

# Storyboard Templates to eLearning

Software Order Process		Filename: m01100p010	
Introduction		Resources	Help Glossary Topics Exit
<p><b>Introduction to Your Coach</b></p> <p>Hello! Welcome to the ANSYS Software Order Process training course. My name is Samantha, and I am a Customer Relations Coordinator (CRC) at ANSYS, Inc.</p> <p>As Customer Relations Coordinators, we have the important responsibility of verifying information to ensure that a sales order is accurate and without error. Once all of the information has been verified, we also book orders and create and deliver License Keys.</p> <p>In this course, you will have the opportunity to practice accessing, validating, and booking ANSYS sales orders. There are several types of sales orders, but today we will focus on a software order.</p> <p>Throughout this course, I will be your coach as we walk through a software order together. I will provide you with direction and offer helpful tips on how to best verify information.</p>		<p>Media Description: Image of the coach: Young businesswoman holding a notebook or folder/portfolio. She should be smiling at the audience.</p>	
Click <b>Next</b> to continue.			
		Back	Page Counter Next
<b>Audio Scripts</b>			
File name	Character	Audio Script	
m01100p010a01	Narrator	<p>Hello! Welcome to the ANSYS Software Order Process training course. My name is Samantha, and I am a Customer Relations Coordinator (CRC) at ANSYS, Inc.</p> <p>As Customer Relations Coordinators, we have the important responsibility of verifying information to ensure that a sales order is accurate and without error. Once all of the information has been verified, we also book orders and create and deliver License Keys.</p> <p>In this course, you will have the opportunity to practice accessing, validating, and booking ANSYS sales orders. There are several types of sales orders, but today we will focus on a software order.</p> <p>Throughout this course, I will be your coach as we walk through a software order together. I will provide you with direction and offer helpful tips on how to best verify information.</p>	



ANSYS: CRC Sales Order Process - Google Chrome

Software Order Process  
**Introduction**

**Introduction to Your Coach**

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As Customer Relations Coordinators, we have the important responsibility of verifying information to ensure that a sales order is accurate and without error. Once all of the information has been verified, we also book orders and create and deliver License Keys.

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Click **Next** to continue.

Page 2 of 78
Help Glossary Topics
Volume | Pause | Back | Replay | Next

Don't mean to brag, but...

## We have great people.

Best Place to Work:  
Cincinnati 2010-2012, Pittsburgh 2006-2012

## We have strong management.

SPA Kentucky Small Business of the Year: 2007  
U.S. Chamber of Commerce Blue Ribbon Small Business  
Award: 2007, 2008

## We have good processes.

PMI Excellence in Project Management 2007

## We're creative.

Davey Award: 2009, 2010

## We continue to grow.

Inc. 5000: 2007, 2008, 2009, 2010, 2011, 2012



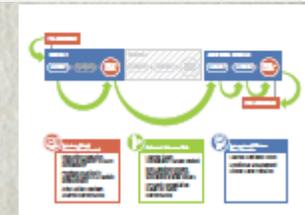
# US Air Force: XL-CITR

## Need

- Develop an accelerated learning system to train front line supervisors to identify and reduce insider threats to accessing sensitive information.

