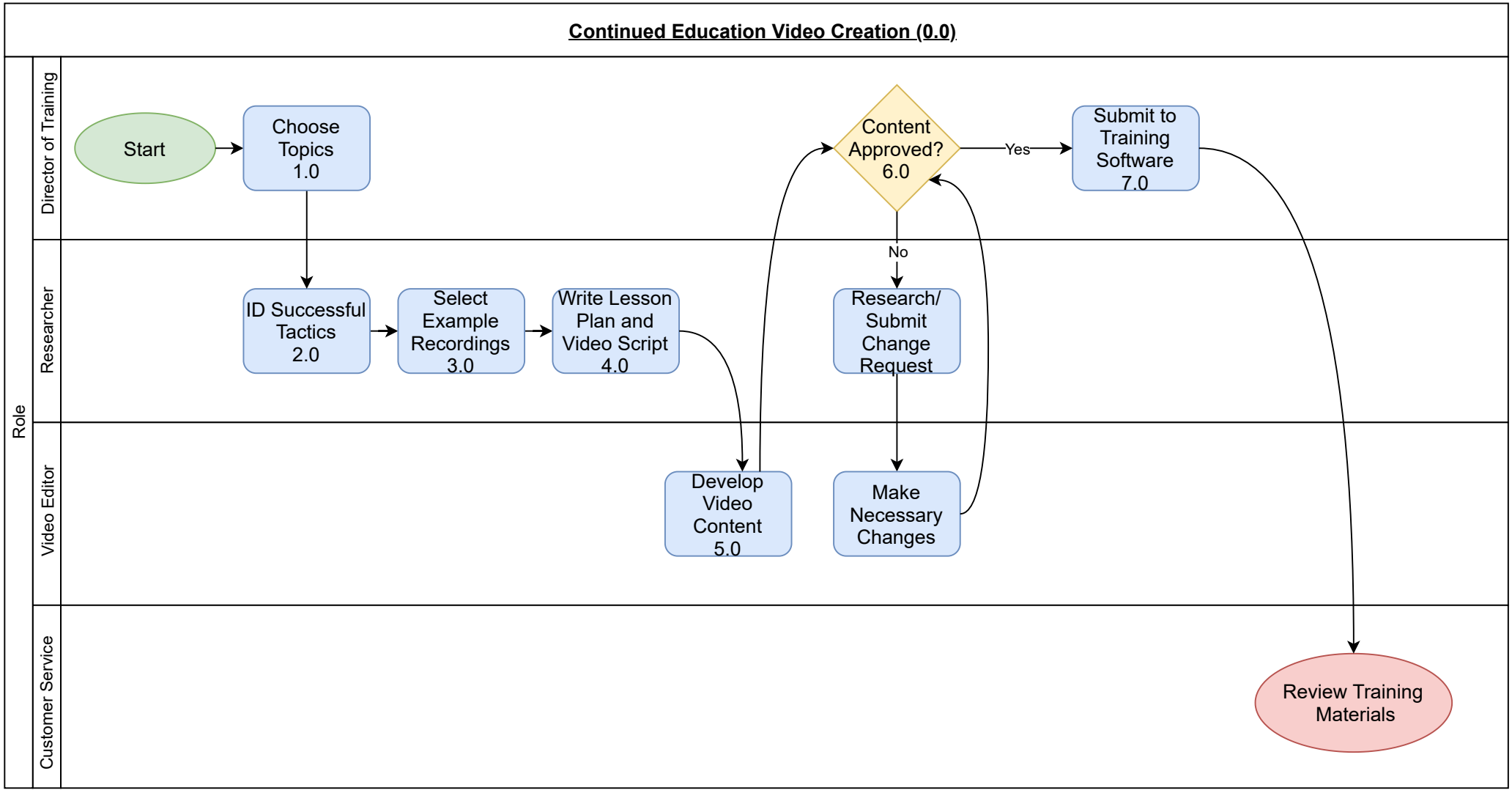
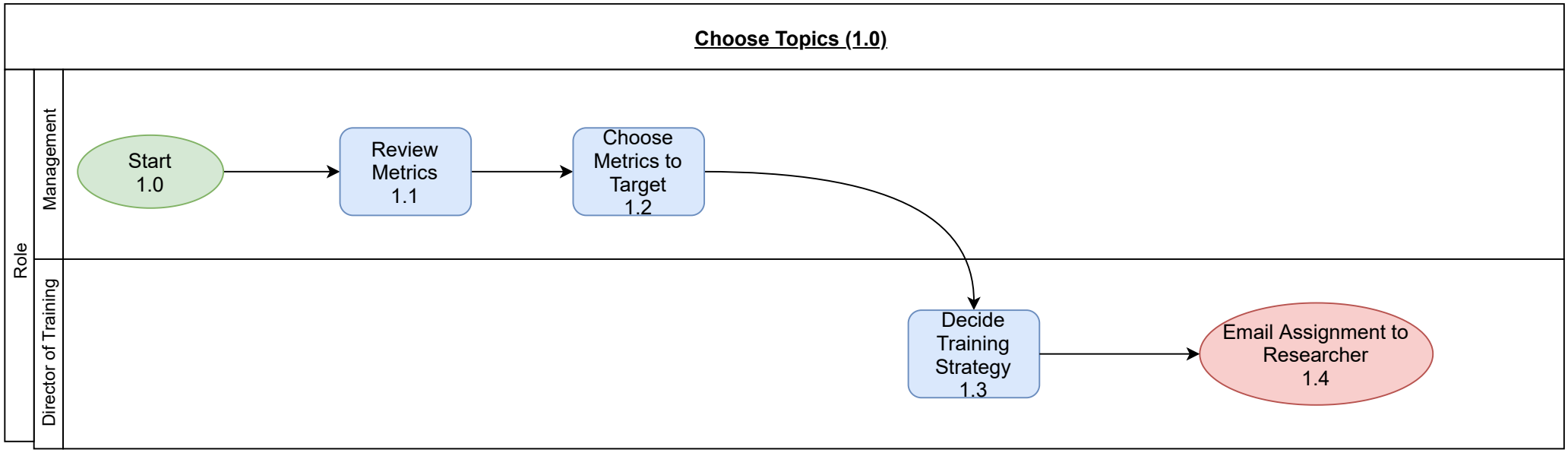
