


Comstar: Call Handling Procedure

Introduction

In this interaction, you will learn Comstar's 6-step call handling procedure. Follow this process when handling calls from Comstar customers.

Click the Next button, or click on the vertical tabs, to view the steps in the process.




Step 1: Greet the Customer
Step 2: Identify Customer Issue
Step 3: Restate the Issue
Step 4: Take Responsibility for the Issue
Step 5: Resolve the Issue
Step 6: Close the Call

< PREV NEXT >

Accordion

Reveal related items or steps in a process one at a time. Learners click each panel to uncover text and multimedia.

Management Principles



< PREV NEXT >

Bulletin Board

Let learners explore virtually any type of content in a free-form way by clicking notes on a bulletin board.


Checklist: Emergency Supplies Kit

- Water
- Food
- First-Aid Kit
- Two-Way Radio
- Flashlight
- Dust Mask

Water

Water is an essential element to survival and a necessary item in an emergency supplies kit. Following a disaster, clean drinking water may not be available. Your regular water source could be cut off or compromised through contamination.

You should store at least one



< PREV NEXT >

Checklist

Use checklists to list materials, products, ingredients, action items, and more.

Customer Service Model

In this interaction, you'll learn the secret to Comstar's award-winning customer service: the Comstar Customer Service Model.

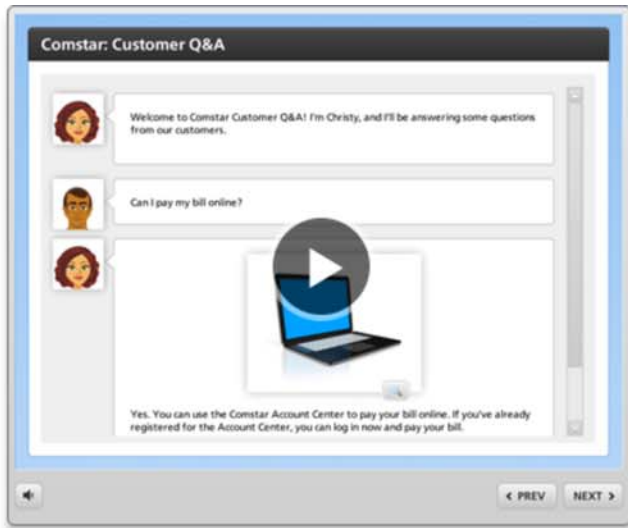
Click on the five segments to explore the model.



< PREV NEXT >

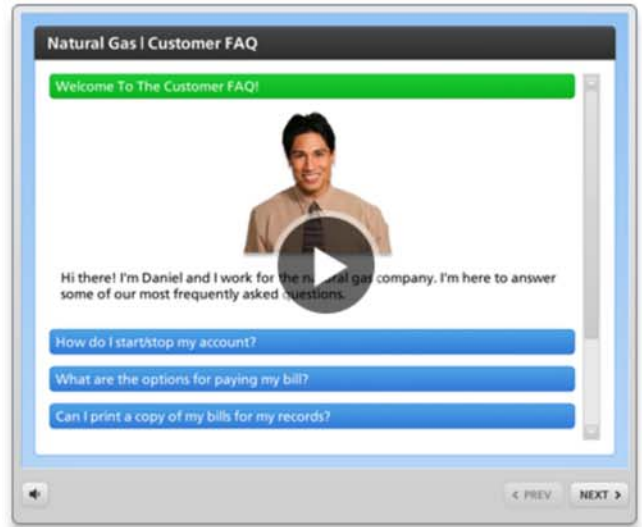
Circle Diagram

Make it easy for learners to examine the relationship of items in a circular hierarchy.



Conversation

Simulate a conversation or online chat to guide learners through realistic scenarios.



