Storyboard Templates to eLearning

Introduction to Your Coach

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.

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.

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.

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.

Audio Scripts

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| m0300p012601 | Narrator  | 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.

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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

We have good processes.
PMI Excellence in Project Management 2007

We’re creative.
Davey Award: 2009, 2010

We continue to grow.
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 a 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
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