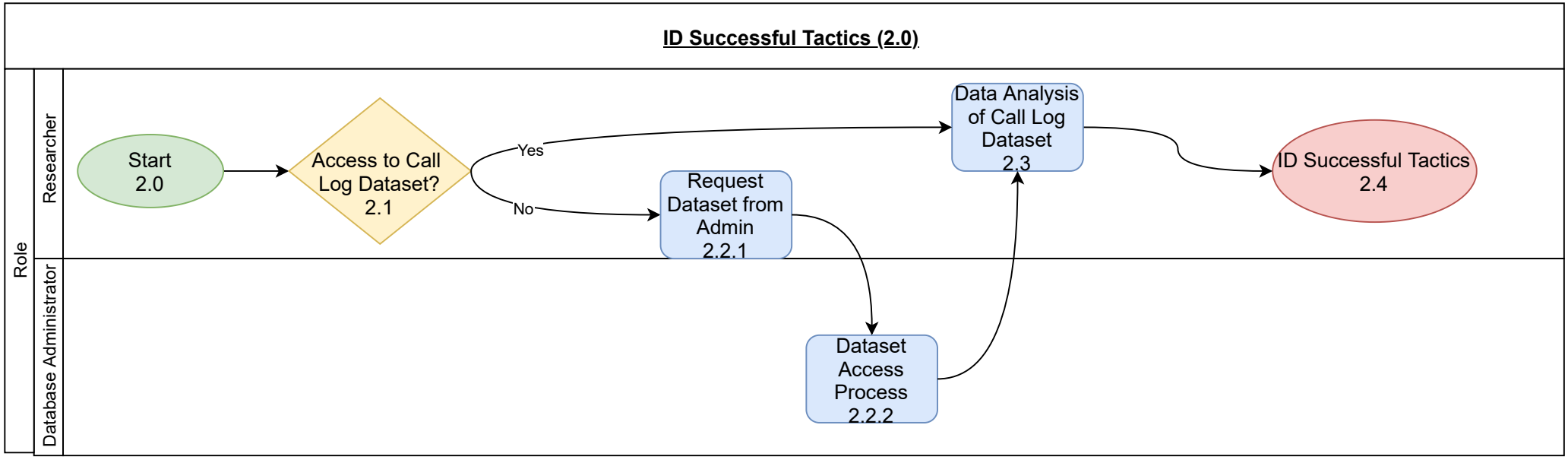
Continued Education Video Creation Process