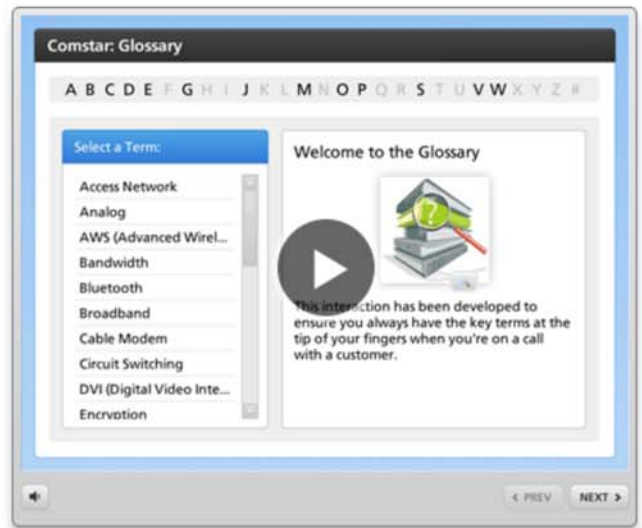
FAQ

Put answers to frequently asked questions right at a learner's fingertips using an interactive FAQ.



Folder

Let learners dig deeper into related content by clicking tabs on a folder.



Glossary

Make it easy and fun for learners to find definitions to important words, terms, and phrases.



Guided Image

Give learners a visual tour of important parts of an image or diagram.

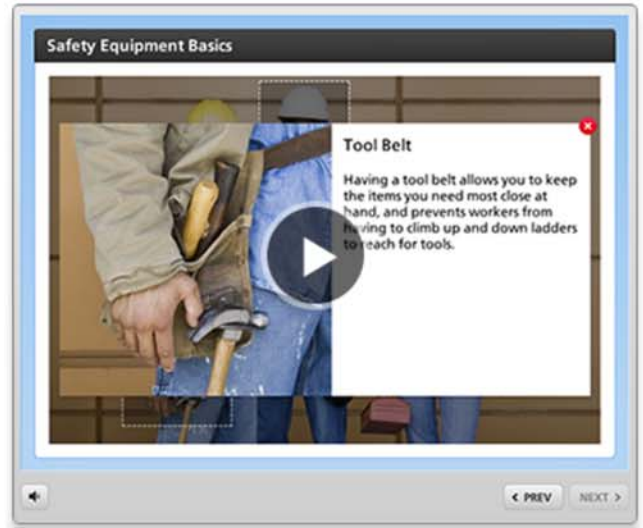


Image Zoom

Let learners zoom into images and diagrams to uncover critical content in a visually compelling way.



Labeled Graphic

Highlight key details on a photo, image, screenshot, or other graphic.



Labeled Panel

Reveal important information when learners click on different parts of a graphic.



Media Panel

Let learners explore a series of related photos, videos, Flash files, screenshots, and more.



Media Tour

Create a multimedia experience to guide learners through a series of related content.



Process

Make it easy for learners to walk through a process, workflow, procedure, or related items.



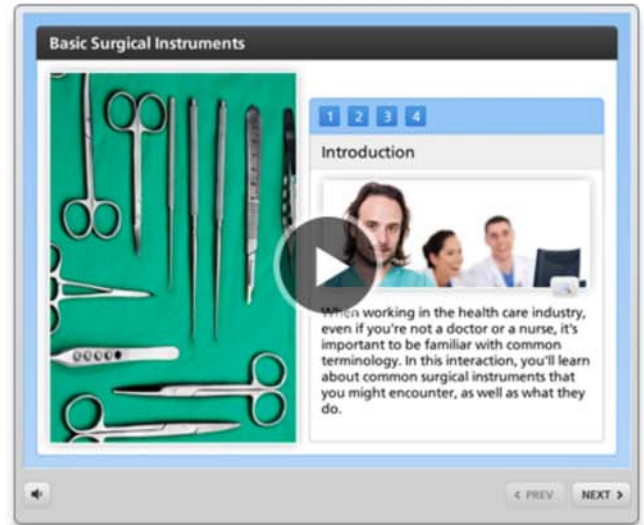
Pyramid

Let learners discover information about hierarchical relationships, concepts, processes, and more.



