



Prospective Member Call Simulation

Design by Dawn Sikorski | Graphics by Vecteezy.com



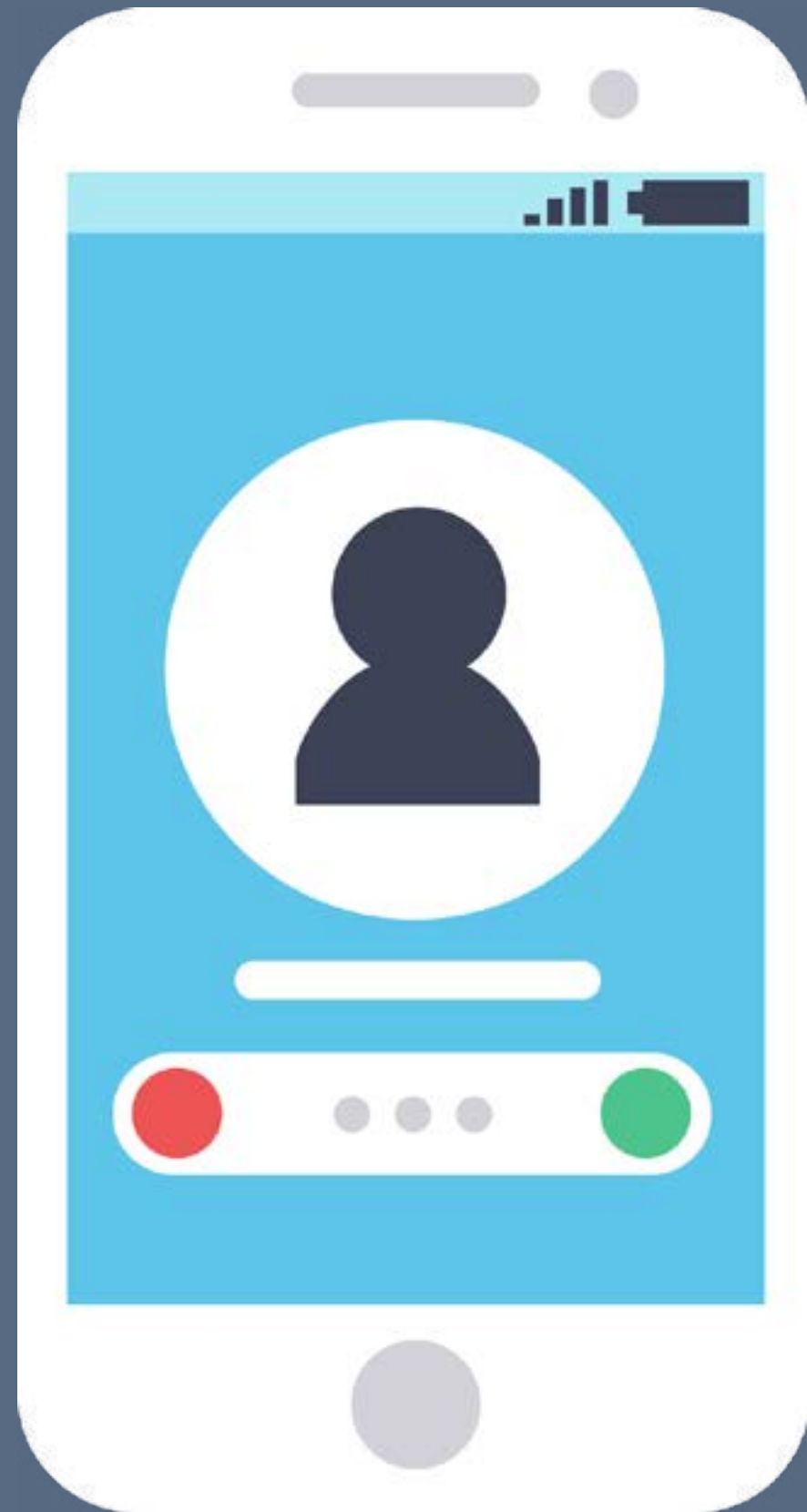


INSTRUCTIONS

1. Click on a button to take the call.
2. Listen to the caller.
3. Select the best course of action for each scenario.



Call Scenario 1



What type of plan is the caller eligible for?

Platinum Plan

Gold Plan

Silver Plan

Bronze Plan



Call Scenario 1



What type of plan is the caller eligible for?

