



Agenda

- The Evolution**
- The Process**
- Helpful Hints**
- Growing Pains**

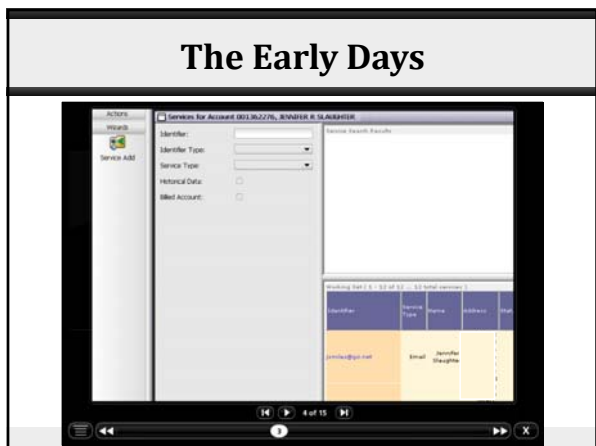
Why eLearning?

- Nationwide employee base
- Access training anywhere, anytime
- Control training content
- Track completed training
- Move away from traditional self-paced paper workbooks
- Quick response to new initiatives and necessary training changes


THE EVOLUTION








The Evolution




The screenshot shows the Adobe Captivate 5 interface. On the right side, there are four overlapping circles with the following labels: Video Clips (blue), PowerPoint (red), Screen Capture (purple), and Voice (green). The interface includes sections for 'Open Recent Items', 'Create New' (with options like Software Simulation, Blank Project, From Microsoft PowerPoint, Image Slideshow, Project Template, From Template, and Appropriate Project), 'Extend' (with Captivate Exchange), and 'Getting Started' (with New Features, Tutorials, and Don't Show Again).

The Evolution



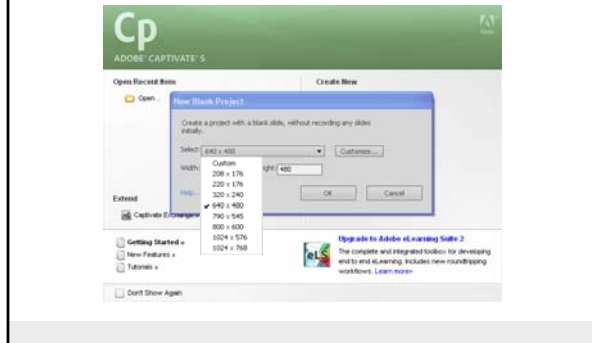
This is an identical copy of the first slide, showing the Adobe Captivate 5 interface with callouts for Video Clips, PowerPoint, Screen Capture, and Voice.

The Evolution



A photograph of a woman with long brown hair wearing a headset with a microphone, looking directly at the camera.