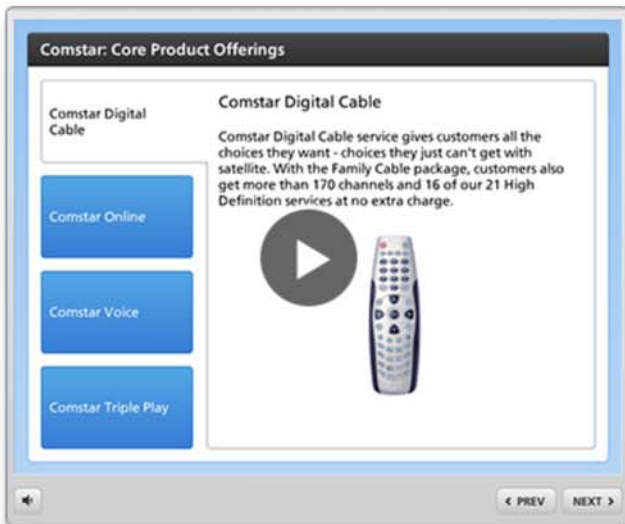
Quick Choice

Ask learners questions that guide their exploration of information and test their knowledge in an ungraded way.



Tabbed Image

Let learners explore a series of items related to an image or diagram.



Tabs

Make it easy for learners to walk through concepts, identify members of a group, compare objects, and more.



Timeline

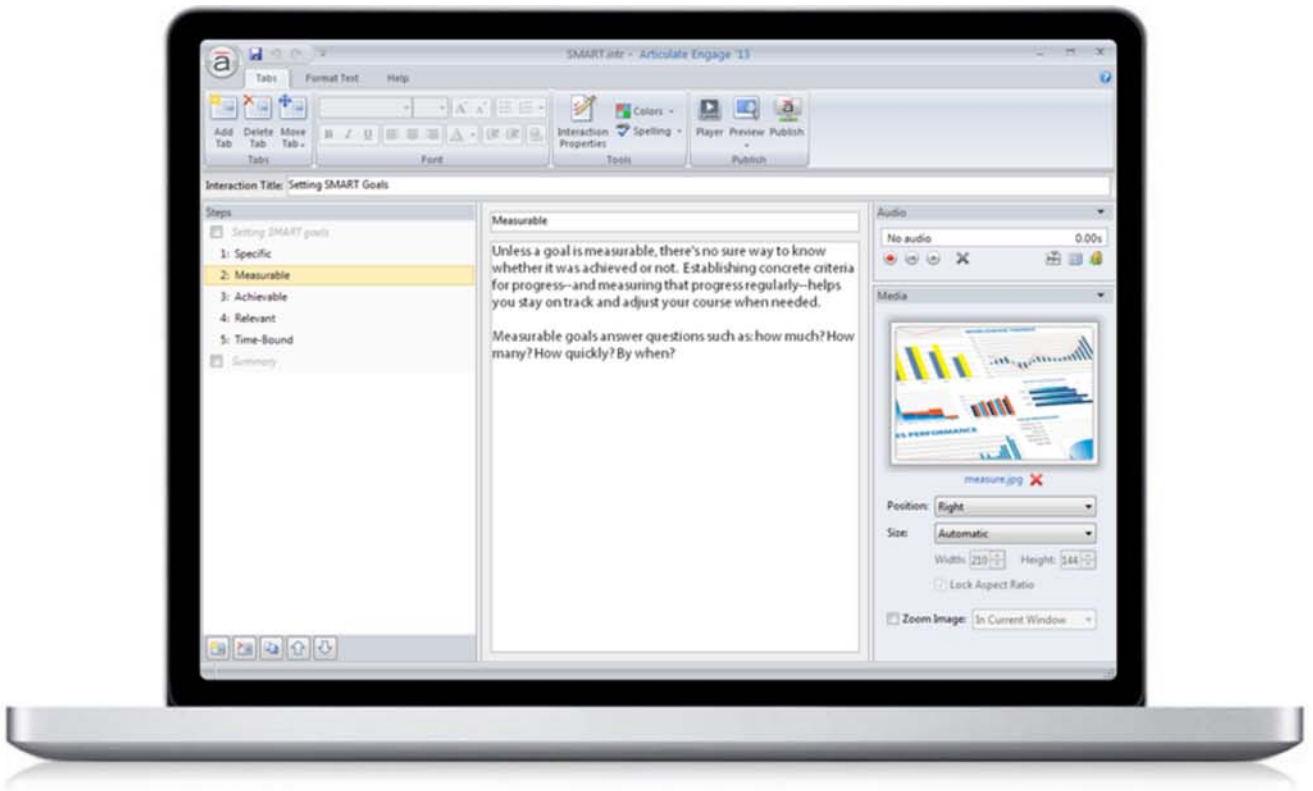
Present chronological or sequenced information in a visually rich timeline interaction.