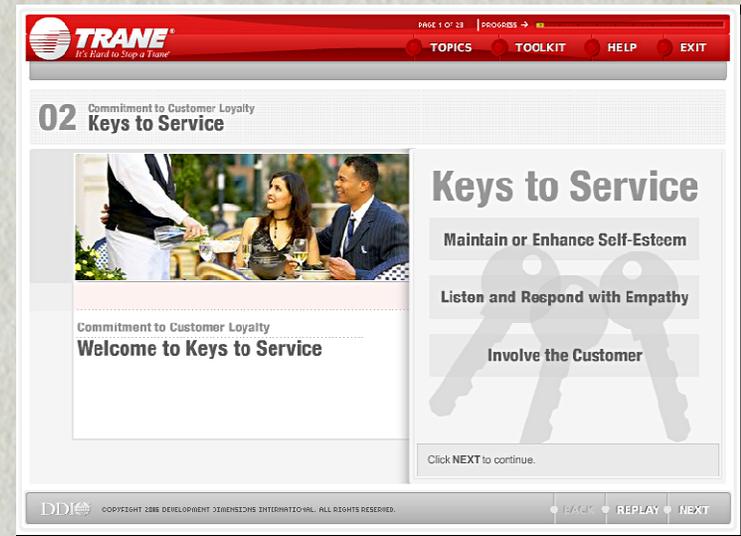
## Solution

- Created a competency model and built a game-based system with animated characters to teach skills relevant to specific competencies and behaviors.



## TRANE: Soft Skills (Customer Service)

- Need
  - Customize an eLearning version of an existing ILT course
- Solution
  - Partnered with Trane to convert and optimize existing content to an online presentation
  - Developed 6 online modules, including a scored Level 2 Mastery Check
  - Developed an LMS solution to support Trane's courseware management, tracking, and reporting needs



## PNC: Business Banking

### Need

- Update the customer online experience related to cash flow options.

### Solution

- As part of a large blended training solution that included webinars, job aids, FAQs, and quick reference guides, a video commercial was developed to connect customers to the benefits and value of the new cash flow options.



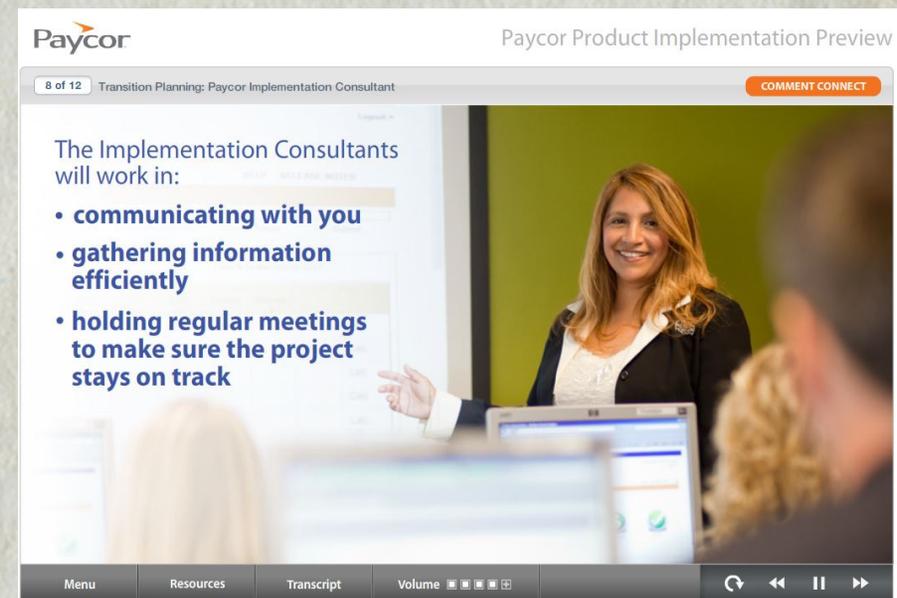
# Paycor: Product Implementation Preview

## Need

- Adoption of a single software product from three core legacy products in an accelerated schedule.

## Solution

- As part of a large change management effort, this introduction communication effort leveraged photos to bring awareness and prepare for structured training events.