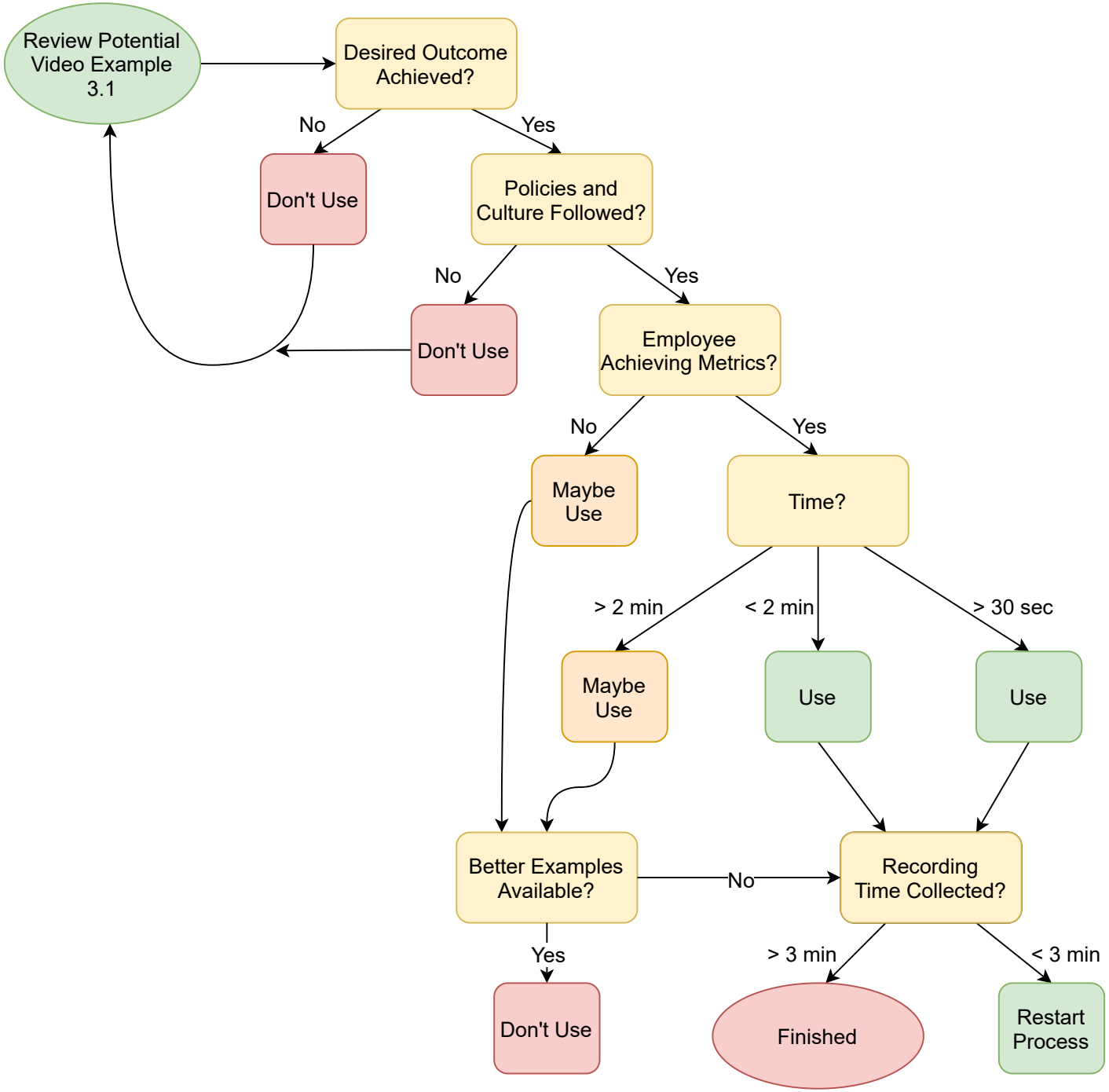
This is the process of choosing, developing, and deploying content for our customer service teams.

