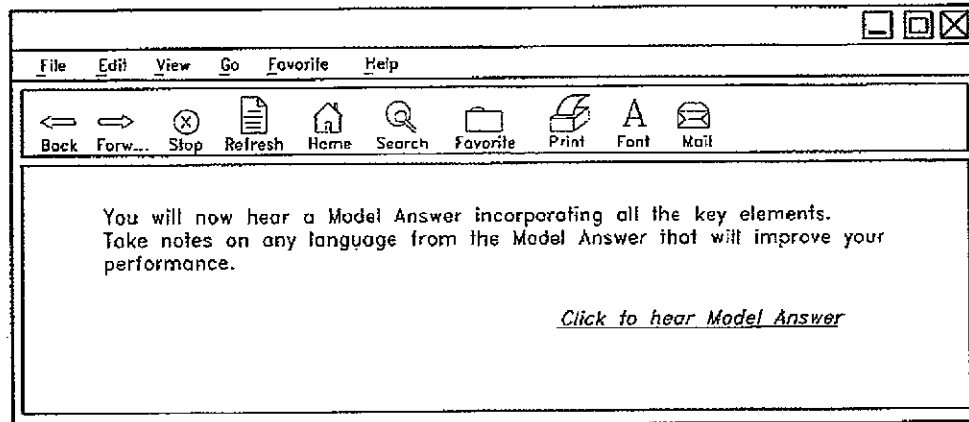
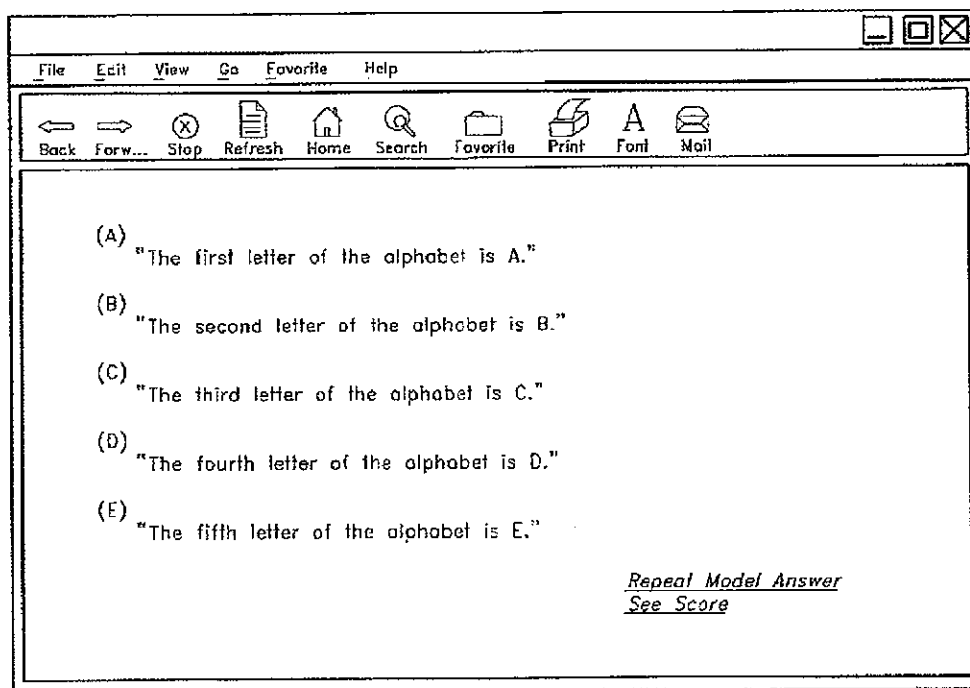
A screenshot of a web browser window, similar to the one in FIG. 3G. The menu bar includes File, Edit, View, Go, Favorite, and Help. The toolbar contains icons for Back, Forward, Stop, Refresh, Home, Search, Favorite, Print, Font, and Mail. The main content area displays a quiz question and its options.

