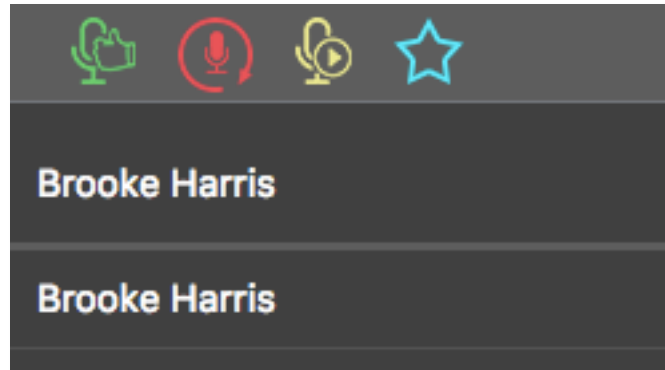


## 1. User Review and Evaluation:

\*\*These four icons will show at the top of your student's name list:

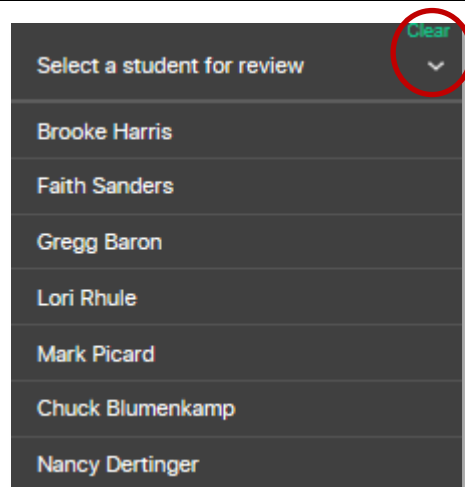
- **Green microphone** means that you have given positive feedback for that specific lesson
- **Red microphone** with the circle around it. This is a lesson that you have asked your team member to re-record
- **Yellow microphone** is a lesson that you have NOT reviewed yet
- **Blue star** indicates any lesson you have added as a part of your team member's lesson plan



1. Select a **student for review**. Students will be listed in the order they were added to Communication Coach.

**\*\*Note: the CLEAR button is used to select a different student. The arrow below the clear button collapses the list.**

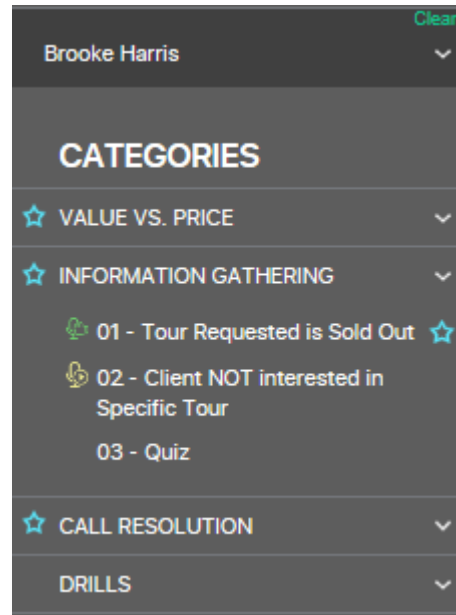
**\*\* Tip: You can search for a specific user using the shortcut Control + F and typing the first and/or last name.**



2. Their name will now appear in the top box. You can close the list by clicking on the down arrow next to the name.

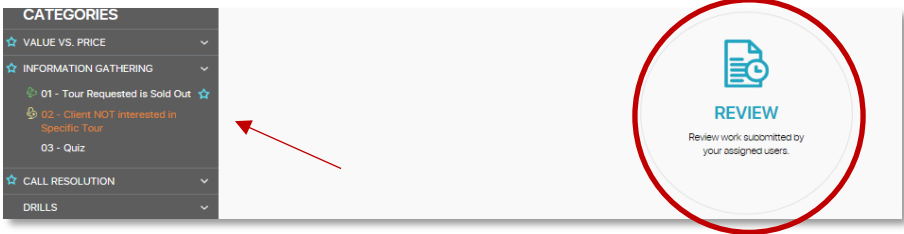
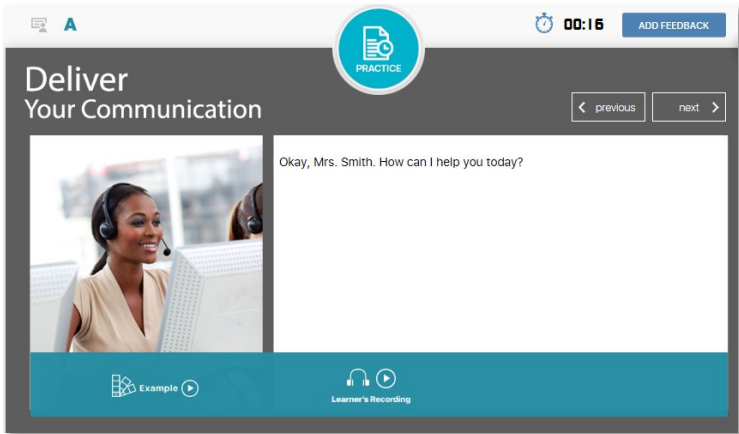

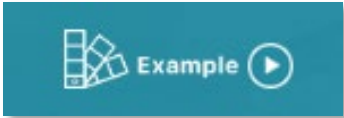


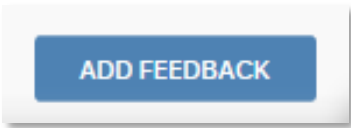

3. The category list will now appear. The **yellow microphone** in front of the lesson title indicates that the user has submitted that lesson for your review.



