



Communication Coach

Guide for Users

➤ Get started:

- Log in into Communication Coach. The first screen you are going to see is the **dashboard**.

*Your **dashboard** is how you access all the different functions.

The screenshot shows the Communication Coach dashboard. At the top, there is a navigation bar with a dropdown menu labeled "Dashboard" and three icons: a key, a list, and a user profile, followed by "My Account". Below the navigation bar is the title "DASHBOARD" in bold capital letters, with a subtitle "Here is your overview of all the key functions in Communication Coach." The dashboard is divided into six main sections arranged in a 2x3 grid:

- MY LESSON PLAN**: Shows a calendar icon. Description: You've been assigned the lessons that are started. Work these to reach your potential and quickly enhance your value. Think of these as your priorities in Communication Coach.
- LESSONS**: Shows two people talking. Description: This is the main place for you to spend your learning time. There will be introductions, simulations, quizzes, tutorials, and drills.
- RECOMMENDED RESOURCES**: Shows a video camera icon. Description: These videos and documents are designed to support the things that you need to know and do beyond what's included in the Lesson section. (Because your coach put it there!)
- MAILBOX**: Shows an envelope icon. Description: You've got mail! This is a place to check for additional messages, coaching, assignments and more to support you being a superstar.
- REPORTS**: Shows a notepad and pen icon. Description: This is how you and your coach know what you do, when you do, and how well you do it in Communication Coach.
- PLAY TO WIN**: Shows a Rubik's cube icon. Description: Why play if you're not playing to win? Play a little smarter and harder in Communication Coach to get the recognition you earn AND rapidly develop your value.



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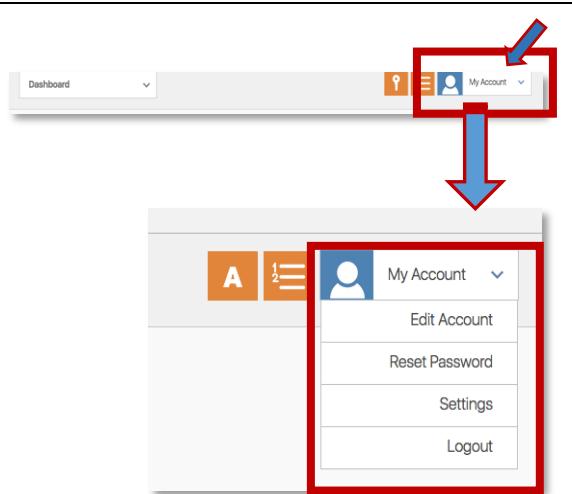


1. DASHBOARD:

- At the top of the dashboard, you will see on the right-hand side there is a box that says **My Account**.

When you click on **My Account**, you can do the following:

- Edit your Account
- Reset Password
- Go to Settings
- Log out



- The **dashboard** has 6 boxes. Clicking on each will take you to a specific function in Communication Coach:

MY LESSON PLAN:

Shows all of the lessons that your coach has assigned for you to complete.

If you click on **My Lesson Plan** you'll see all of the lessons your coach has assigned to you.

DASHBOARD
Here is your overview of all the key functions in Communication Coach.

MY LESSON PLAN Shows all of the lessons that your coach has assigned for you to complete. If you click on My Lesson Plan you'll see all of the lessons your coach has assigned to you.	MAILBOX You've got mail! This is a place to check for additional messages, coaching, assignments and more to support you being a superstar.	REPORTS This is how you and your coach know what you do, when you do, and how well you do it in Communication Coach.
LESSONS This is the main place for you to spend your learning time. There will be introductions, simulations, quizzes, tutorials, and drills.	RECOMMENDED RESOURCES These videos and documents are designed to support the things that you need to know and do beyond what's included in the Lesson section. (Because your coach put it there!)	PLAY TO WIN Why play if you're not playing to win? Play a little smarter and harder in Communication Coach to get the recognition you earn AND rapidly develop your value.



LESSONS:

The Lessons section is the main place for you to spend your **learning time**.

In Lessons, you will see a list of the practice simulations, quizzes, tutorials, and drills you will be working on.

DASHBOARD

Here is your overview of all the key functions in Communication Coach.



MY LESSON PLAN

You've been assigned the lessons that are started. Work these to reach your potential and quickly enhance your value. Think of these as your priorities in Communication Coach.



LESSONS

This is the main place for you to spend your learning time. There will be introductions, simulations, quizzes, tutorials, and drills.



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You've got mail! This is a place to check for additional messages, coaching, assignments and more to support you being a superstar.



REPORTS

This is how you and your coach know what you do, when you do, and how well you do it in Communication Coach.