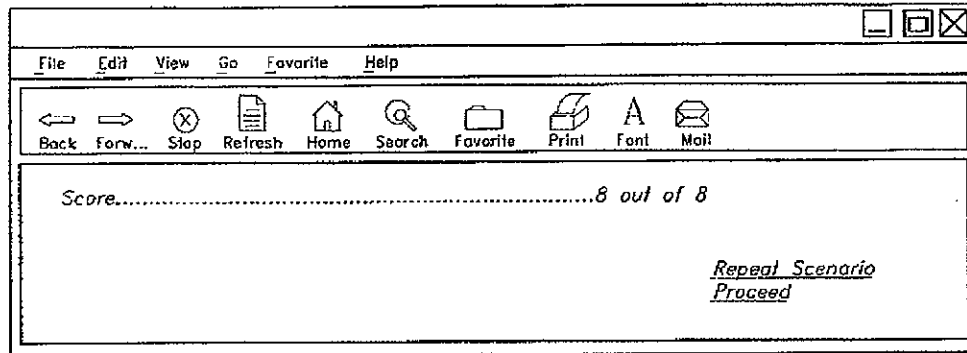
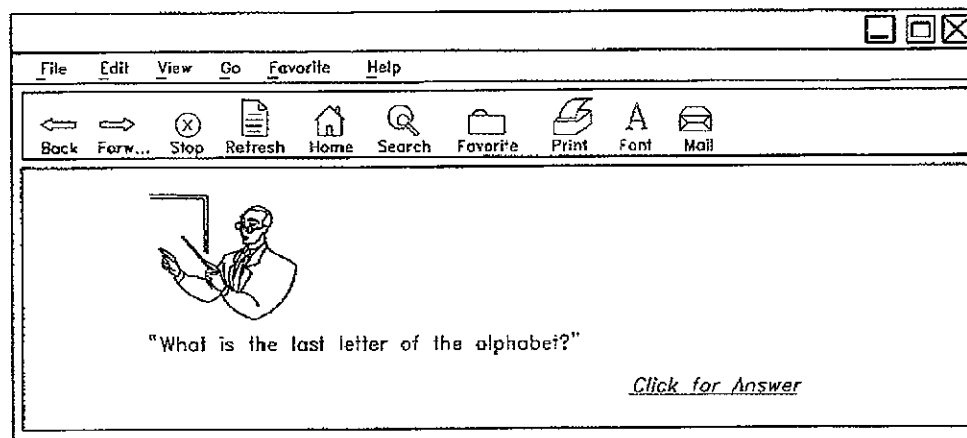
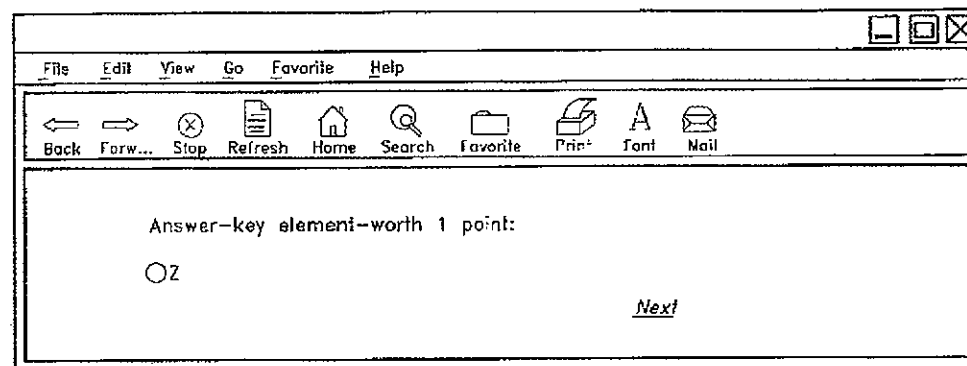
Question: How confident did the trainee sound when overcoming the challenge?

- ☐ Not confident. (0 points)
- ☐ Somewhat confident. (1 point)
- ☐ Confident. (2 points)