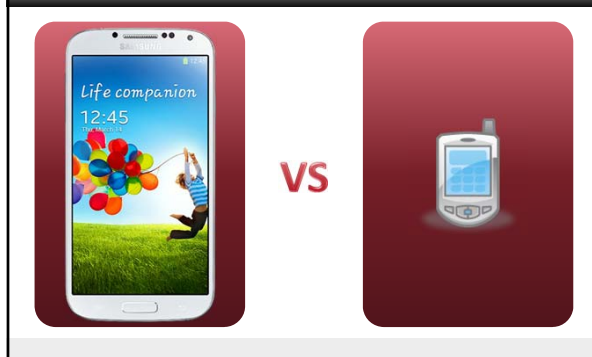
The Evolution



The Evolution



The Evolution



The Evolution



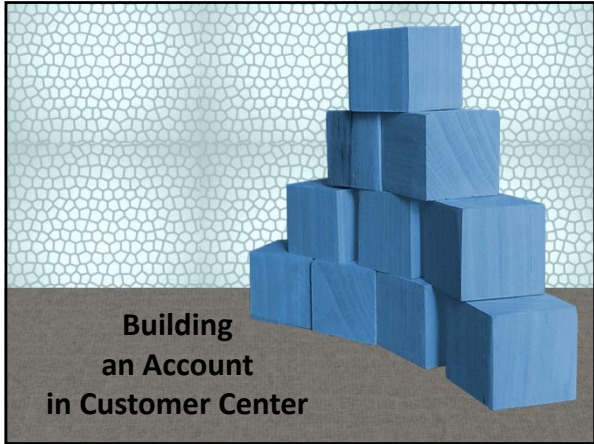
The Evolution

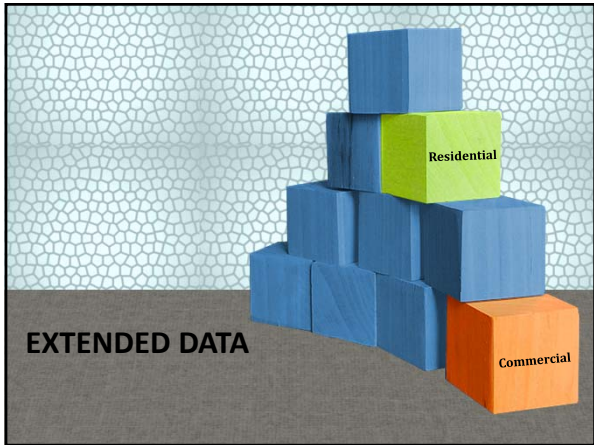


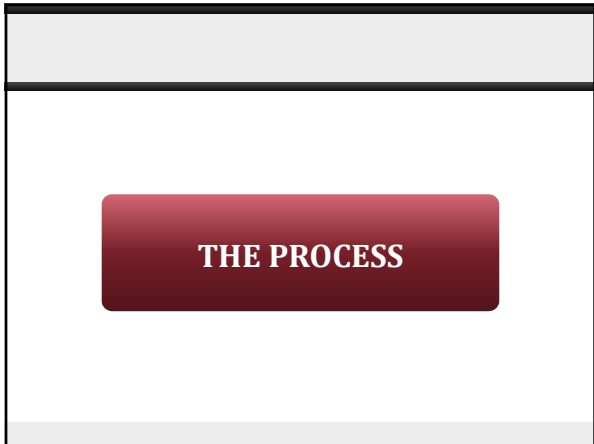
Reference

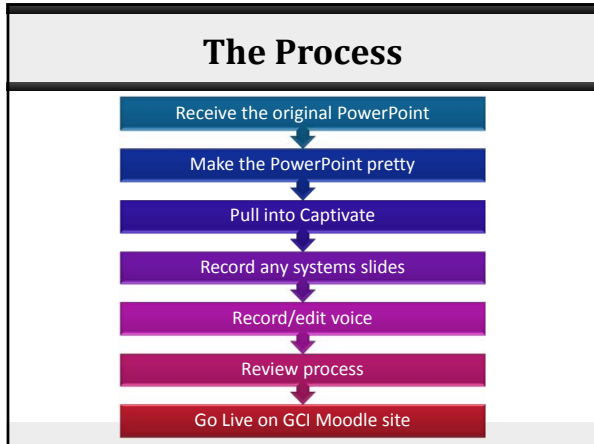


Spalted Maple versus Obeche (<http://www.flickr.com/photos/artdrauglis/4192498549/in/photostream/>) /
A. Drauglis Furnituremaker (<http://www.flickr.com/photos/artdrauglis/>) /
B. CC BY-SA 2.0 (<http://creativecommons.org/licenses/by-sa/2.0/>)