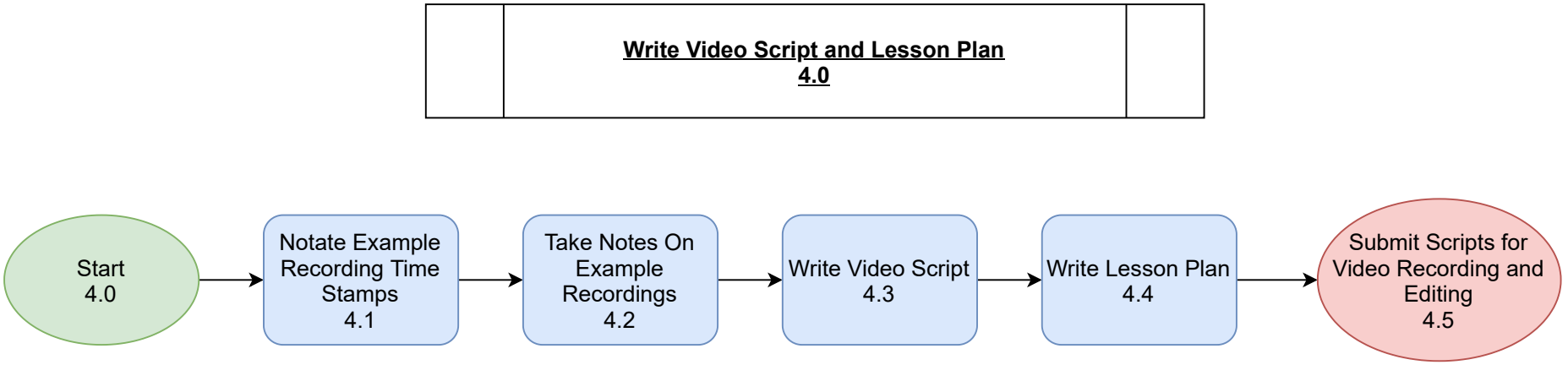


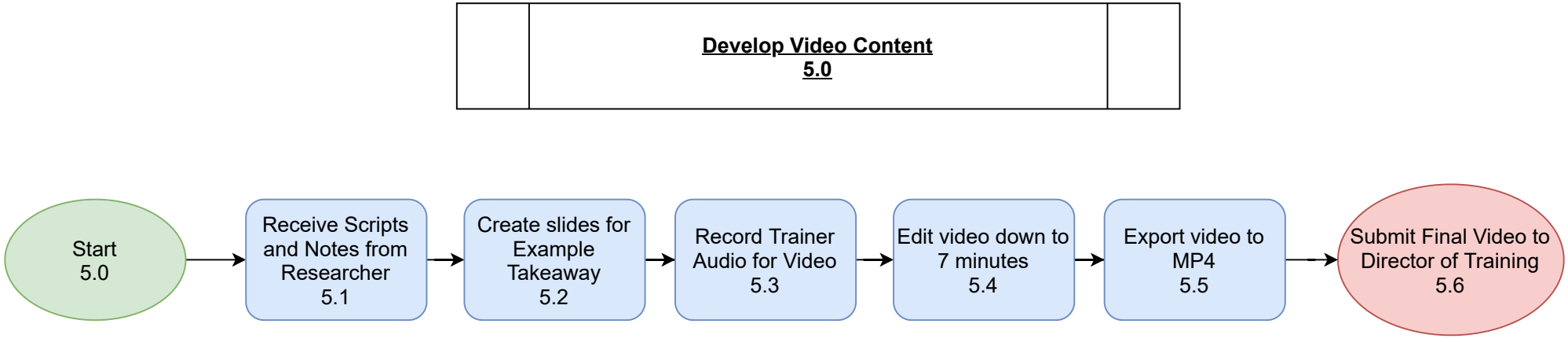

Choose Topics (1.0)
Role
Management
Director of Training
Start
1.0
Review
Metrics
1.1
Choose
Metrics to
Target
1.2
Decide
Training
Strategy
1.3
Email Assignment to
Researcher
1.4


ID Successful Tactics (2.0)
Role
Researcher
Database Administrator
Start
2.0
Access to Call
Log Dataset?
2.1
Yes
No
Data Analysis
of Call Log
Dataset
2.3
ID Successful Tactics
2.4
Request
Dataset from
Admin
2.2.1
Dataset
Access
Process
2.2.2