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FIG. 3H

*FIG. 3I**FIG. 3J*

*FIG. 3K**FIG. 3L**FIG. 3M*

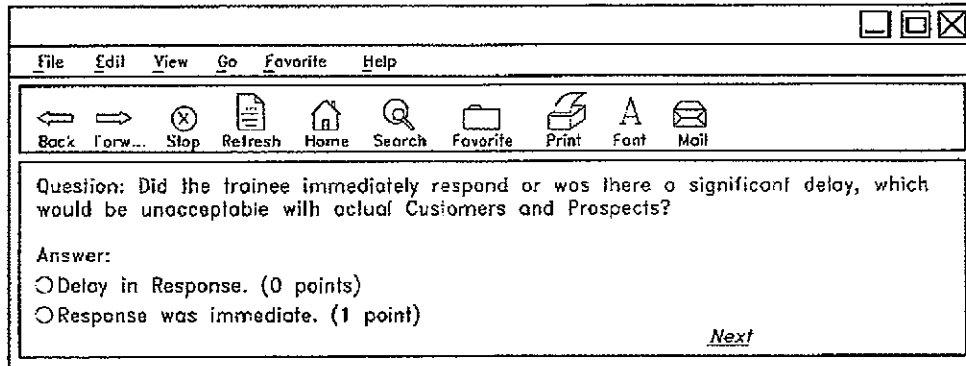


FIG. 3N

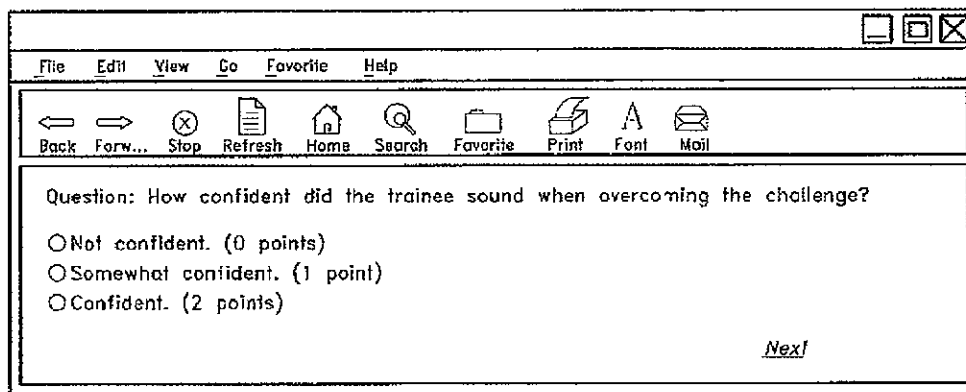


FIG. 3O

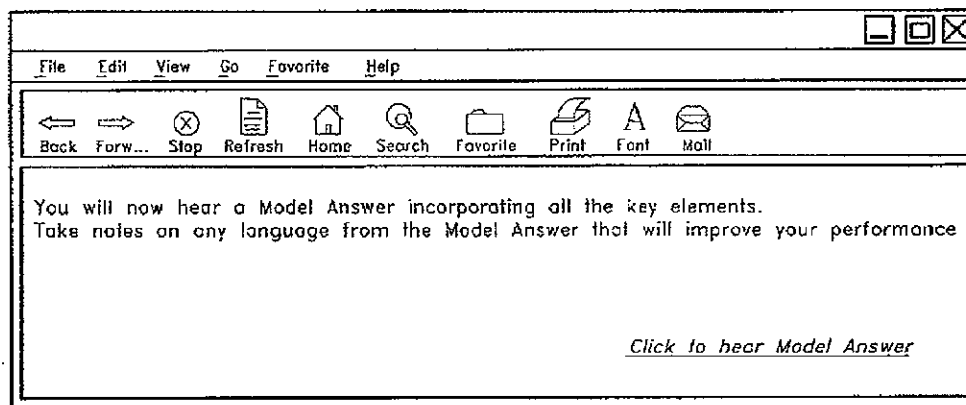


FIG. 3P