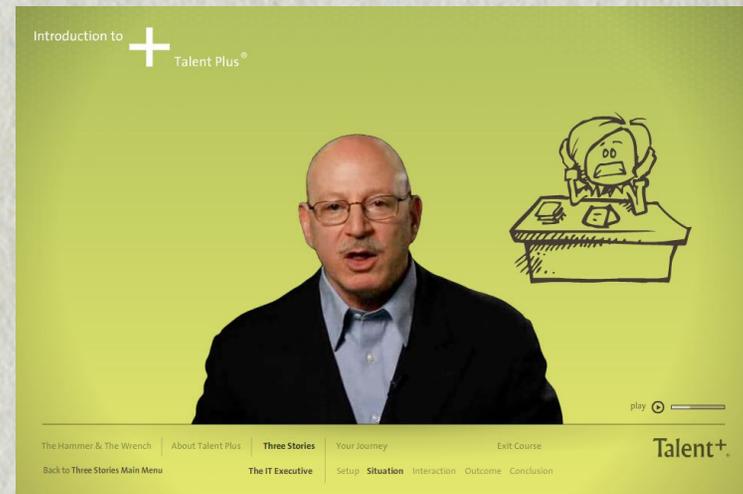
# Talent Plus: Introduction to Talent+

## Need

- Potential customers were not able to understand the value that Talent+ could provide.

## Solution

- Using stories, animation, and a green screen video, explain the breadth of capabilities that Talent+ has to offer in a very engaging and captivating manner.



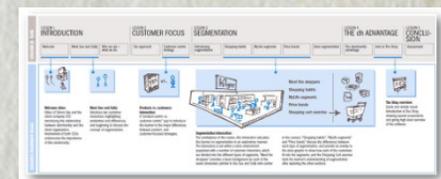
# dunnhumby: Customer Fundamentals

## Need

- Convert some of the initial existing instructor-led training content into web-based to allow more time for hands-on application.

## Solution

- Mirror the interactive and reflective style of the instructor-led training using characters and exploratory pages.



# Adventist Healthcare: Behavioral Based Interviewing

## Need

- With a top consideration to severe technology restrictions, teach new practices related to behavior-based interviewing methods.

## Solution

- Leverage the “tell me, show me, let me try” approach with “nuggets” as job aids in an animated web-based learning module.



# Rockwell Collins: Diverse Communication Styles

## Need

- Update the traditional instructor-led training curriculum for diversity and inclusion into an more flexible and updated delivery.

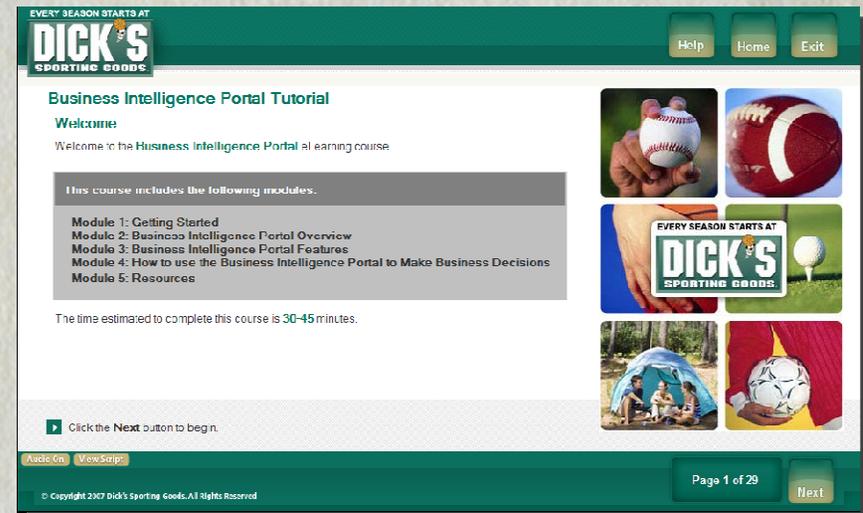
## Solution

- As part of a blended curriculum with several web-based training courses and instructor-led training, take users through examples of communication styles in a series of animated photo vignettes.