Platinum Plan

Gold Plan

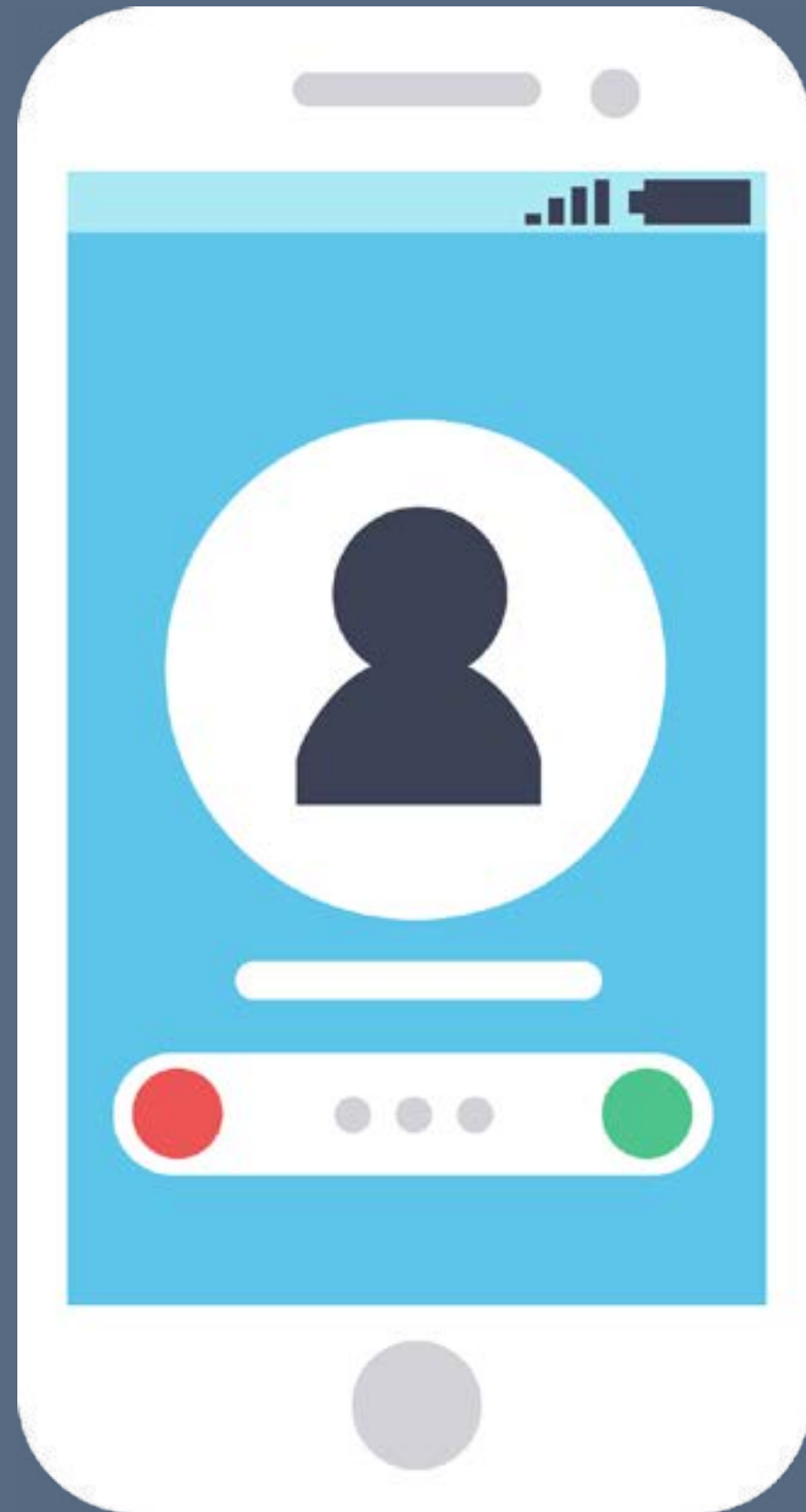
Silver Plan

Bronze Plan

That was incorrect.

HINT: The caller is not a US citizen. Which plans are non-US citizens are eligible for?

Call Scenario 1



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What type of plan is the caller eligible for?

Platinum Plan

Gold Plan

Silver Plan

Bronze Plan



Call Scenario 1

What type of plan is the caller eligible for?

MobileHealthCarePlan

Pioneer Plan

Other Plan

Not eligible for an International plan

SUBMIT



That was correct!

YOU'VE EARNED 10 POINTS!!

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