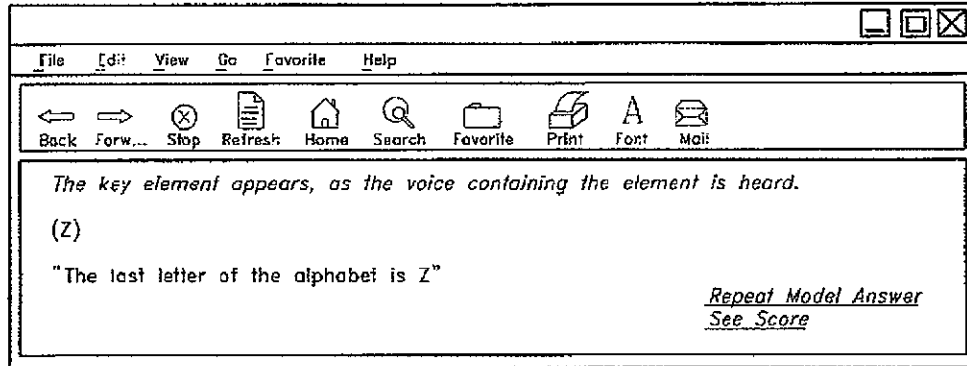


FIG. 3Q

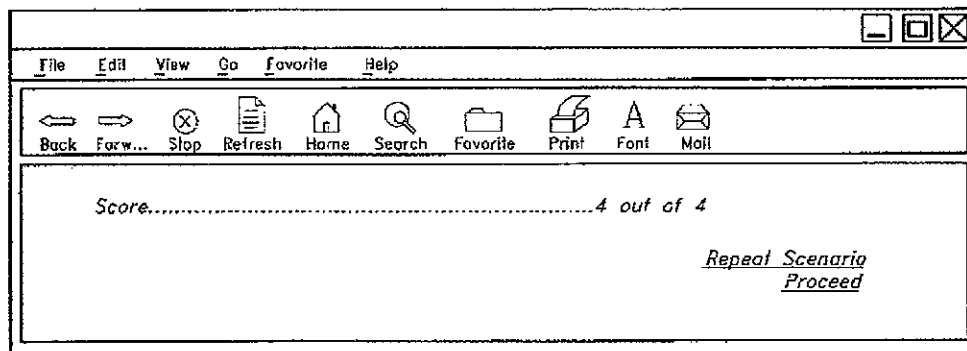


FIG. 3R

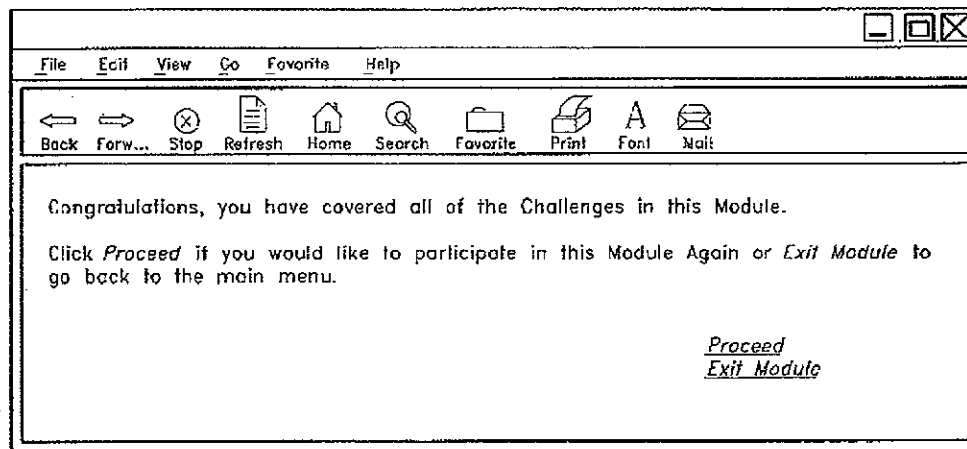


FIG. 3S

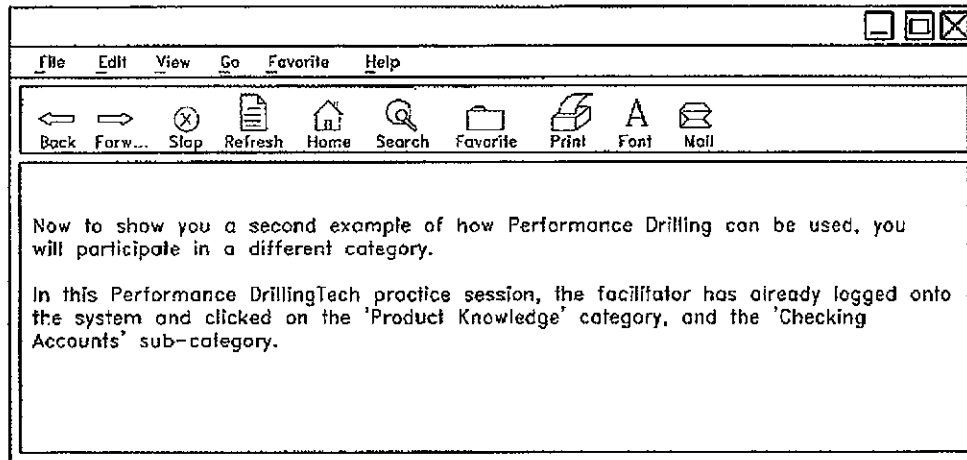


FIG. 3T

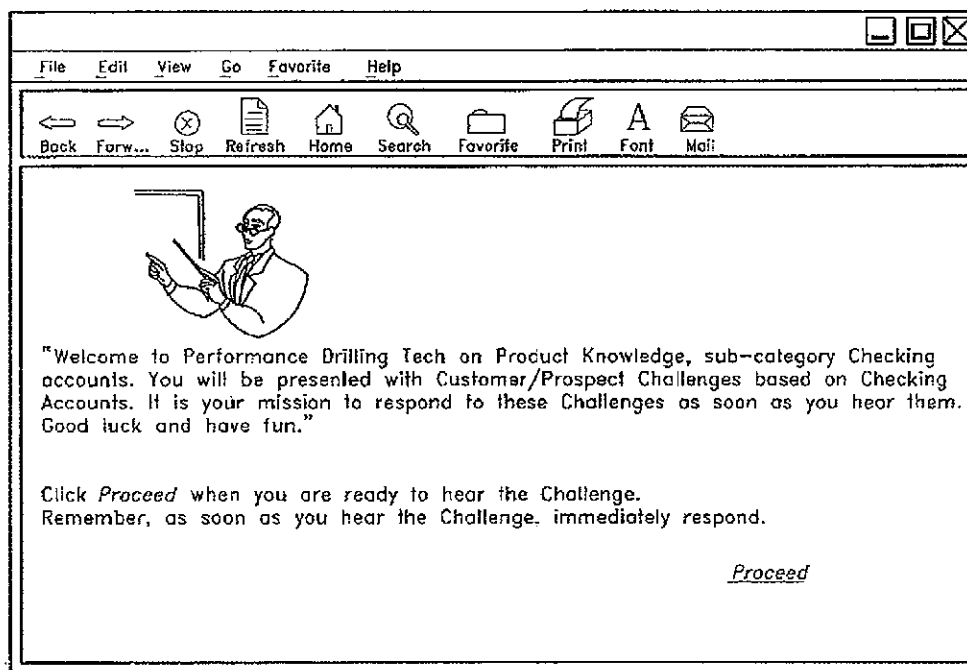


FIG. 3U