Simplicity redefined.

We've streamlined the user interface, added more interactions, and redesigned the output. Create beautiful interactions by simply filling out a form.



"My first impression was, 'This is going to sell like bread!!' An Italian way to say that something is going to be a very requested item." — Stefano Posti, Manager, Projit



Streamlined, Form-Based Authoring

Build your media-rich interactions even faster. With the new user interface in Articulate Engage, you add text, multimedia, and images to an interaction in one highly simplified window. Just fill out the intuitive forms and you'll have an engaging 720 x 540 interaction in minutes.



**Watch Streamlined
Authoring Video**





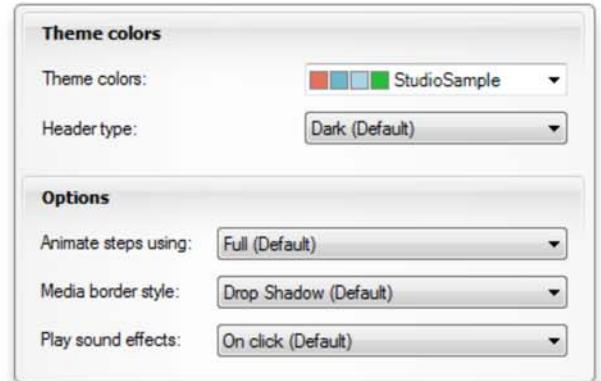
Watch 20 Interaction Types Video

20 Interaction Types

With the 10 new interactions in Engage, you can build 20 different types of interactions for your e-learning content. Let learners tab through folders or content on an image, view content on bulletin boards, zoom into images, see a simulated Internet chat conversation, and more.

Customizable Look

Make each interaction your own. You can easily customize the look and feel of your interactions by changing colors and animation effects. Matching interactions to the rest of your course—and brand guidelines—takes just a few clicks.



Characters

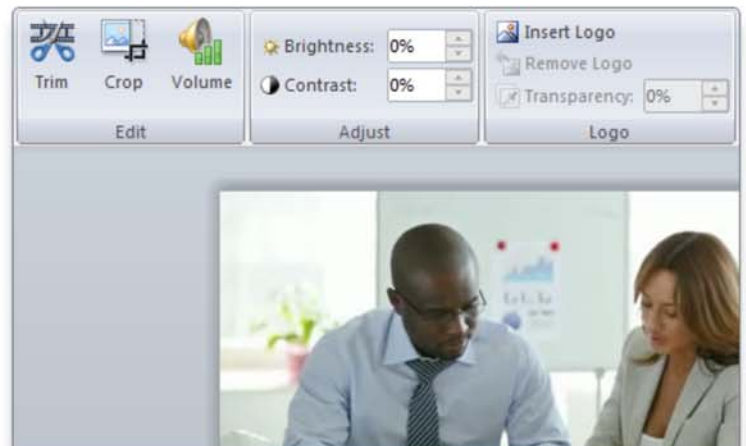
Add photographic and illustrated characters to your course right from the Engage character library. Choose from up to 47,500 combinations of characters, expressions, and poses.



