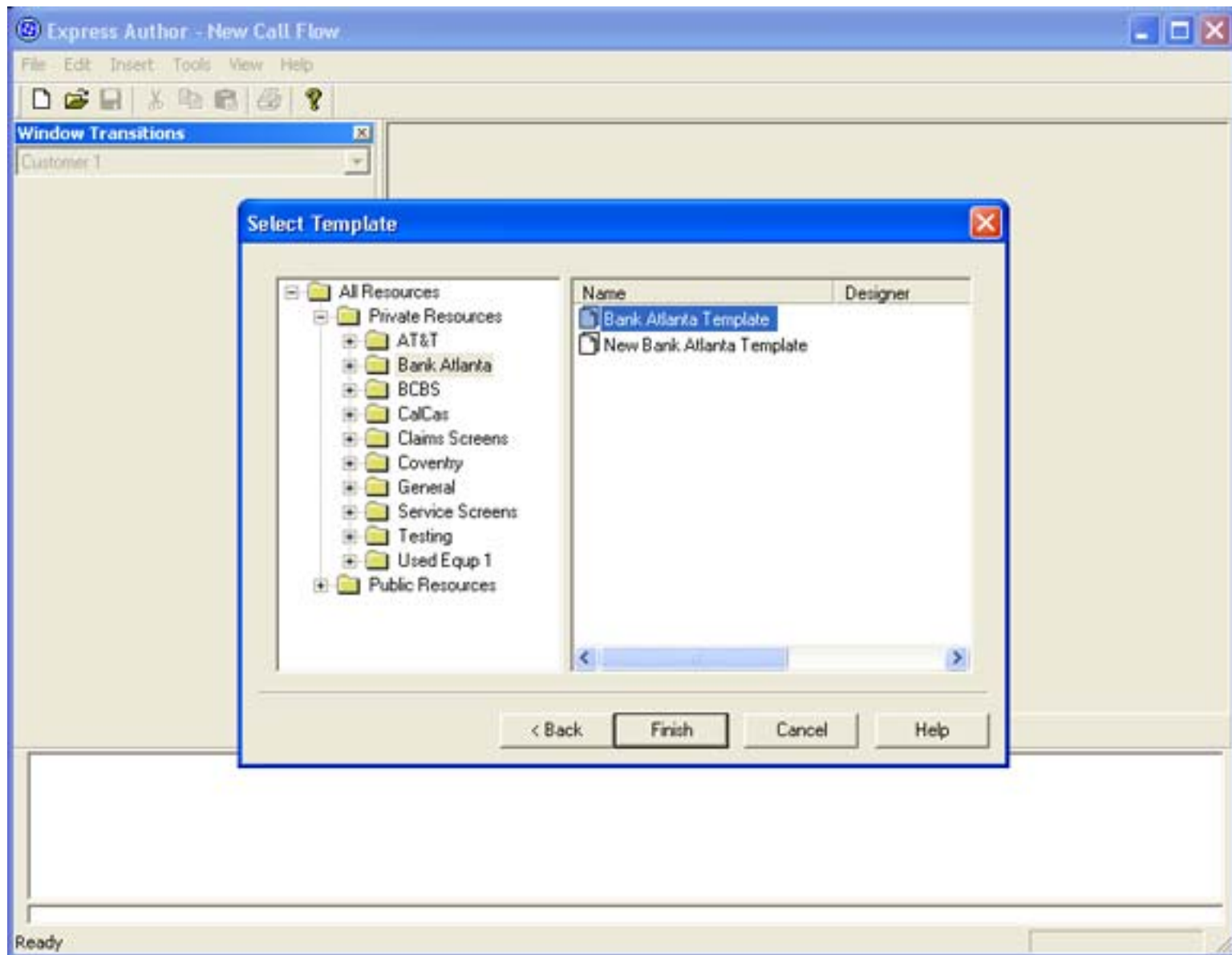


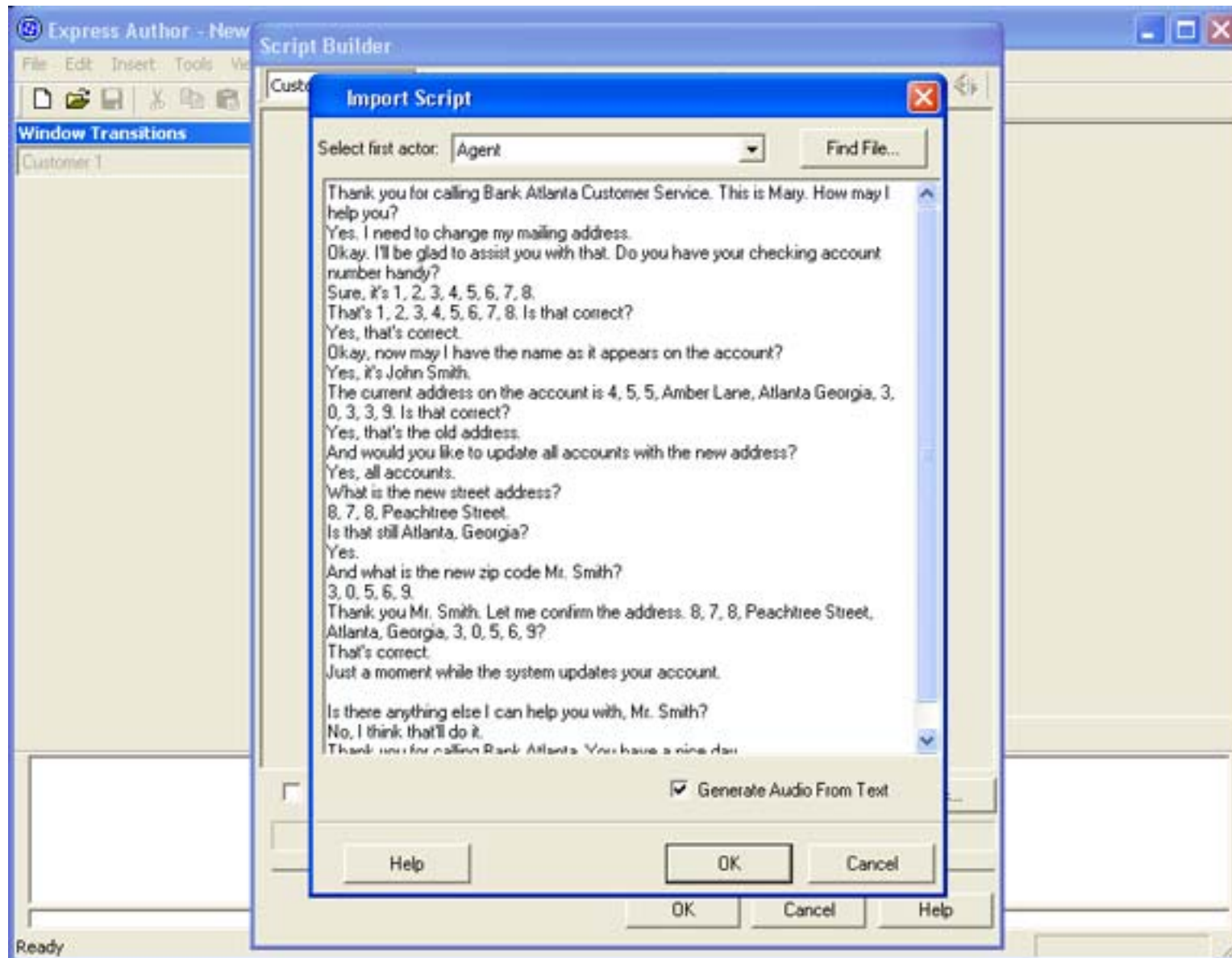
The following screen shots from Knowlagent illustrate the process of developing a call simulation scenario

