

Storyboard for Call Transfer Interface

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AET/541

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Title:Transferring with the Call Transfer Interface (CTI)

Scene (opening page):CTI icon – mouse arrow clicks on it

Slide number: 1

Skill or Concept: Proper use of Call Interface tool

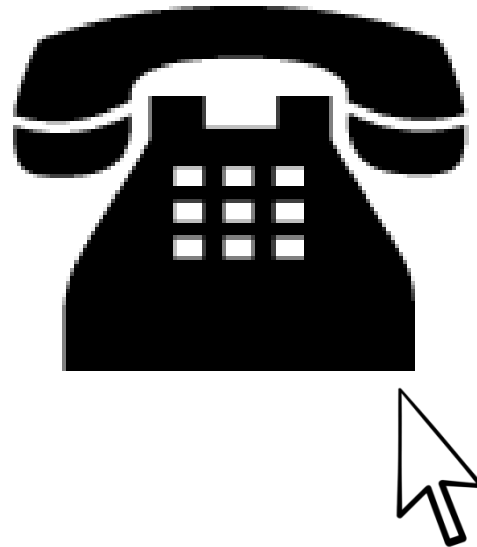
Animation (yes or no): yes

Graphics (yes or no): yes

Audio (yes or no): no

Notes: The title page will have an enlarged image of the CTI icon with the animation of a mouse arrow clicking on it. The first slide will have the arrow fly in on a mouse click and a second mouse click will advance to the next slide.

CALL TRANSFER INTERFACE (CTI)



Text/Audio Narration: Title “Transferring with the Call Transfer Interface (CTI) - no narration.

Title: Transferring with the Call Transfer Interface (CTI)

Scene (opening page): Chart of CTI efficiency and text explanation

Slide number: 1a

Skill or Concept: Proper use of Call Interface tool

Animation (yes or no): no

Graphics (yes or no): yes

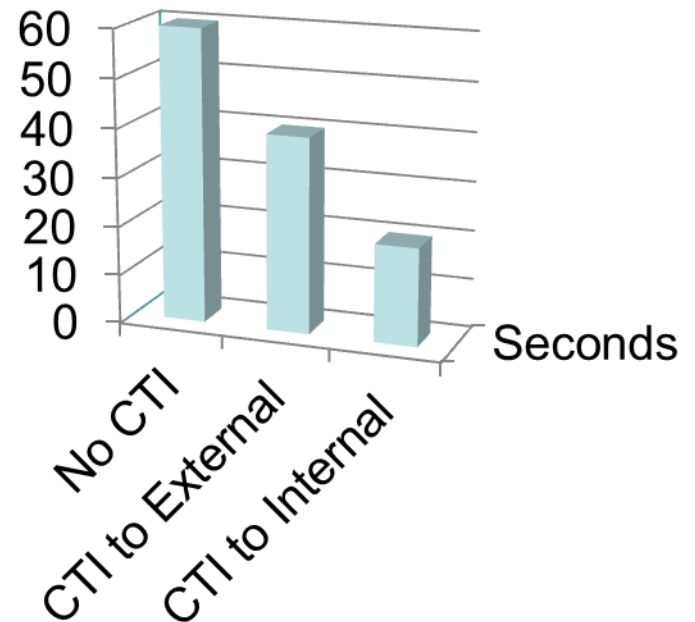
Audio (yes or no): no

Notes: This slide will inform learners of that the CTI tool will allow them to transfer a customer more efficiently thus helping in the handle time. It will provide the learner with “what’s in it for them” motivation.

Why CTI

Looking at the chart on the right you will see the time it takes to transfer a customer under three conditions. It takes approximately a minute to transfer the customer using your phone system, while only forty seconds to transfer using the CTI tool to an external department. If you transfer to an internal department you will only use 20 seconds of your time to complete the transfer because all of the customers information will populate for the other department automatically. So if you were to save a minimum of 20 seconds and a maximum of 40 seconds per transfer and you transfer 30 calls a day you would save 10 to 20 minutes per day off of your handle time.

Transfer Time



Text/Audio Narration: no narration.

Title: Transferring with the Call Transfer Interface

Scene: Introduction of CP animated tutor of the CTI lesson

Slide number: 2

Skill or Concept : Proper use of Call Interface tool

Animation (yes or no): yes

Graphics (yes or no): yes

Audio (yes or no): yes

Notes:

Character of a cellphone has face and hands. CP speaks to the learners about how to select a lesson using the CTI control. Each function of the CTI is listed as a menu option. Clicking the option will hyperlink to a section of the presentation that covers that function.