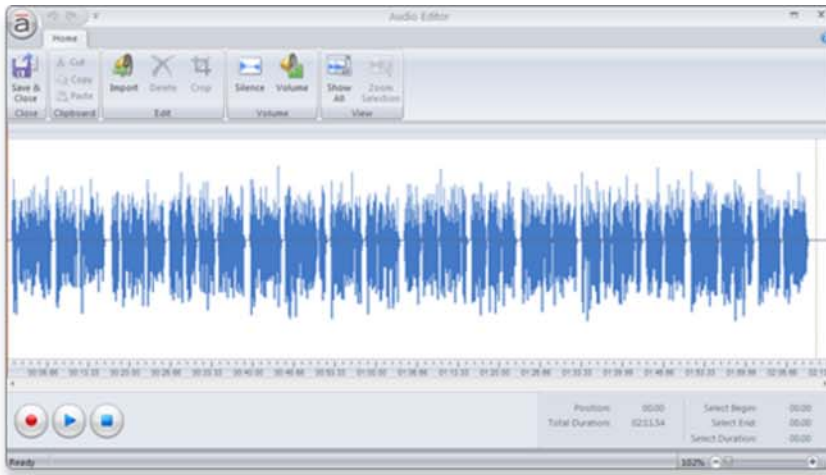
Watch Characters Video

Video

Import videos in virtually any format, including those you make in Articulate Replay. You can also record video from your webcam, or easily embed it from websites such as YouTube. And with the video editor in Engage, you can easily crop and trim your video, adjust the volume, or add a watermark or logo.



Audio



Add narration and sound to your interaction by importing audio, or simply record it right in Engage. And with the built-in editor, you can easily edit audio files by clicking and dragging on a visual of the track.

Stunning Output

We've redesigned every interaction in Engage with a clean, modern look—so they're more beautiful than ever.

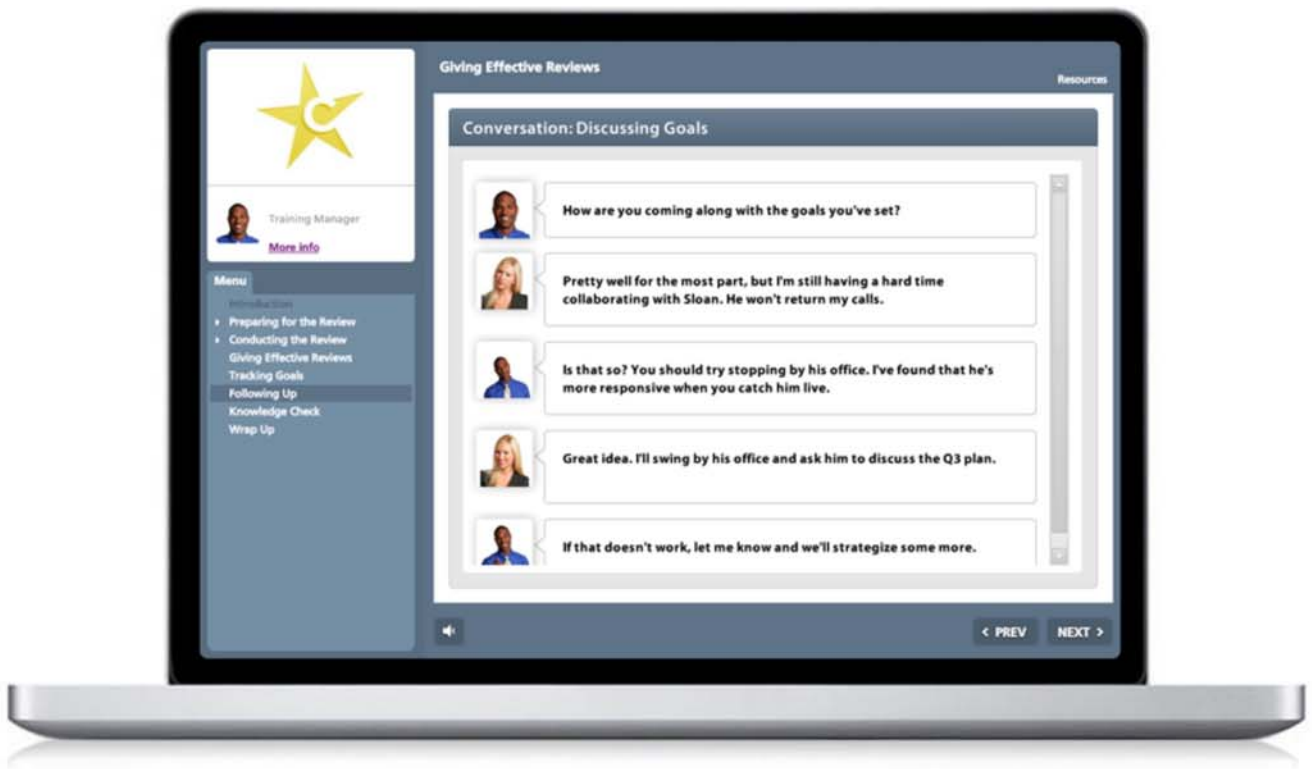
A screenshot of a presentation slide titled 'Customer Service Model'. The slide has a dark header with the title in white. The main content area is white and contains a text box on the left and a circular diagram on the right. The text box says: 'In this interaction, you'll learn the secret to Comstar's award-winning customer service: the **Comstar Customer Service Model**. Click on the five segments to explore the model.' Below the text is an image of a woman in a black blazer gesturing with her hands. The circular diagram is a 3D-style ring divided into five segments: 'Honesty' (top), 'Trust' (left), 'Customer Centric' (bottom-left), 'Accessibility' (bottom-right), and 'Our Vision' (center). The ring is blue and cyan.