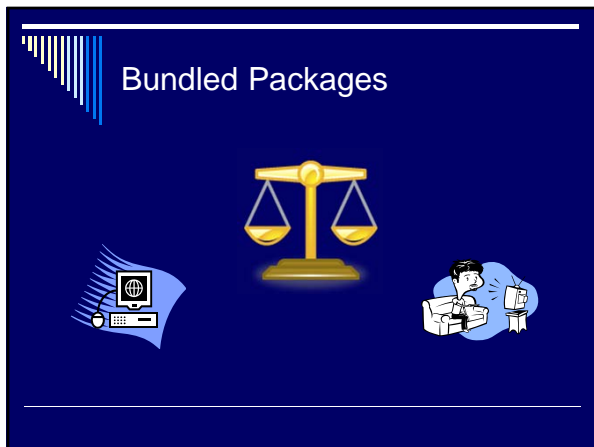


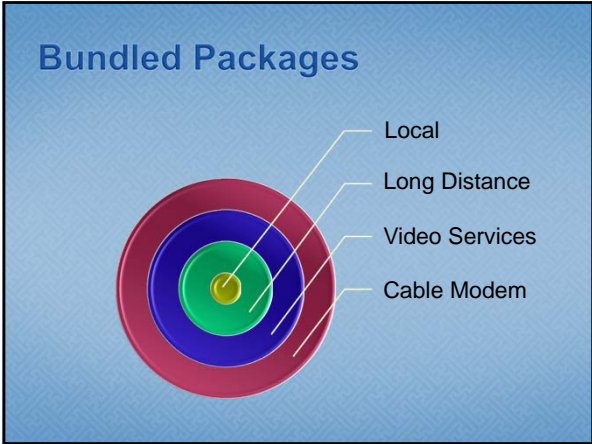


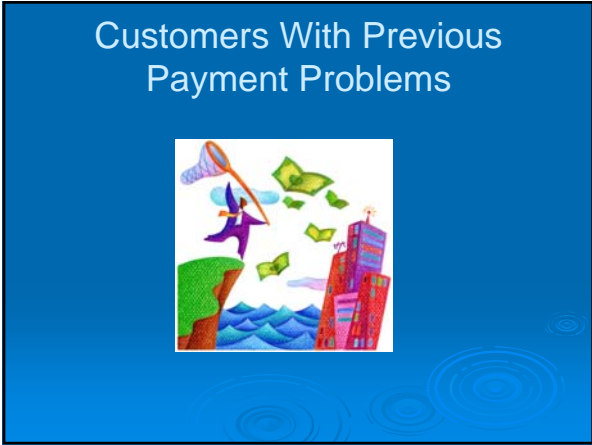


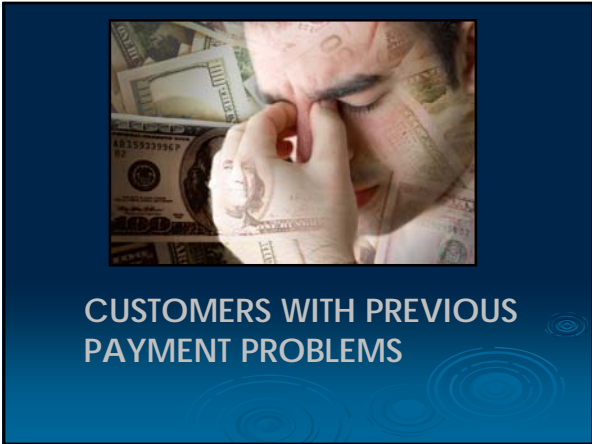












Agenda

- Intranet Location of VM Info
- An Overview
- Types of Voicemail
- Features & Rates
- Benefits
- Initializing & Accessing Procedures



CPNI June
PIN
Requirements



CPNI Overview

Customer Proprietary Network Information

CPNI PIN Facts

- PIN will be used for authentication
 - Password & AKDL will be also be an option
- Biographical data will no longer be utilized for authentication
 - SSN# and DOB will be captured for use by Collections only
- CPNI applies to Telephony services

What is CPNI?

Customer Proprietary Network Information

- Call records: (who, when, where you call)
- Call volumes (minutes and dollars)
- Customer account information
- Billing information
- Service plans to which the customers subscribe

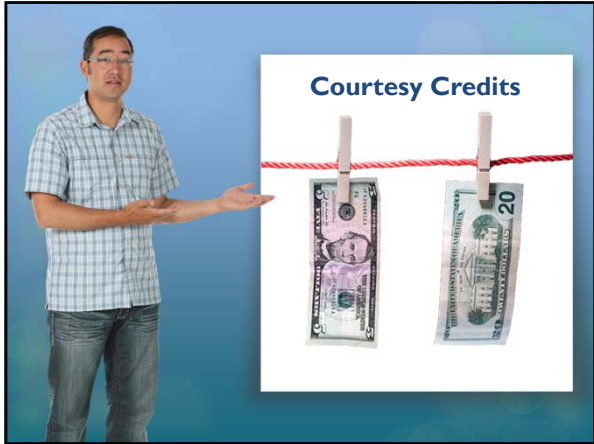
Continuous Redial

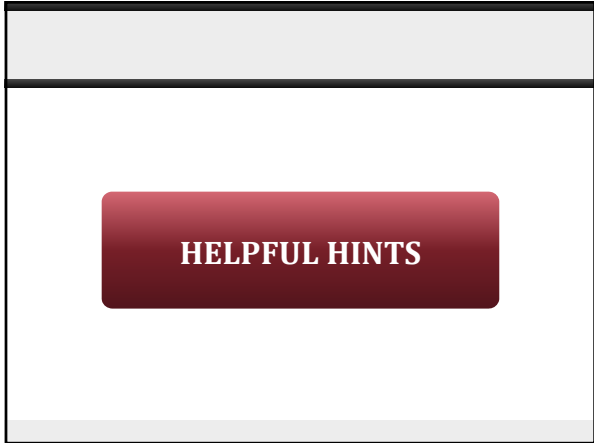
- Automatically checks a busy number for up to 30 minutes
 - ❖ Dial the number
 - ❖ If busy, hang up the phone
 - ❖ Press *66 to activate
- ❖ Will redial # over & over until line is free
- ❖ Call back ring alerts you that line is available



Credit Guidelines

- Invoice Error Policy provides **90 days**
- **Management** reviews correspondence
- Email **Collections Processes** box
- **Courtesy Credit** less than \$25
- Users may issue **unlimited adjustments**
- System **auto approves** per user limits
- **Over limit** is routed for Supervisor approval
 - Residential – \$100
 - Business – \$250







Audio Editing



Scripting



Shorter is Better



SMEs & Reviewers



Take Pictures



Attribution


Resource 

Forklift
(<http://www.flickr.com/photos/86861278@N06/7953523358/>)

By ComplianceAndSafety
(<http://www.flickr.com/photos/86861278@N06/>)


CC BY-SA 2.0
(<http://creativecommons.org/licenses/by-sa/2.0/>)

Use Color

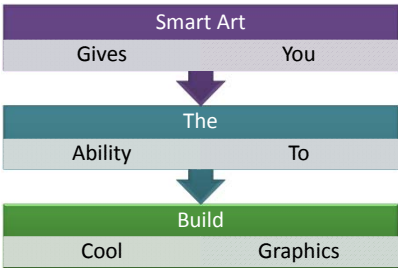


Use Color


Pixie.exe



Use Smart Art



Use Shadows




Consistency




Consistency



White Space



White Space



GROWING PAINS

Growing Pains

- Buy In
- Moodle
- Accessibility
- A Vision

QUESTIONS?

THANK YOU