CTI FUNCTIONS

- Learn the CTI tool
- Conference / Transfer a Call With an Internal Department
- Conference / Transfer a Call With an External Number
- Alternate Between the Customer and Other Line

Text/Audio Narration: “ Hi, my name is CP and I will be assisting you while you learn how to use the CTI or Call Transfer Interface tool.”

“To start , you just click on one of the CTI functions on the right and then we will work together to learn how to complete that function.”

Title: Transferring with the Call Transfer Interface

Scene: View of CTI tool / pre-training interaction/ first segment

Slide number: 3

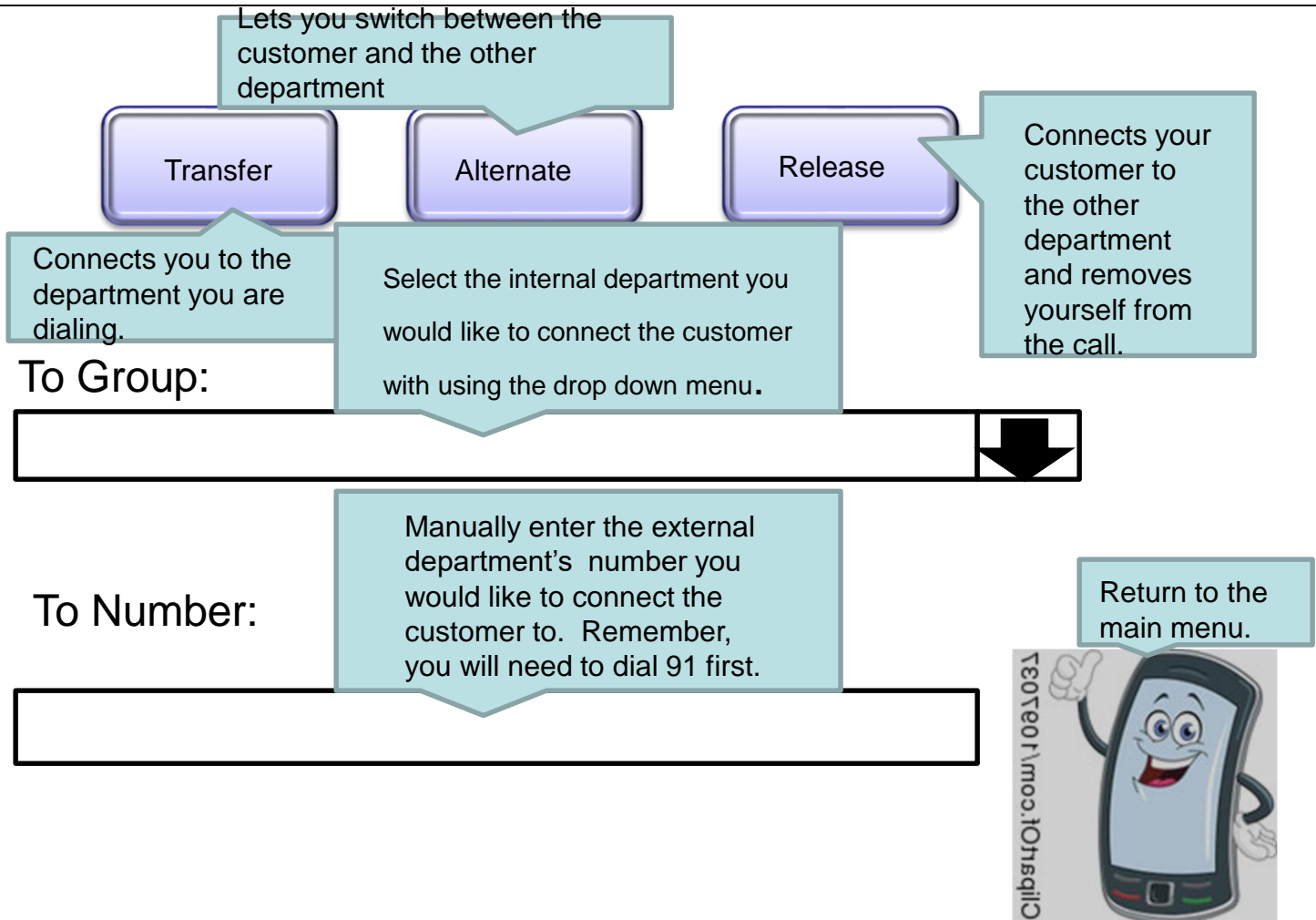
Skill or Concept: Call transfers

Animation (yes or no): no

Graphics (yes or no): yes

Audio (yes or no): yes

A view of the CTI tool will be displayed each button will produce a popup that explains the function of the button. Upon transition into the slide an audio clip of character CP will play instructions on how to use the roll over pretraining screen and how to return to the main menu.