— Editor
Customer Service Newsletter
www.CustomerServiceGroup.com

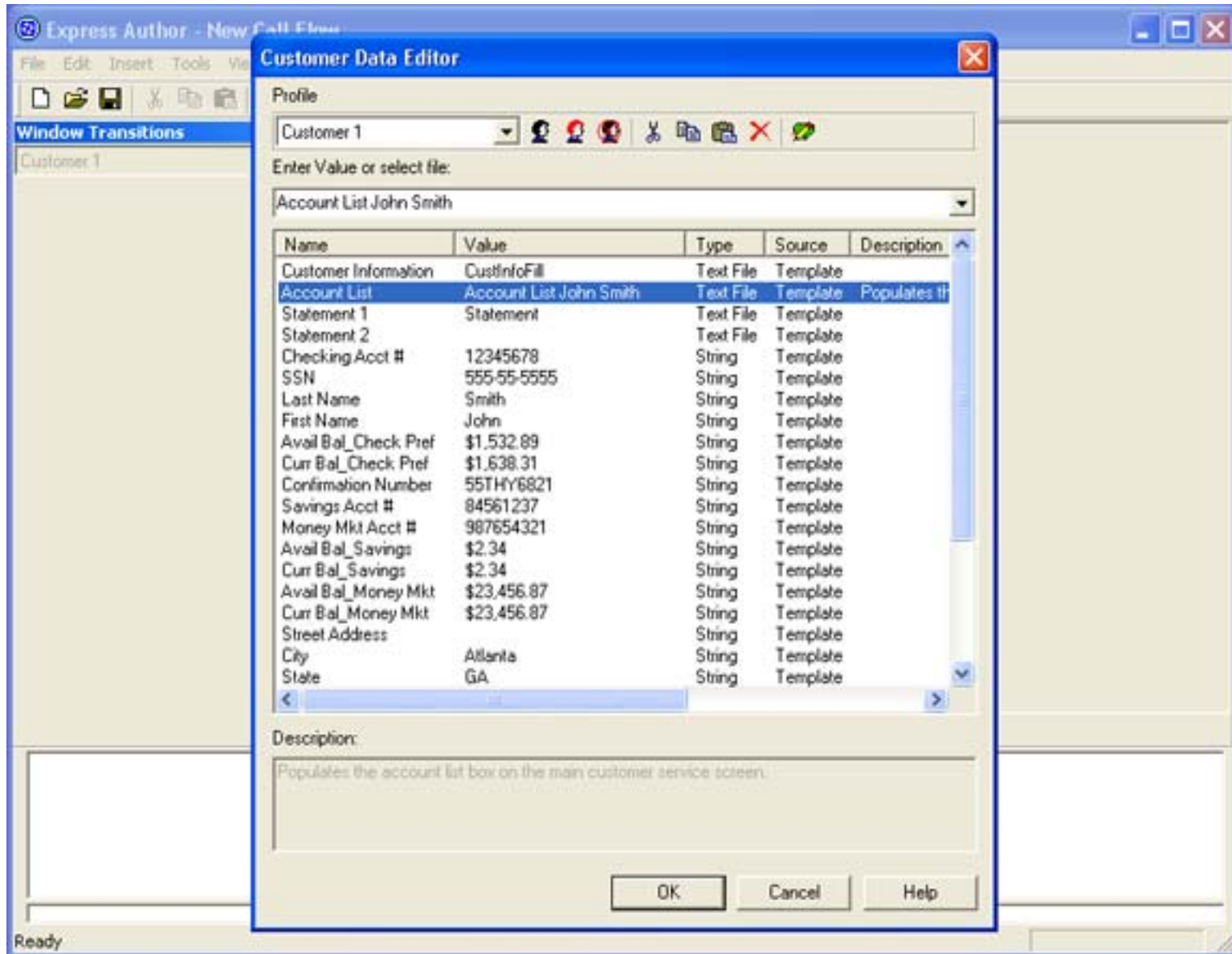
Step 1 — Select Application Template



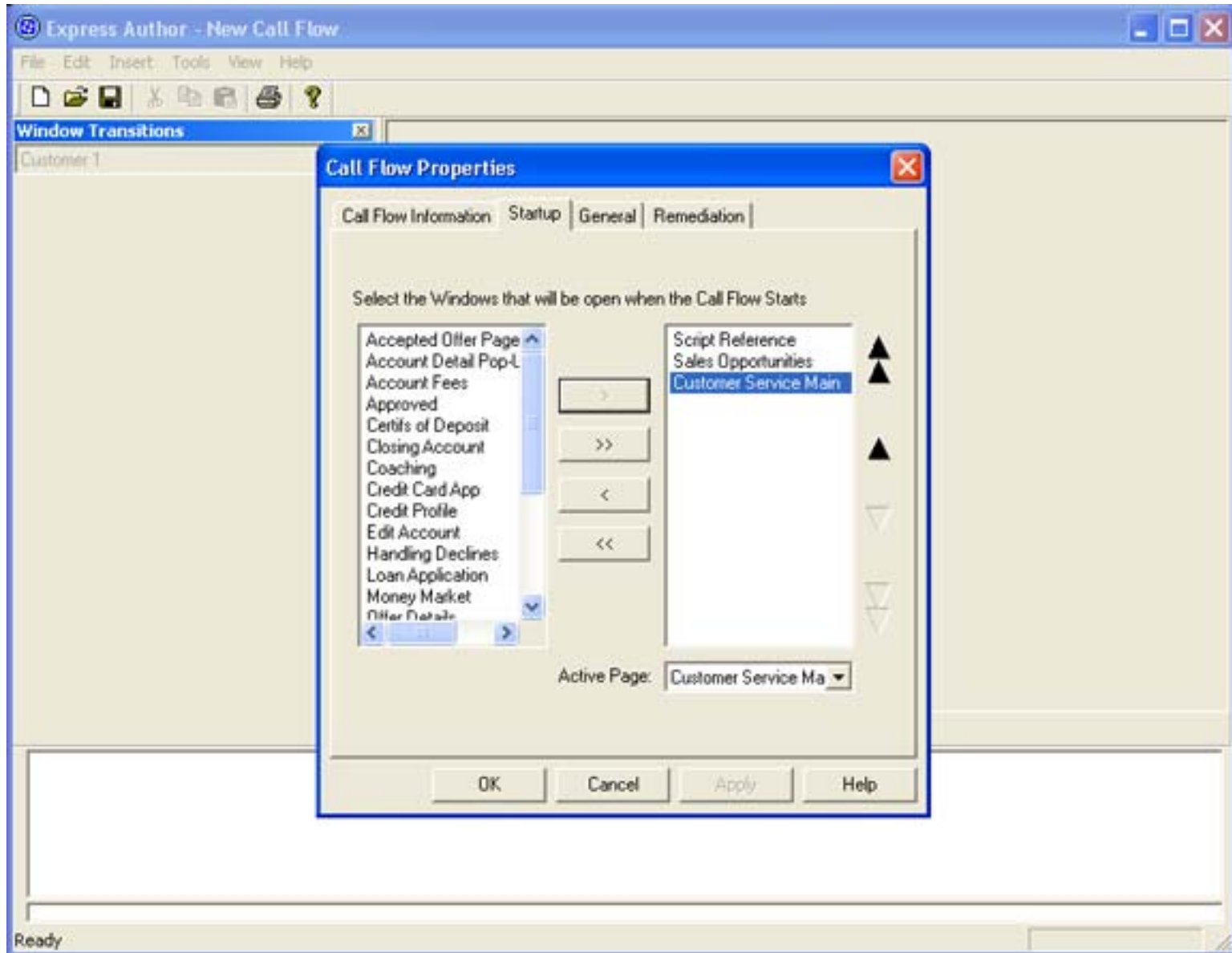
Step 2 — Import Script



Step 3 — Specify Customer Data



Step 4 — Specify Start Pages



Step 5 — Capture Call Flow

The screenshot shows a Windows desktop environment with a web browser displaying the Bank Atlanta Customer Service page. The page features the Knowlagent logo and the Bank Atlanta logo. A 'Sales Opportunities' pop-up window is overlaid on the right side of the browser window. The pop-up window contains the text '4.9% 12 Mo, 9.9% Fixed Platinum Visa' and two buttons: 'Select' and 'Close'. Below the pop-up window, a 'Next Audio Track' window is visible with the text 'That's 1, 2, 3, 4, 5, 6, 7, 8. Is that correct?'. The browser window also shows a search form with fields for Account Number (12345678), Social Security Number, and Last Name, First Name, and a 'Search For Account' button. A 'Services' menu is also visible on the right side of the browser window.

