# Setting up role-play: scenarios and methodologies

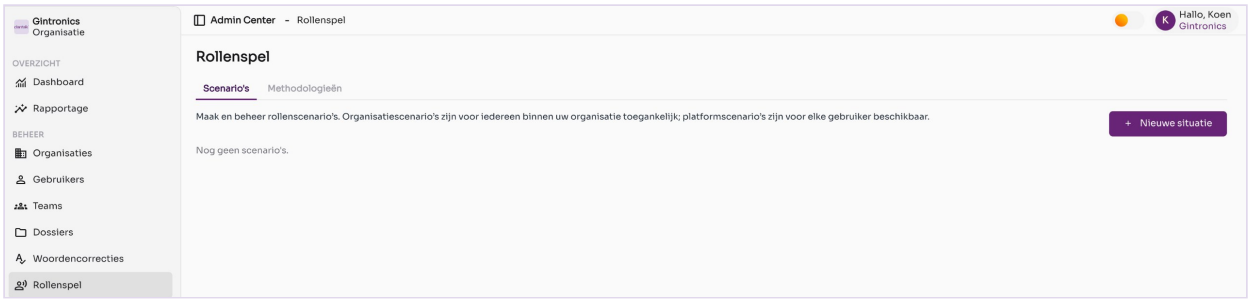
The role-play simulator is an optional module. First enable it via *Optional modules* on the organization page. After that, **Role-play** appears in the Admin Center menu, with two tabs: *Scenarios* and *Methodologies*.

## Scenarios versus methodologies

- A **scenario** describes the situation in which the employee practices: who the conversation partner is, what they want, and how they react. For example: *a customer calls to cancel their contract*.
- A **methodology** describes how the employee is evaluated: your organization's conversation steps, with what to watch for in each step, which signals are positive, and which warning signals there are.

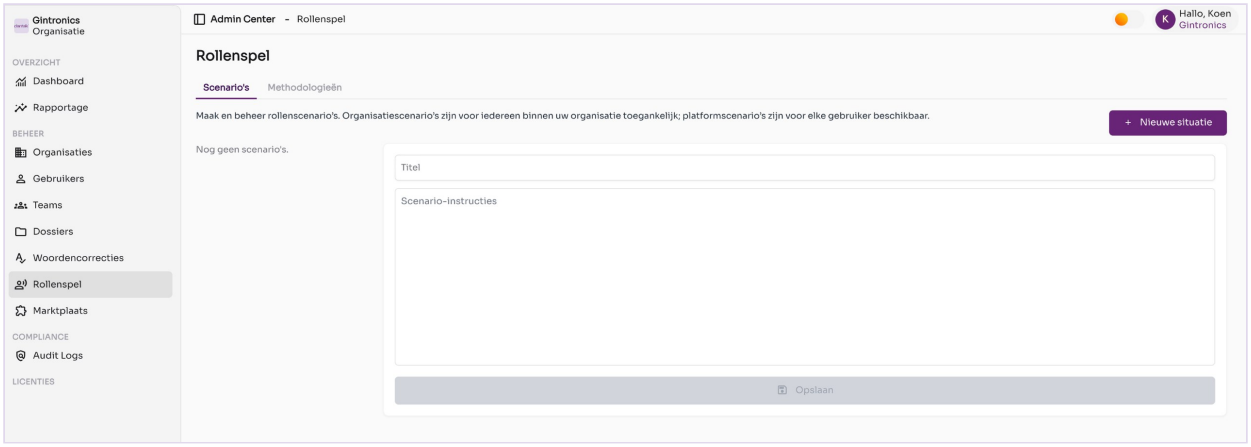
## Creating a scenario

1. Open Role-play
   Click **Role-play** in the left menu. The *Scenarios* tab is open. Organization scenarios are visible to everyone in your organization; Claritalk platform scenarios are available to every user.