RECOMMENDED RESOURCES

These videos and documents are designed to support the things that you need to know and do beyond what's included in the Lesson section. (Because your coach put it there!)



PLAY TO WIN

Why play if you're not playing to win? Play a little smarter and harder in Communication Coach to get the recognition you earn AND rapidly develop your value.

RECOMMENDED RESOURCES:

Any videos or documents that have been assigned to you that support your learning in **Communication Coach (CC)**.

They can be videos, PowerPoint presentations, Word documents, PDFs, and a variety of different materials relevant to your job.

DASHBOARD

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MAILBOX:

This is where you check for any messages from your coach.

Typical messages include:

- A new resource has been added
- Something has been added to your lesson plan
- New feedback from your coach about a lesson you've submitted for review
- Lesson plan reminders

The screenshot shows the CommunicationCoach dashboard with a red box highlighting the "MAILBOX" section. A blue arrow points from the "MAILBOX" section in the dashboard to the "MAILBOX:" section in the adjacent box. The "MAILBOX" section in the dashboard includes a brief description and a small icon of an envelope with a lock.

REPORTS:

You will be able to see what you are doing and when you did it.

This is a great place to go to ensure that you are using the tool optimally. Check to see that you are spending **70%** or more of your time in practice mode.

Every time you log into Communication Coach it logs your activity.

The screenshot shows the CommunicationCoach dashboard with a red box highlighting the "REPORTS" section. A blue arrow points from the "REPORTS" section in the dashboard to the "REPORTS:" section in the adjacent box. The "REPORTS" section in the dashboard includes a brief description and a small icon of a notepad with a pencil.



PLAY TO WIN:

This is where you can track the points that you have earned in CC.

You will earn points for submitting a simulation, completing a tutorial, quiz, and total time you spend in CC.

DASHBOARD

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2. LESSON PLAN:

- Any lesson that appears in the category tree in **My Lesson Plan** is a lesson that has been assigned to you by your coach.

*This is an overview of what it looks like.

CATEGORIES

- GREETING / CLOSE
- INFORMATION GATHERING (OUTBOUND)
- INFORMATION GATHERING (INBOUND)
- OPTIONS PRESENTATION (OUTBOUND)
- OPTIONS PRESENTATION (INBOUND)
- ENGAGEMENT (OUTBOUND)
- ENGAGEMENT (INBOUND)
- PRICE PRESENTATION (OUTBOUND)
- PRICE PRESENTATION (INBOUND)
- CALL RESOLUTION (OUTBOUND)
- CALL RESOLUTION (INBOUND)
- FOLLOW THROUGH COMMUNICATION
- SERVICE
- TUTORIALS

Dashboard > Lessons > Greeting / Close > Greeting - Outbound

PREVIOUS LESSON NEXT LESSON

03 - Greeting - Outbound

EXAMPLE
Emulate the example's behavior and respond. Listen carefully to what the message is and what needs to be said.

PRACTICE
Compare and contrast your behavior with the example. Listen carefully to what the message is and what needs to be said. This is a great exercise.

COACH
Receive guidance and direction on how to get even better.

2.1. HOW TO ACCESS IT?

Click to highlight the lesson and use the three circles of example, practice and coach to work through that lesson.

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EXAMPLE

Emulate the example's behavior and respond. Listen carefully to what the message is and what needs to be said.

PRACTICE

Compare and contrast your behavior with the example. Listen carefully to what the message is and what needs to be said. This is a great exercise.

COACH

Receive guidance and direction on how to get even better.



2.2. HOW TO USE IT?

- You want to start with an **example** to listen to how the model handles that conversation. After, move on to **practice** where you take over that conversation.



2.3. LESSONS:

- In lessons, you have the **category list**, and the options of **example**, **practice**, and **coach**.

CATEGORY LIST/TREE

EXAMPLE, PRACTICE, COACH

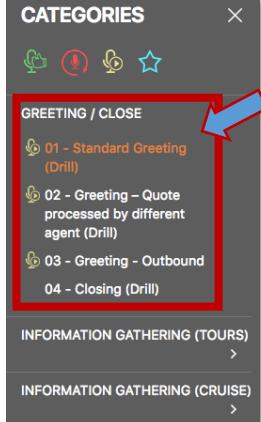
- At the top of the Category tree you will find the **Status Icons**:

- **The green microphone** means this is a lesson that you have submitted for your coach to review and may have scored it as good or better.
- **The red microphone** with the circle around it is a lesson that you have submitted to your coach for review, they have