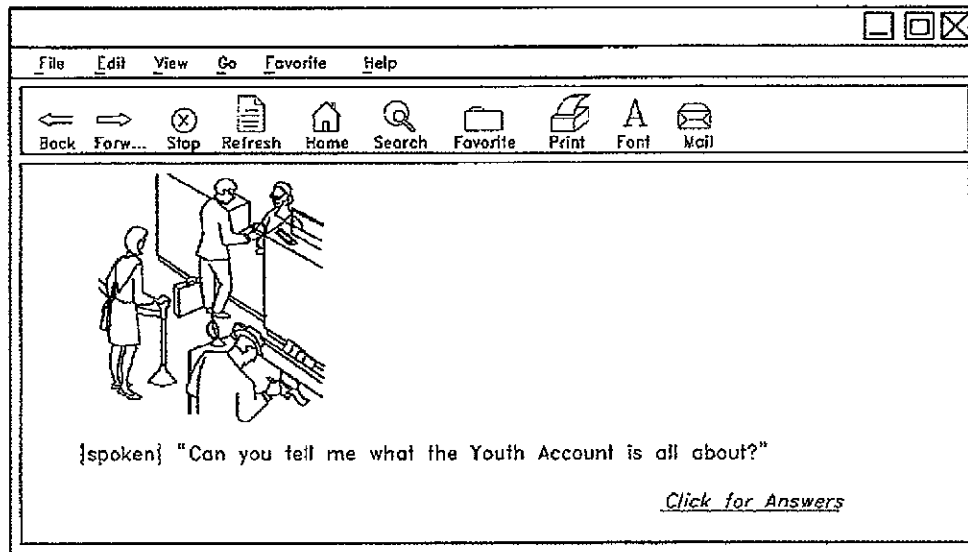


FIG. 3V

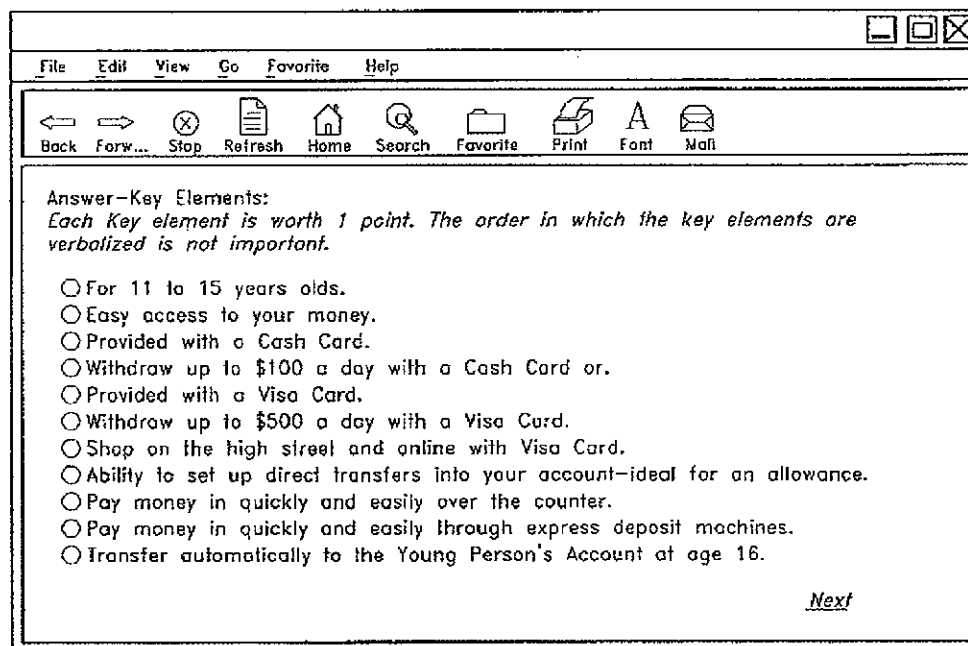


FIG. 3W

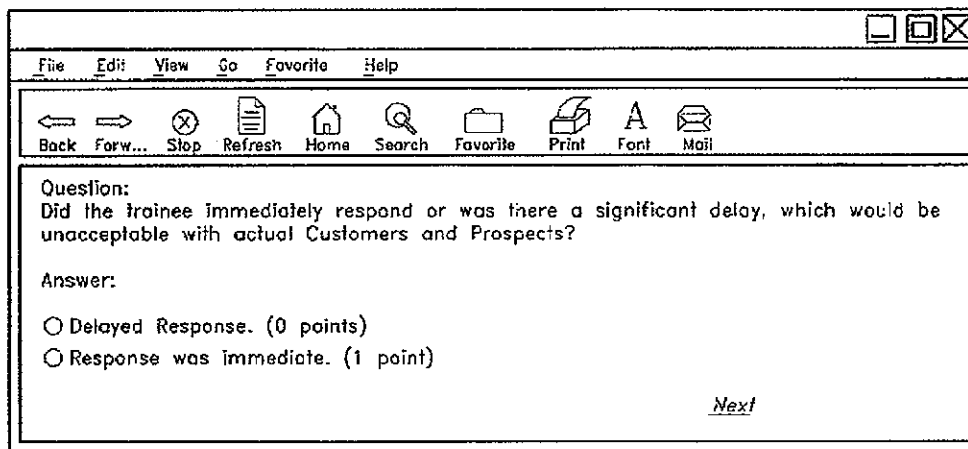


FIG. 3X

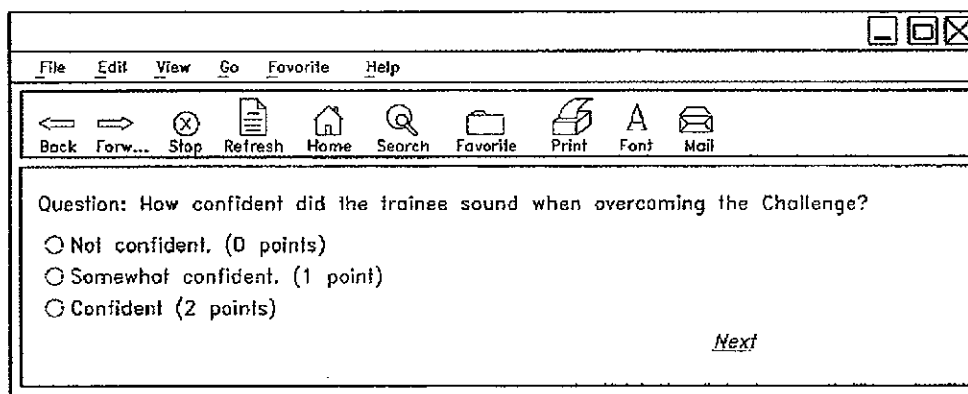


FIG. 3Y

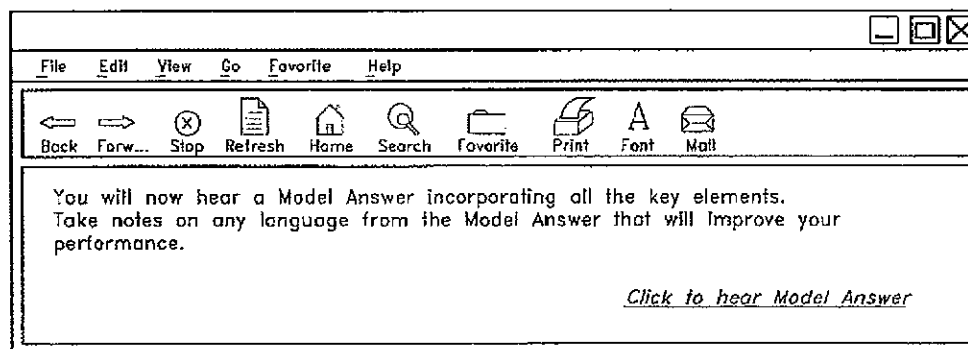


FIG. 3Z