Bank Atlanta Customer Service

knowlagent®

BankAtlanta

Sales Opportunities

4.9% 12 Mo, 9.9% Fixed Platinum Visa

Select Close

Search Options

Account Number
12345678

Social Security Number

Last Name, First Name

Search For Account

Customer Information

Accounts

Services

Next Audio Track

That's 1, 2, 3, 4, 5, 6, 7, 8. Is that correct?

start

EarthLink We... Crafts - Mod... Step 6 - Modf... Screen Shots ... Express A... 12:00 PM

Step 6 — Modify Call Flow

The screenshot displays the Express Author interface for a call flow titled "New Call Flow". The main workspace shows a "BankAtlanta" logo and a form with fields for "Account Number", "Social Security Number", and "Last Name, First Name". A blue arrow points from the left-hand transcript to the "Account Number" field, indicating a modification. A red square with a white arrow icon is positioned at the end of the arrow, and a black arrow points from this icon to the "Account Number" field. Below the form, a "Submit" button is highlighted with a blue border.

Window Transitions

- Customer 1
- Script Reference (~0.01 sec)
- Sales Opportunities (~1.41 sec)
- Customer Service Main (~29.71 sec)**

Agent
Thank you for calling Bank Atlanta Customer Service. This is Mary. How may I help you?

Customer
Yes. I need to change my mailing address.

Agent
Okay. I'll be glad to assist you with that. Do you have your checking account number handy?

Customer
Sure, it's 1, 2, 3, 4, 5, 6, 7, 8.

Agent
That's 1, 2, 3, 4, 5, 6, 7, 8. Is that correct?

Customer
Yes, that's correct.

Status (~2.01 sec)
Customer Service Main (~2.21 sec)
Script Reference (~1.01 sec)

Object Interaction | PlaylistView | Changes View

0:15 0:16 0:17 0:18 0:19 0:20 0:21 0:22 0:23 0:24 0:25 0:26 0:27 0:28 0:29 0:30 0:31 0:32

Rebuilding Timeline... Total Time: ~36.36s

Step 7 — Insert Coaching and Instructions

The screenshot displays the Express Author software interface for designing a call flow. The main window is titled "Express Author - New Call Flow".

Window Transitions Panel (Left):

- Customer 1
- Script Reference (~0.01 sec)
- Sales Opportunities (~1.41 sec)
- Customer Service Main (~33.91 sec)**

Script Editor (Left):

- Coach:** First impressions count. Speak with a friendly tone and always open every call with the following: Buffer Phrase, Department Identification, Specialist Information, Lead-in Phrase.
- Agent:** Thank you for calling Bank Atlanta Customer Service. This is Mary. How may I help you?
- Customer:** Yes. I need to change my mailing address.
- Agent:** Okay. I'll be glad to assist you with that. Do you have your checking account number handy?
- Customer:** Sure, it's 1, 2, 3, 4, 5, 6, 7, 8.
- Sales Opportunities (~1.01 sec)
- Script Reference (~1.01 sec)

Design Canvas (Center):

The canvas shows a "Bank Atlanta" logo at the top. Below it is a form with the following sections:

- Search Options:** Account Number (highlighted with a blue box), Social Security Number, Last Name, First Name.
- Customer Information:** A large empty box.
- Accounts:** A box with a "Search for Account" button.

Arrows indicate a flow from the left edge of the canvas to the "Account Number" field, and then from the field to a black dot on the right side of the form.

Timeline (Bottom):

The timeline shows a duration from 0:01 to 0:19. A red bar highlights the time from approximately 0:02 to 0:14, corresponding to the "Customer Service Main" segment. A blue bar highlights the time from approximately 0:14 to 0:19.

Bottom Status Bar:

Rebuilding Timeline... Total Time: ~37.35s