Your player, your way.

Let learners resume where they left off, advance in a specific order, or explore any way they want—using a single set of intuitive player controls.



"Congrats on this beautiful piece of work. I'm looking forward to some play time." — **Natalia Mueller-Spurgin**, Associate Director of Training, International, RGA

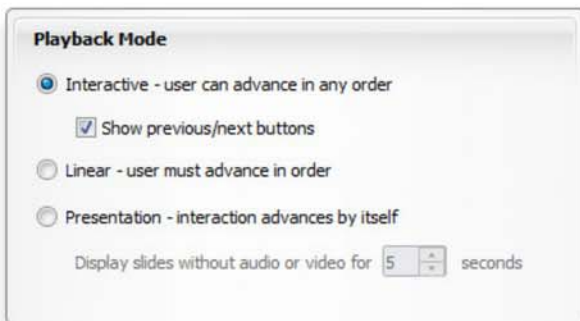


Unified Player

All Articulate Studio '13 products share a unified player. So if you add an Engage interaction to your Articulate Presenter '13 course, learners can easily navigate using a single set of controls.



Watch Unified Player Video

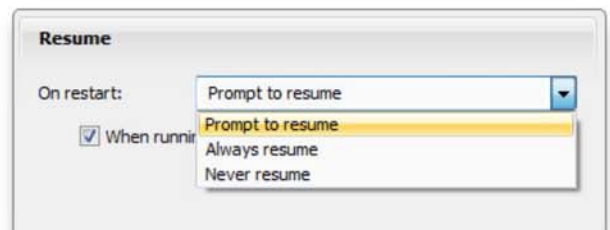


Three Playback Modes

You choose how much control to give learners when viewing your Engage content. Set playback to "interactive" to let learners advance in any order, or "linear" to have them advance in a set order. Or, choose "presentation" to automatically advance the interaction.

Resume Playback

Let learners come back to a standalone interaction exactly where they left off. With the resume feature, learners don't have to start again at the beginning unless they want to.



Reach more learners.

Create your interaction once, then easily publish it for learners everywhere with just a few clicks.



“Very, very nice HTML5 accordion panels, oh how I’ve been waiting for you.” — Brian Allen, Learning Systems Analyst, LexisNexis



Publish to Flash, HTML5, and Mobile

Let learners view interactions wherever they are. Just build your interaction, then publish it to multiple formats all at once so learners can view on their desktops, laptops, iPads, and more. Engage publishes to HTML5, Flash, and the Articulate Mobile Player, a native app that optimizes content for iPads.



Watch Publish to Flash, HTML5, and Mobile Video

The screenshot shows an Articulate Engage interaction titled "Comstar: Call Handling Procedure" within a course "Giving Effective Reviews". The interaction includes an introduction, a diagram of a 6-step process, and a vertical tab navigation system. A "Publish Location" dialog box is open, showing the file path "C:\Comstar\Effective Reviews.pptx".