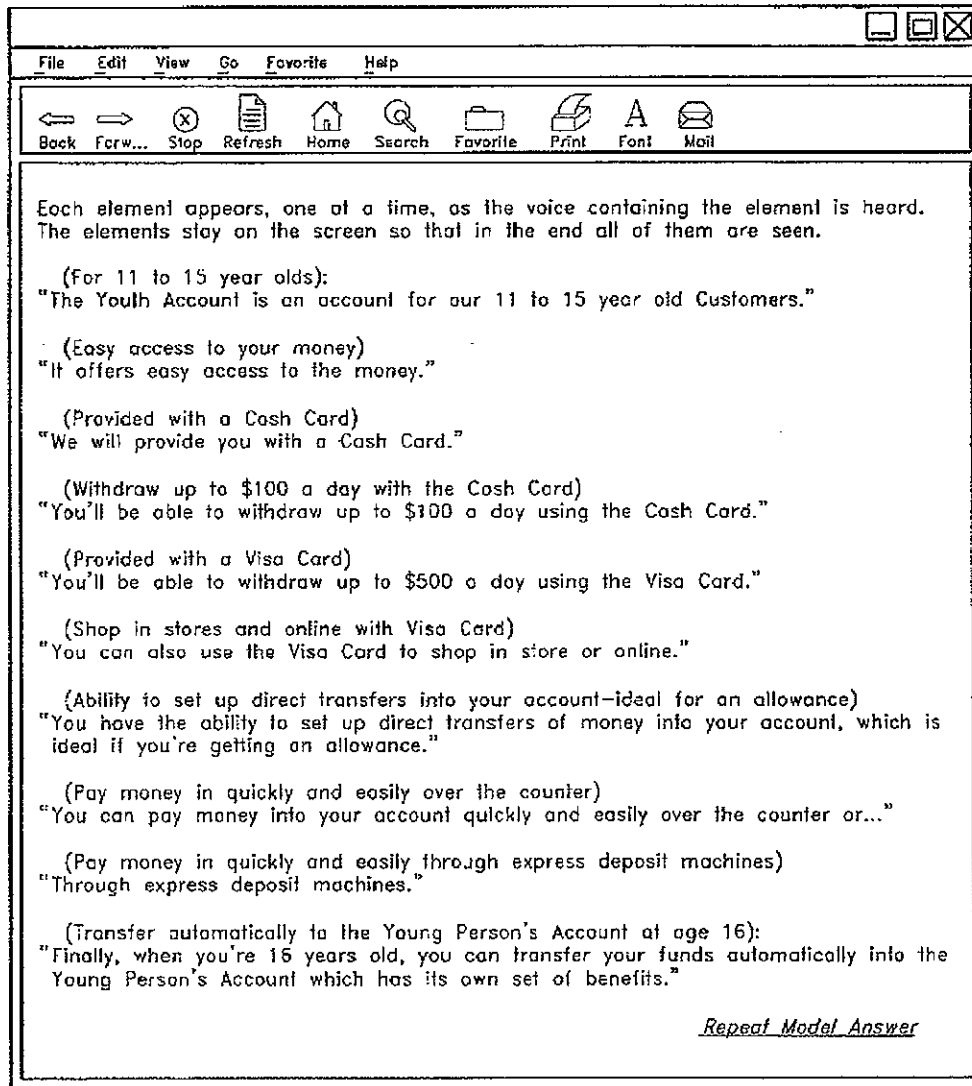


FIG. 3AA

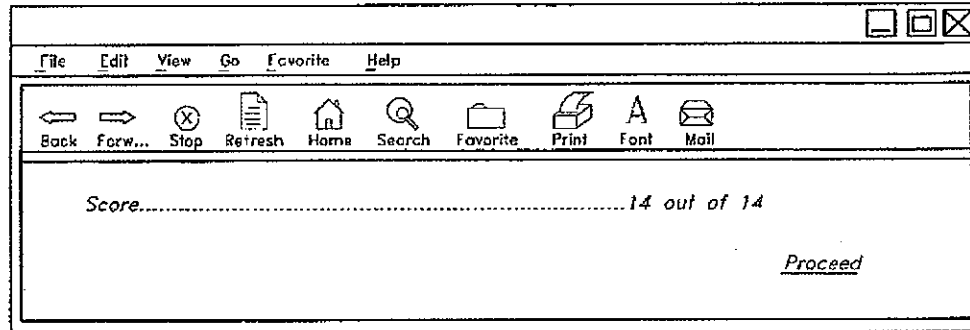


FIG. 3BB

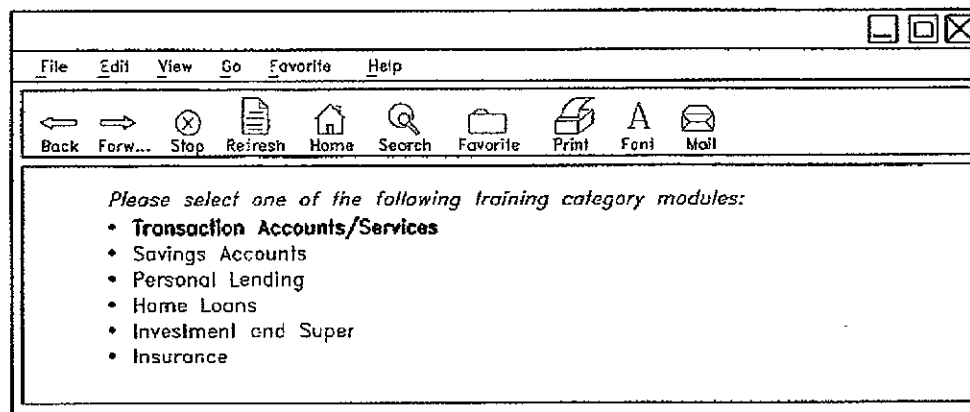


FIG. 3CC

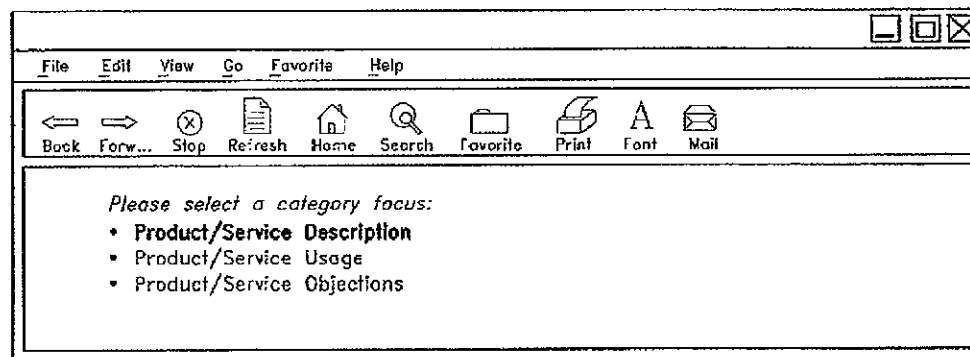


FIG. 3DD

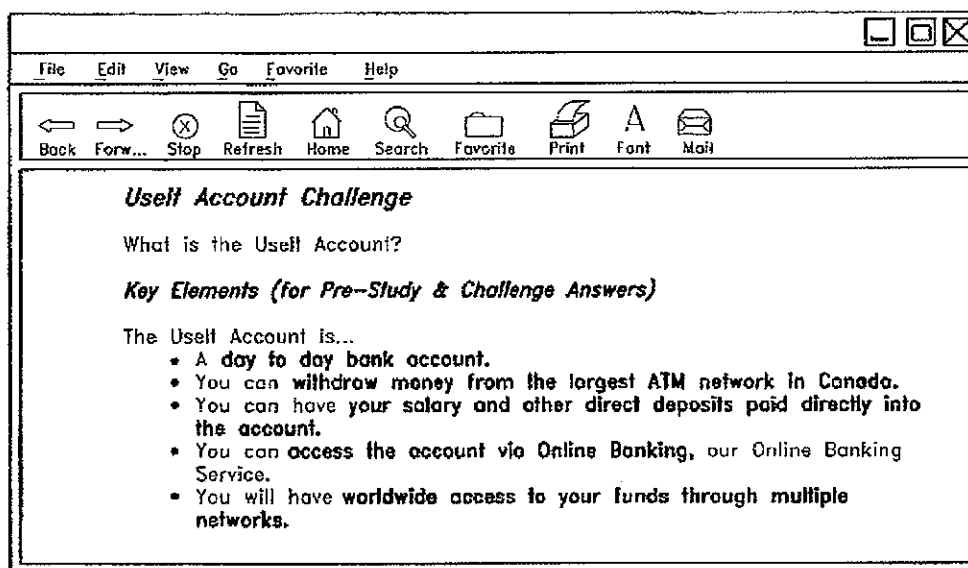


FIG. 3EE