## 1.1 User Review and Evaluation:

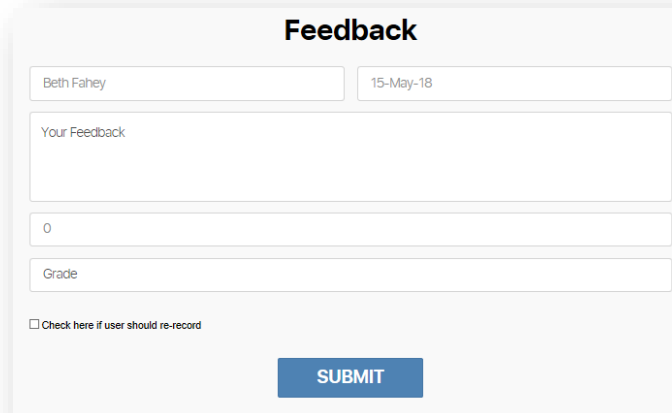
### ➤ Listen to a User's Recording

<p>1. Click on the <b>lesson title</b> to highlight and then click on the blue <b>Review</b> button in the center of the screen to begin your review.</p>	
<p>2. The <b>review screen</b> will open and look like this:</p>	
<p>3. You can listen to the submitted recording by clicking on the Learner's <b>Recording icon</b>.</p>	
<p>4. Compare to the Example by clicking on the <b>Example icon</b>.</p>	
<p>5. When you have completed your review of the lesson you can</p>	

<p>provide feedback by clicking on the <b>Add Feedback button</b> in the upper right corner of the screen.</p>	
<p><b>Please note once you have reviewed the lesson and left feedback the button will be grayed out and you cannot go back into the lesson.</b></p>	<div data-bbox="701 426 902 867"> <p><b>CATEGORIES</b></p> <ul style="list-style-type: none"> <li>☆ GREETING <ul style="list-style-type: none"> <li>01 - Standard Greeting (Cruise)</li> <li>02 - Greeting - Quote processed by different agent (Drill)</li> <li>03 - Greeting - Outbound (Drill)</li> </ul> </li> <li>☆ INFORMATION GATHERING (TOURS)</li> <li>INFORMATION GATHERING (CRUISE)</li> <li>☆ OPTIONS PRESENTATION (TOURS)</li> <li>OPTIONS PRESENTATION (CRUISE)</li> <li>☆ ENGAGEMENT (TOURS)</li> <li>ENGAGEMENT (CRUISE)</li> <li>PRICE PRESENTATION (TOURS)</li> <li>PRICE PRESENTATION (CRUISE)</li> </ul> </div> <div data-bbox="992 527 1333 768"> <p><b>03-Competition - Renewal</b></p>  </div>

## 1.2 User Review and Evaluation:

- Leave Feedback



The feedback form is titled "Feedback". It contains the following fields and elements:

- A text input field for the user's name, containing "Beth Fahey".
- A text input field for the date, containing "15-May-18".
- A large text area for "Your Feedback".
- A numeric input field for the score, containing "0".
- A dropdown menu for the grade, currently showing "Grade".
- A checkbox labeled "Check here if user should re-record".
- A blue "SUBMIT" button.

1. Your **name and date** will autofill.
2. Add any **feedback** in the text box.
3. Score the learner's work on a scale of **1 (poor)** to **10 (excellent)**. This scale is the default scale for most companies. Your company admin may have adjusted this scale.
4. The grade (**poor, below average, average, above average, good, excellent**) will automatically appear based on the score.
  - **1** - Poor
  - **2 – 3** – Below average
  - **4 – 5** – Average
  - **6 – 8** – Good
  - **9 -10** - Excellent
5. These points are added to the learner's **Play to Win** points. You can add bonus points above 10 if desired.

☐ Check here if user should re-record

***If you want the learner to re-record the lesson, click the checkbox. Feedback does not have to be negative to ask a user to re-record.***

6. Once you have completed your feedback click **Submit**. A message will be sent to the learner's **CC** mailbox and their email stating that you reviewed a lesson and left feedback.
7. After you submit your feedback, you will not be able to go back into review for that lesson until the user submits that lesson again. The option will be grayed out to indicate that you have reviewed that lesson.

**\*\*You can also give feedback to the quizzes**

8. Once you have completed your feedback click **Submit**. A message will be sent to the learner's **CC** mailbox and their email stating that you reviewed a lesson and left feedback.
9. After you submit your feedback, you will not be able to go back into review for that lesson until the user submits that lesson again. The option will be grayed out to indicate that you have reviewed that lesson.

**\*\*You can also give feedback to the quizzes**