Comstar: Call Handling Procedure

Introduction

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Vertical Tabs:

- Step 1: Greet the Customer
- Step 2: Identify Customer Issue
- Step 3: Restate the Issue
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- Step 5: Resolve the Issue
- Step 6: Close the Call

Publish Location Dialog:

Select a presentation to publish into:

C:\Comstar\Effective Reviews.pptx

Publish to Presenter as Slides

It's easy to add Engage interactions as slides in your Articulate Presenter '13 course. You can even make sure learners complete the entire interaction before they can progress to the next slide in the course.

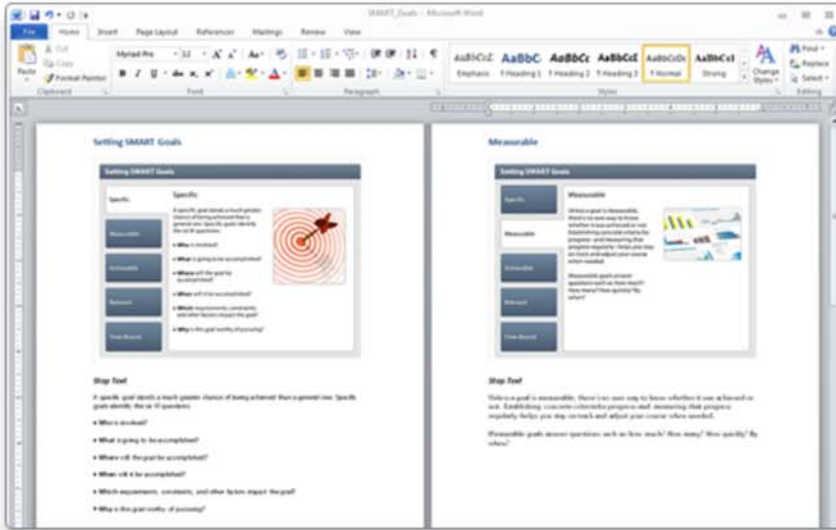
The screenshot shows an Articulate Presenter '13 course with the "Comstar: Call Handling Procedure" Engage interaction published as a slide. The "Player Tabs" dialog box is open, showing the tab "Setting SMART Goals (Engage Interaction)".

Player Tabs Dialog:

- Setting SMART Goals (Engage Interaction)
- Create New
- Add Existing...
- Remove...
- Edit Label...
- Edit interaction in Articulate Engage...

Publish to Presenter as Player Tabs

Add the reference materials you build in Engage—such as interactive FAQs and glossaries—to the player on your Articulate Presenter 13 course. Just publish the interactions as player tabs so learners can access them any time.



Publish to Word

Make it easy for subject matter experts and others to review your interactions by publishing them to Microsoft Word with a single click.

Section 508

Make your interactions widely accessible with Engage's industry-leading Section 508 support. Now learners with screen readers can easily access course interactions.