Text/Audio Narration: “Roll over each field and button, a pop-up will explain the function of that button or field.” “Once you are familiar with all of the areas in the CTI tool click on me and we will return to the main menu.”

Title: Transferring with the Call Transfer Interface

Scene: Transfer to internal Group/ second segment

Slide number: 4

Skill or Concept: Call transfers

Animation (yes or no): yes

Graphics (yes or no): yes

Audio (yes or no): yes

On this slide the learner will have a view of the CTI tool. The learner will be able to click on a play button that will demonstrate step by step how to transfer a call to an internal department while explaining the steps through the character "CP". The learner will also be able to click on a button that will provide the same set of instructions in written format without the audio.



To Group:



To Number:



Text/Audio Narration: After the play button is clicked the following instructions will play over the next few slides with one step per slide. "The steps we are about to go through are also listed on a document that can be access by clicking the paper icon at the bottom of the page, or you can click the closed caption icon. To begin viewing my demonstration click the play button." "To transfer a customer to an internal department you will first need to click on the drop down option in the To Group box. From the drop down list you can then select the department you are needing to talk to. Once the department is in the To Group box you can click the Transfer button. This will put your customer on hold while you connect to the other department. When you are

Title: Transferring with the Call Transfer Interface

Scene: Transfer to internal Group/ second segment

Slide number: 4a

Skill or Concept: Call transfers

Animation (yes or no): yes

Graphics (yes or no): yes

Audio (yes or no): yes

On this slide the learner will have a view of the CTI tool. The learner will be able to click on a play button that will demonstrate step by step how to transfer a call to an internal department while explaining the steps through the character "CP". The learner will also be able to click on a button that will provide the same set of instructions in written format without the audio.

Transfer

Alternate

Release

To Group:



To Number:



Text/Audio Narration: After the play button is clicked, "To transfer a customer to an internal department you will first need to click on the drop down option in the To Group box."

Title: Transferring with the Call Transfer Interface

Scene: Transfer to internal Group/ second segment

Slide number: 4b

Skill or Concept: Call transfers

Animation (yes or no): yes

Graphics (yes or no): yes

Audio (yes or no): yes

On this slide the learner will have a view of the CTI tool. The learner will be able to click on a play button that will demonstrate step by step how to transfer a call to an internal department while explaining the steps through the character "CP". The learner will also be able to click on a button that will provide the same set of instructions in written format without the audio.



To Group:

Technical Care
Relocations
Collections



To Number:



Text/Audio Narration:

“From the drop down list you can then select the department you are needing to talk to. “

Title: Transferring with the Call Transfer Interface

Scene: Transfer to internal Group/ second segment

Slide number: 4c

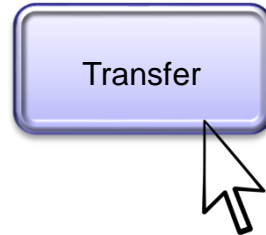
Skill or Concept: Call transfers

Animation (yes or no): yes

Graphics (yes or no): yes

Audio (yes or no): yes

On this slide the learner will have a view of the CTI tool. The learner will be able to click on a play button that will demonstrate step by step how to transfer a call to an internal department while explaining the steps through the character "CP". The learner will also be able to click on a button that will provide the same set of instructions in written format without the audio.



To Group:

Technical Care



To Number:



Text/Audio Narration: "Once the department is in the To Group box you can click the Transfer button. This will put your customer on hold while you connect to the other department.."

Title: Transferring with the Call Transfer Interface

Scene: Transfer to internal Group/ second segment

Slide number: 4d

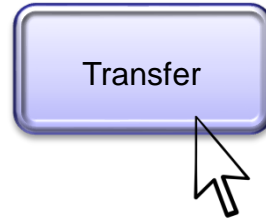
Skill or Concept: Call transfers

Animation (yes or no): yes

Graphics (yes or no): yes

Audio (yes or no): yes

On this slide the learner will have a view of the CTI tool. The learner will be able to click on a play button that will demonstrate step by step how to transfer a call to an internal department while explaining the steps through the character "CP". The learner will also be able to click on a button that will provide the same set of instructions in written format without the audio.