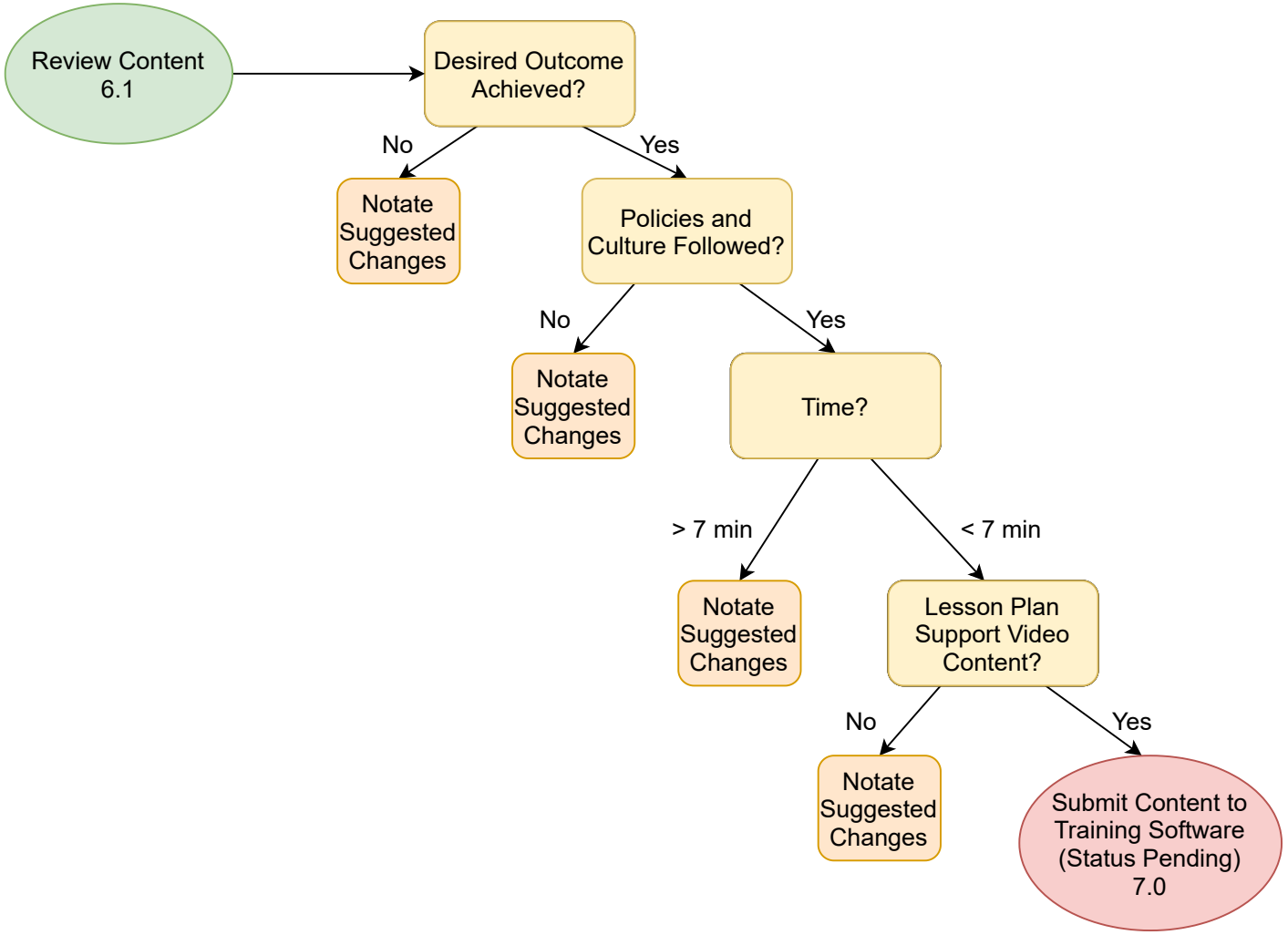
Select Example Recordings
Decision Tree
3.0




Write Video Script and Lesson Plan
4.0
Start
4.0
Notate Example Recording Time Stamps
4.1
Take Notes On Example Recordings
4.2
Write Video Script
4.3
Write Lesson Plan
4.4
Submit Scripts for Video Recording and Editing
4.5


Develop Video Content
5.0
Start
5.0
Receive Scripts and Notes from Researcher
5.1
Create slides for Example Takeaway
5.2
Record Trainer Audio for Video
5.3
Edit video down to 7 minutes
5.4
Export video to MP4
5.5
Submit Final Video to Director of Training
5.6

Content Approved?
6.0



7.0 process is already implemented by the company. **See Video Submission to Training Software for process.**