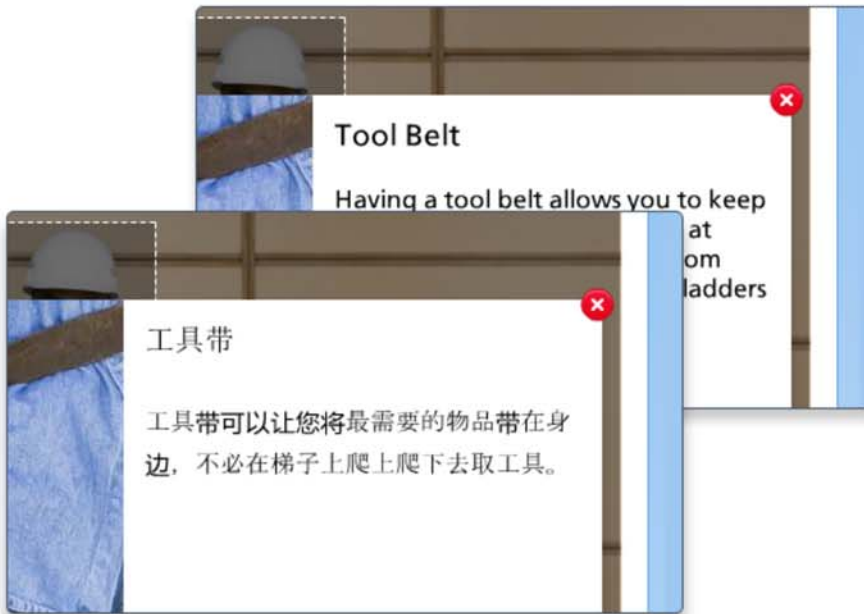
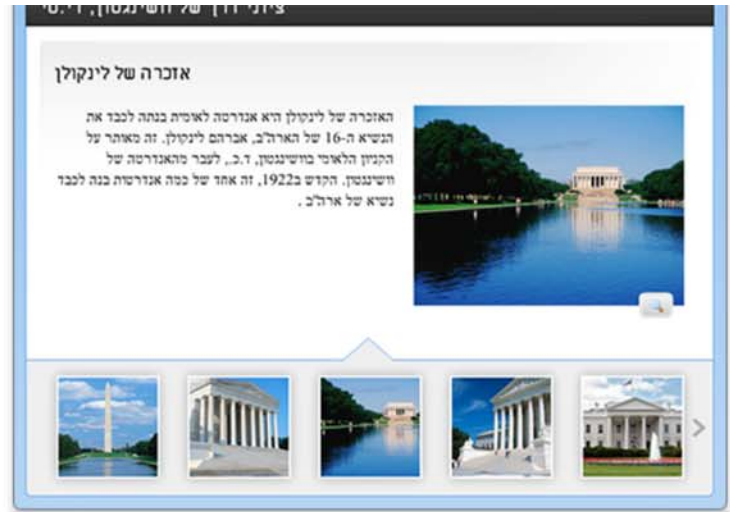
User	Score
Alex Castro	<div style="width: 100%; height: 15px; background-color: #0070C0;"></div>
Benjamin King	<div style="width: 75%; height: 15px; background-color: #FF8C00;"></div>
Beth Nakamura	<div style="width: 75%; height: 15px; background-color: #FF8C00;"></div>
Brian Hall	<div style="width: 100%; height: 15px; background-color: #0070C0;"></div>

Tracking and Reporting

Engage publishes Tin Can API-, SCORM-, and AICC-compliant content, so it works seamlessly with learning management systems that support those standards. You can also publish your course to Articulate Online to track and report on interaction activity cost-effectively.

Right-to-Left Languages

Make it easy for learners around the globe to access your interactions. Localize your content with Engage's right-to-left language support. Engage also supports double-byte character sets (DBCS), so you can even translate your interactions into Chinese, Japanese, and Korean.



Translation Support

Easily translate your interactions into any language to localize your content for learners anywhere. Engage lets you export all text in your interaction steps and the Engage player to Microsoft Word or XML format. After you've translated the text, simply import it back in. Engage preserves all of your formatting.



Extend Articulate Studio.

Share what you know. Learn from others. Add more content. It's all just a click away.



"Looking for today's inspiration? Articulate's E-Learning Heroes is the best place to go. Always find what I need!" —
Mayra Aixa Villar, Instructional Designer

Get even more from Articulate Studio products by joining the industry's largest, most active community: [E-Learning Heroes](http://community.articulate.com) (<http://community.articulate.com>). Curated by widely recognized leaders in e-learning, E-Learning Heroes gives you access to ready-to-use, beautifully designed templates—for free. Watch tutorials and get practical tips, free downloads, expert advice, and more. Join user discussion groups to learn about best practices, shortcuts, and tips for building the ultimate e-learning course.



Template Sharing

Save your Studio project as a template, then share it with the Articulate community. Or, email the template to team members, helping standardize course design across your organization.

Character Packs

Build your Studio character library with additional photographic character packs featuring a range of ethnicities, ages, and clothing. You can use each additional pack you buy with both your Studio and Storyline products. Each photographic character pack includes standing poses, headshots, and torso crops, so you can quickly find the right look.