To Group:

Technical Care



To Number:



Text/Audio Narration: "When you are ready to connect your customer to the other department click Transfer again and this will bring all three of you together."

Title: Transferring with the Call Transfer Interface

Scene: Transfer to internal Group/ second segment

Slide number: 4e

Skill or Concept: Call transfers

Animation (yes or no): yes

Graphics (yes or no): yes

Audio (yes or no): yes

On this slide the learner will have a view of the CTI tool. The learner will be able to click on a play button that will demonstrate step by step how to transfer a call to an internal department while explaining the steps through the character "CP". The learner will also be able to click on a button that will provide the same set of instructions in written format without the audio.



To Group:

Technical Care



To Number:



Text/Audio Narration: After the play button is clicked, "To remove yourself from the call click on Release." "Click on me when you are ready to return to the main menu."

Title: Transferring with the Call Transfer Interface

Scene: Transfer to External Group/ third segment

Slide number: 5

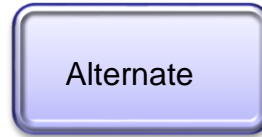
Skill or Concept: Call transfers

Animation (yes or no): yes

Graphics (yes or no): yes

Audio (yes or no): yes

On this slide the learner will have a view of the CTI tool. The learner will be able to click on a play button that will demonstrate step by step how to transfer a call to an external department while explaining the steps through the character "CP". The learner will also be able to click on a button that will provide the same set of instructions in written format without the audio. Once the learner is comfortable with the process they can click on the check mark to test their knowledge.



To Group:

A black downward-pointing arrow icon inside a square box, indicating a dropdown menu.

To Number:



Text/Audio Narration: After the play button is clicked, "To transfer a customer to an external department you will first need to click in the To Number box. Then you will dial 91 and the 10 digit number of the department you need to connect the customer to. Once the number is in the To Number box you can click the Transfer button. This will put your customer on hold while you connect to the other department. When you are ready to connect your customer to the other department click Transfer again and this will bring all three of you together. To remove yourself from the call click on Release." "Click on me when you are ready to return to the main menu"

Title: Transferring with the Call Transfer Interface

Scene: Alternate between lines/ fourth segment

Slide number: 6

Skill or Concept: Call transfers

Animation (yes or no): yes

Graphics (yes or no): yes

Audio (yes or no): yes

On this slide the learner will have a view of the CTI tool. The learner will be able to click on a play button that will demonstrate step by step how to use the alternate button while explaining the steps through the character “CP”. The learner will also be able to click on a button that will provide the same set of instructions in written format without the audio. Once the learner is comfortable with the process they can click on the check mark to test their knowledge.



To Group:



To Number:



Text/Audio Narration: After the play button is clicked, “To alternate between lines you can click the Alternate button, this will put your out-bound call on hold and connect you to your customer. When you click the Alternate button again you will put your customer back on hold and return to your outbound call. Clicking the Transfer button while either line is on hold will always bring all three of you together.” “Click on me when you are ready to return to the main menu.”

References

- ❖ AT&T. (n.d.). Call Transfer Interface CTI [Multimedia]. Retrieved from AT&T, website.
- ❖ Clark, R. C., & Mayer, R. E. (2011). *E-Learning and the science of instruction: Proven guidelines for consumer and designer of multimedia learning* (3rd ed.). San Francisco, CA: Pfeiffer.
- ❖ Google Images. (n.d.). Retrieved from https://www.google.com/search?hl=en&site=imghp&tbm=isch&source=hp&biw=1080&bih=640&q=telephone+icon&oq=telephone+i&gs_l=img.3.0.0l10.1503.4646.0.7980.15.11.2.2.2.0.122.1073.6j5.11.0...0.0...1ac.1.4.img.edSm2g6sEyE#hl=en&site=imghp&tbm=isch&sa=1&q=cell+phone+character&oq=cell+phone+character&gs_l=img.3..0i24l4.2351.7739.3.7973.23.16.1.6.6.0.148.1622.9j7.16.0...0.0...1c.1.4.img.qh-1QG6oLdo&bav=on.2,or.r_gc.r_pw.r_qf.&bvm=bv.42768644,d.b2l&fp=fd9acae5d31aba7b&biw=1080&bih=640