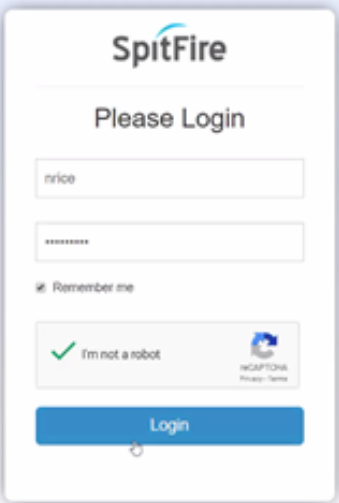
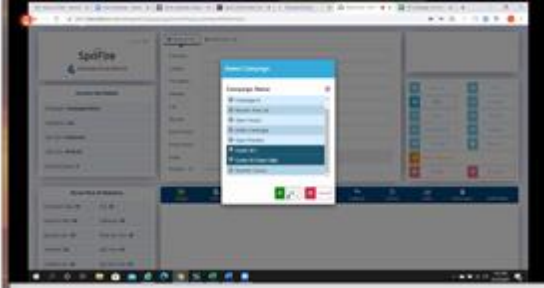


## STORYBOARD

TASK	DIRECTIONS	SCREEN SHOT	ITEMS TO POINT OUT/HIGHLIGHT
<b>Task 1- Spitfire - Log in</b>	<p>Enter credentials</p> <p>Check box- I am not a robot</p> <p>You will hear a voice saying “soft phone connected”</p> <p>If you do not hear that- check for issues with connectivity, headset</p>	 A screenshot of the SpitFire login interface. At the top is the SpitFire logo. Below it is the text "Please Login". There are two input fields: the first contains "nrice" and the second contains "*****". Below the password field is a checked checkbox labeled "Remember me". At the bottom of the form is a blue button labeled "Login". To the right of the "I'm not a robot" checkbox is a CAPTCHA icon with the text "wCAPTCHA" and "Please Turn".	

This screen populates  
 –where they will select a “queue” – or campaign type (crisis response or open house)  
 (Customer service background would be used to word que)



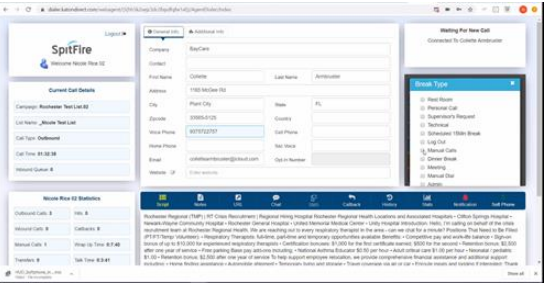
- Grayed out- campaigns have not started
- Green- campaign running
- Orange- campaign paused

Typically will select 2-3 campaigns per night

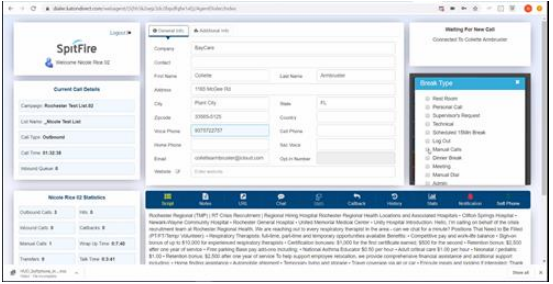
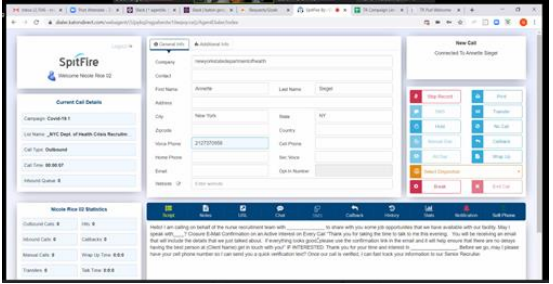
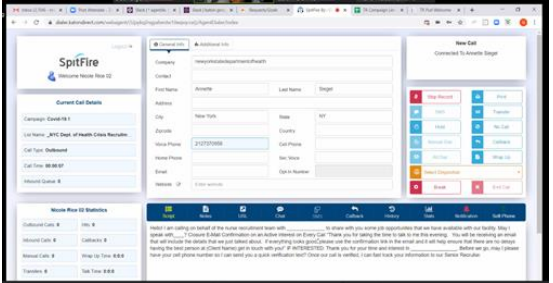
Press control/click to select more than 1  
 Click ok



When a call is presented- you will see the following screen:  
 NEW CALL- Connected to:



Point out waiting for new call

	<p>Screen will populate with candidate (caller) details</p>		
<p><b>Task 2- Call - Candidate Interested</b></p>	<p>Refer to details of campaign on left hand side of screen</p> <p>Campaign name - COVID19</p> <p>List Name - Healthcare Facility Name</p>		<p>Point out campaign name &amp; list name</p>
	<p>Caller information populates and the fields on the screen</p> <p>You will hear a beep</p> <p>Proceed with the call</p>		<p>Point out Script notes</p>

	strategy- introduction		
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