## Systems – Dick's Sporting Goods

- Need
  - A new internal intranet site was developed to meet the reporting needs of DSG Executives, but they needed to be trained on accessing and using the system
- Solution
  - Engages the target audience by introducing report access associated with specific business needs



## Process – PhoneGuru101

- Need
  - VoIP installations require new handset training to a variety of organizations
- Solution
  - TiER1 designed a scenario-based approach to telephone training
  - Provides a simulated telephone environment to allow for practice



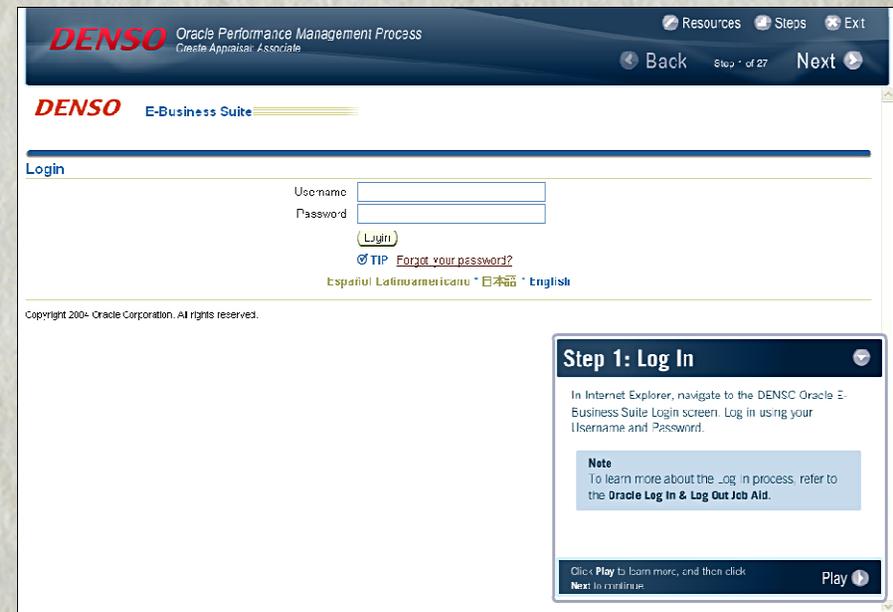
## Product – Eaton Electrical

- Need
  - Internal and external clients require product training on all Eaton Electrical offerings
- Solution
  - Complete turnkey solutions, as well as development only projects to support Eaton's needs

The screenshot shows a web-based training interface for Eaton's Series G Circuit Breakers. The title bar reads "Series G Circuit Breaker" and features the Eaton logo. A navigation menu includes "Tools", "Glossary", "Help", and "Exit". A sidebar on the left contains five yellow buttons with progress indicators: "Introduction" (3 squares), "Product Offering" (3 squares), "Product Selection" (2 squares), "Summary" (3 squares), and "Post Assessment" (1 square). The main content area displays the heading "201 Intermediate Series: Series G Molded Case Circuit Breaker" above a photograph of several circuit breaker units. Below the image, instructional text reads: "Roll over the lesson title to view its topics. Click on a topic to start the lesson from that point." At the bottom right, a control bar includes "Menu", "Replay", "Back", and "Next" buttons.

## DENSO NA - Performance Support Tools

- Need
  - Performance support tools needed to facilitate the rollout of Oracle to internal and affiliate users
- Solution
  - Designed and developed a combination of Job Aids and online System Simulations to provide just-in-time performance support



facebook

## Engaging the Connected Learner

Millennials are coming. Are you ready for them?

M

Millennial Learner

- Born between 1980-1995
- Employee at Macy's
- Bachelor's Degree
- Tech Savvy

Collaborative

Goal-Oriented

Adaptive

Short Attention

M **Millennial** 2012

I wish work training were more exciting...

Mobile

Real World

Online Learning Community

BY

Like · Comment · Share 6 1

★ Instead of taking a CBT, we used iPods for a course and reflection activity.

Write a comment...

M **Millennial** 2012

Millennials average 7 jobs before the age of 25.

Like · Comment · Share

M **Millennial** 2012
 

+  
Health Care Benefits

↔  
Work-Life Balance

↑  
Promotional Opportunities

\$  
Salary

M **Millennial** 2012
 
**TECHNOLOGY PERCEPTIONS**
★ Have you tried the new Macy's app? I also heard Macy's is getting a new internal social network.
 
M **Millennial** 2012
 

**WORKFORCE POPULATION**

35% Millennial (1980-1995)

Gen X (1946-1979) Baby Boomers (1940-1963) Total (all)