

# Phone Guide LIVE!

PhoneGuide LIVE! is a simple, effective web-based solution for training employees on how to use their new phones and voicemail boxes, as well as getting their voicemail boxes ready for use. This desktop tool's video-based instruction more fully engages users than traditional classroom training, dramatically improving their retention.

## PhoneGuide LIVE! delivers multimedia training on demand.

PhoneGuide LIVE! lets users be trained when their schedules permit. No more setting up training classes. No more juggling training schedules during cutover. The user is able to view and review the Getting Started Lessons and feature demonstrations as often as needed and at their convenience. Both the telecom manager and the user are able to manage their time efficiently.

## PhoneGuide LIVE! lets users decide how they want to be trained.

Do your users prefer video or do they prefer text? With PhoneGuide LIVE! the user doesn't just get multimedia, they get their choice of media. Users can watch and listen to video clips or choose to read the supporting online text instead – or, they can do both! They select the medium that works best for them at the moment.

## PhoneGuide LIVE! delivers customized feature instruction.

Through the "My Phone" page, users have simple point and click access to the features they use most. Time spent learning features of little value is avoided. Their training time is productive, and the loss of training knowledge is minimized, if not eliminated. For OpenScape Voice and HiPath 4000 users, the graphical picture is the user's unique phone. For HiPath 3000 users, the phone image is based on one of several predefined templates.

## A CUSTOMIZED, WEB-BASED MULTIMEDIA TRAINING SOLUTION



## SIMPLE, EFFECTIVE TRAINING

*without the hassle of hiring  
trainers, arranging facilities, and  
scheduling classes.*

### The video training goes beyond just how to perform a task.

With PhoneGuide LIVE! the user is not only presented a video that shows exactly how to use a feature, but also has the opportunity to review the proper etiquette when using different features.

### PhoneGuide LIVE! provides instructions for voicemail setup and use.

Videos explain how to set up the voicemail system for first time use, including step-by-step instructions for recording greetings. Voicemail feature instructions are a click away for initial training, or as needed in the future.

### Practical reference tools can be viewed and printed.

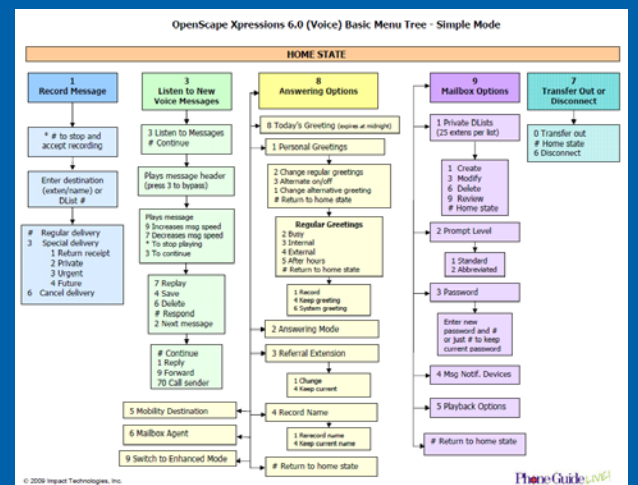
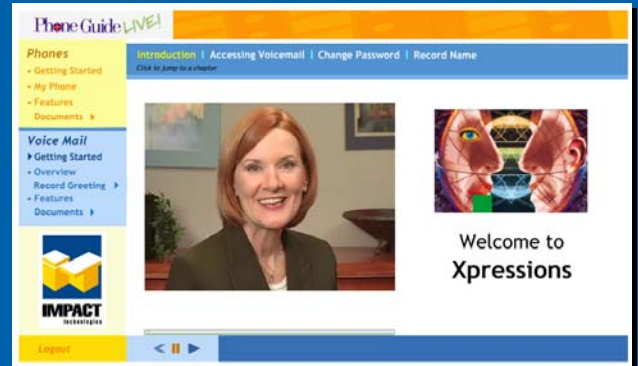
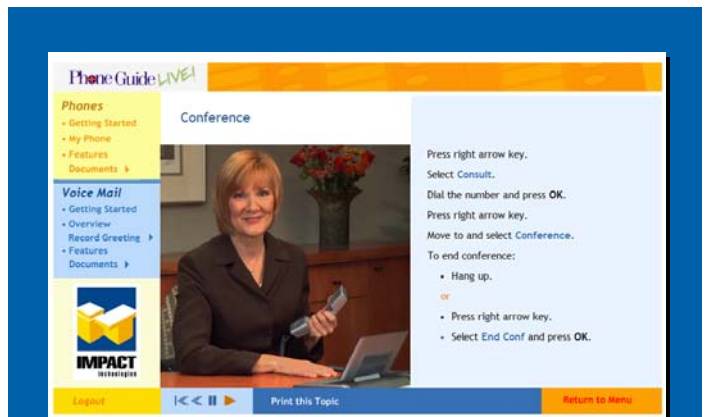
Helpful online documents provide relevant information for users. Examples include Quick Reference Guides, User Guides, Feature Step-by-Step Instructions and Decision Tree documentation.

### Installation is a snap!

Simply install PhoneGuide LIVE! on a web server, distribute the URL address to the users and let the training begin. No desktop client installation required!

### Not only will time be saved, but money will be saved as well.

When used in place of classroom training, PhoneGuide LIVE! not only reduces costs at cutover but also keeps providing training and value throughout the life of the phone and voicemail system. With PhoneGuide LIVE! you have a means of providing quality training for new employees that arrive long after cutover.



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314.743.1400  
www.impacttech.com