*The Scenarios tab.*

2. Click New situation
   A form opens on the right with a **title** and **scenario instructions**.

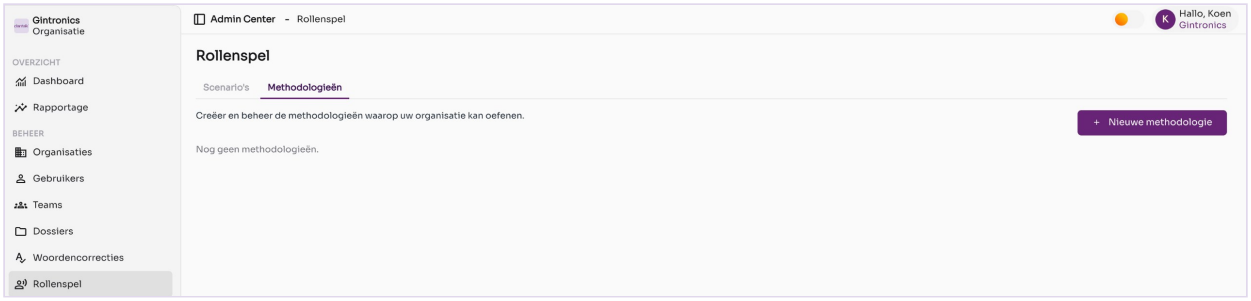



*The form for a new scenario.*

3. Write the instructions
   Describe the situation, the role and attitude of the AI conversation partner, and the goal of the exercise. The more concrete, the more realistic the role-play. Write the instructions as if you're giving them to an actor.
4. Click Save
   The scenario is immediately ready for your employees in the simulator.

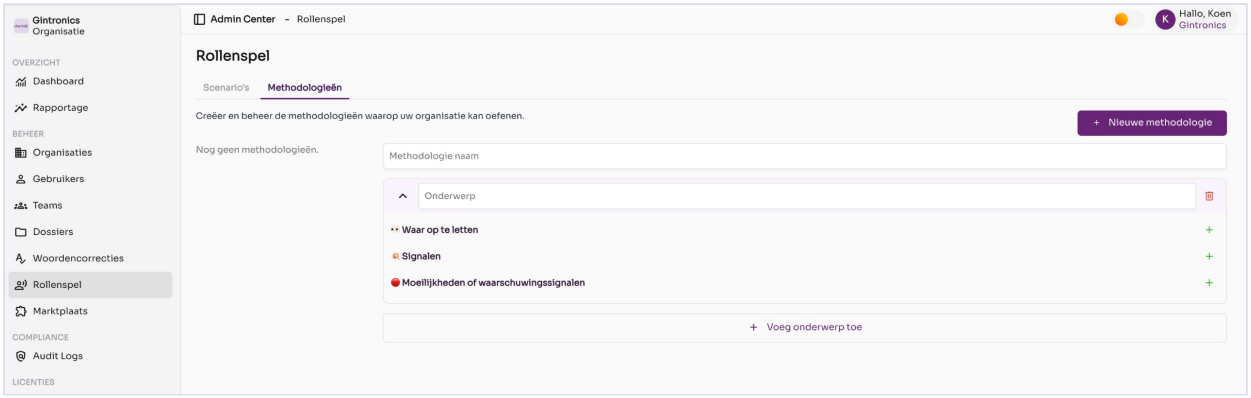
## Creating a methodology

1. Open the Methodologies tab
   Click **Methodologies** at the top and then **New methodology**.




*The Methodologies tab.*

2. Give the methodology a name
   For example, the name of your sales method or conversation model.
3. Add topics
   Each topic is a step or theme in the conversation. For each topic, you fill in three lists using the plus sign: **What to watch for**, **Signals** (what's going well), and **Difficulties or warning signals**. Use *Add topic* to add the next step; use the trash icon to remove one.




*The form for a new methodology with one topic.*

4. Save
   The simulator uses the methodology to evaluate the exercise and provide feedback per topic.

## Good to know

- Don't see **Role-play** in the menu? Check that the *Role-play simulator* module is enabled on the organization page.
- Start with two or three scenarios that frequently occur in your organization and expand based on feedback from your employees.