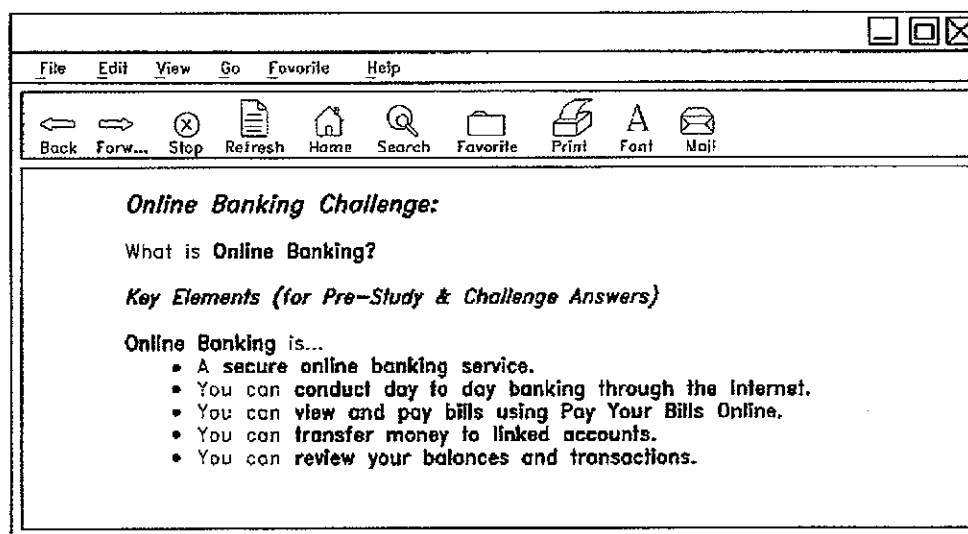


FIG. 3FF

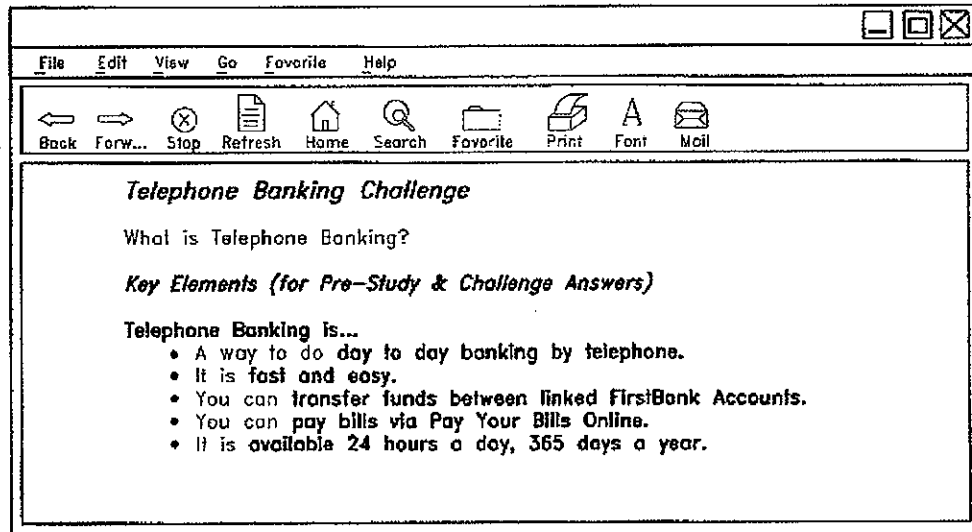


FIG. 3GG

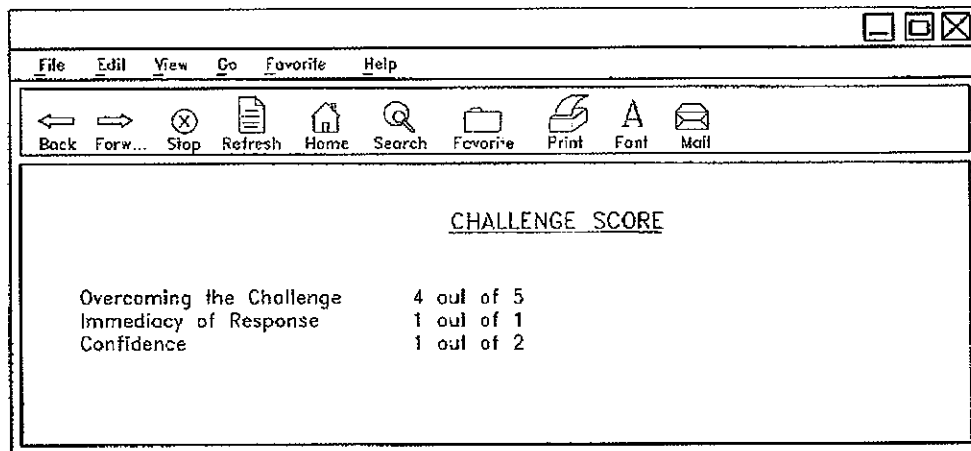
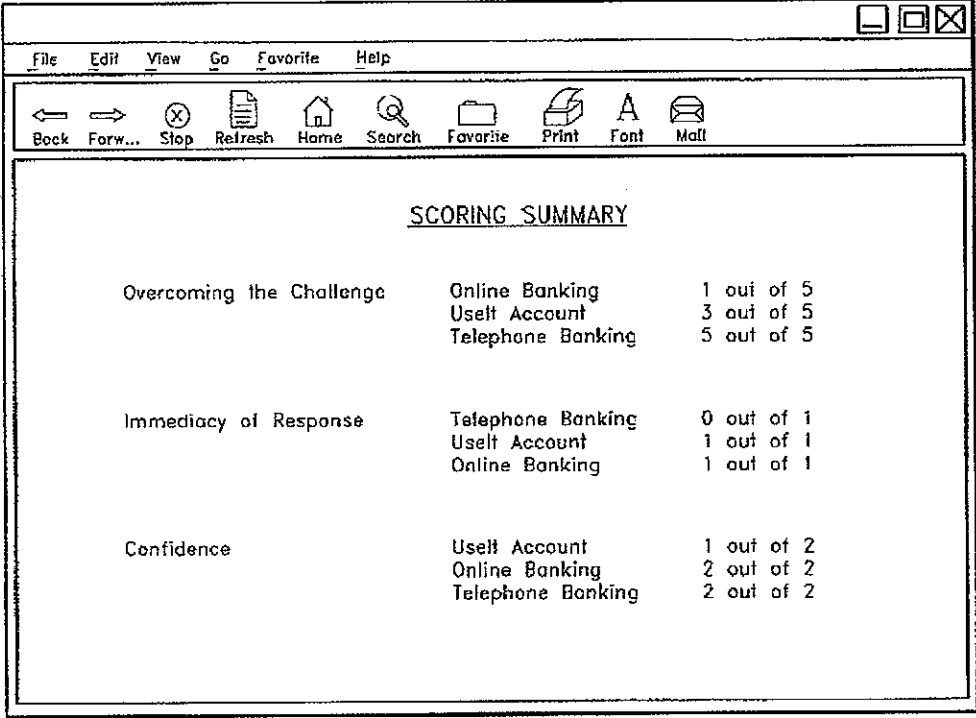


FIG. 3HH



<u>SCORING SUMMARY</u>		
Overcoming the Challenge	Online Banking	1 out of 5
	Uselt Account	3 out of 5
	Telephone Banking	5 out of 5
Immediacy of Response	Telephone Banking	0 out of 1
	Uselt Account	1 out of 1
	Online Banking	1 out of 1
Confidence	Uselt Account	1 out of 2
	Online Banking	2 out of 2
	Telephone Banking	2 out of 2

FIG. 3II