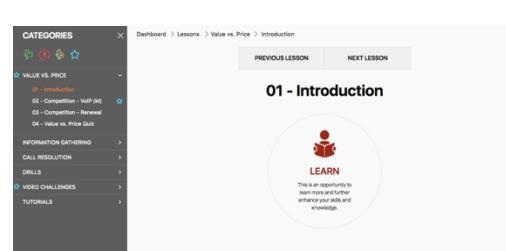
**You can hover over the icons in CC to see what they mean



<p>scored it as poor and they are requesting that you do it again.</p> <ul style="list-style-type: none">• The yellow microphone is a lesson you have recorded and submitted to your coach for review, but it hasn't been reviewed by your coach yet.• The blue star indicates any lesson that is also a part of your Lesson Plan.	
<p>➤ The category tree contains all of the categories and in each category the various lessons.</p> <p>➤ The typical category starts off with an introduction, followed by a number of practice simulations and a quiz at the end.</p> <p>➤ Click open any of the category titles until you see the lessons within that category.</p>	 <p>CATEGORIES</p> <p>GREETING / CLOSE</p> <ul style="list-style-type: none">01 - Standard Greeting (Drill)02 - Greeting - Quote processed by different agent (Drill)03 - Greeting - Outbound04 - Closing (Drill) <p>INFORMATION GATHERING (TOURS) ></p> <p>INFORMATION GATHERING (CRUISE) ></p>

2.3.1. INTRODUCTION:

- The category introduction is designed to help you focus on what is most important to maximize the learning potential for the lessons in this category. Click on the introduction to highlight, then click the **Learn** button in the middle of the screen.





2.3.2. VOICE-BASED SIMULATIONS:

- Voice-based simulations comprise the majority of the content in each category. When you click on the lesson title, three circles appear on your screen: **Example, Practice, and Coach**.

LESSON
TITLE

The screenshot shows the software's navigation bar at the top with 'Dashboard > Lessons > Greeting / Close > Standard Greeting (Drill)'. Below this are 'PREVIOUS LESSON' and 'NEXT LESSON' buttons. The main content area is titled '01 - Standard Greeting (Drill)'. It features three circular icons: 'EXAMPLE' (with a speech bubble icon), 'PRACTICE' (with a document icon), and 'COACH' (with a person icon). Each icon has a brief description below it.

2.4. EXAMPLE MODE:

- In **Example Mode**, you will:
 - See and hear the conversation play out for you in real time.
 - Hear the customer's questions and statements.
 - See and hear the appropriate responses as the model representative optimally manages the conversation.

The top screenshot shows a video player window with the text 'Client Response' and a progress bar at 00:51. The bottom screenshot shows a communication interface with a video player showing a person in a headset, a 'Record audio' button, and a 'My Recording' button.

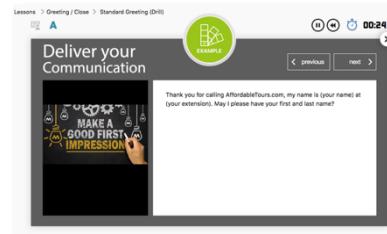


2.5. PRACTICE MODE:

- In **Practice Mode**, you get to take over the role of the representative.
- You will hear the customer side of the conversation
- You then record on the Deliver Your Communication screen using either Full Text or Key Phrases to guide you.



- Record and re-record as many times as needed, until you are completely satisfied with your work and ready to submit it to your coach.





2.5.1. TOGGLE BUTTONS:

<p>➤ Across the bottom of the screen in the blue bar are three toggle buttons. These are the buttons that allow you to listen to the example, record, and re-record as many times as needed.</p>	
<p>➤ EXAMPLE: lets you listen to the model from example mode.</p> <p>➤ MY RECORDING: you can listen to your recording</p> <p>➤ RECORD AUDIO: this is to make your own recording or re-record as desired.</p>	<p>What is the tone you want to project through your voice? What is most important for you to say?</p>

2.5.2. FULL TEXT AND KEY PHRASES MODES

<p>➤ In FULL TEXT MODE, the words are on the screen for you to follow.</p>	
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- In **KEY PHRASES MODE**, you will be prompted to put the information into your own words.



KEY PHRASES ICON

- You can switch back and forth from full text and key phrases by clicking on the full text/key phrases icon in the upper right-hand side of your screen.
- When you are completely satisfied with your recording for this portion of the conversation, click next to progress to the next portion.

2.5.3. SAVE AND SUBMIT YOUR WORK?

➤ **SAVE:**

Saves your recording and does not submit it to your coach. You can save this lesson if you would like to come back and work on it further later. Hitting the "X" in the upper right-hand corner also allows you to save your work (or delete your recordings) and submit it to your coach later.



➤ **SUBMIT TO COACH:**

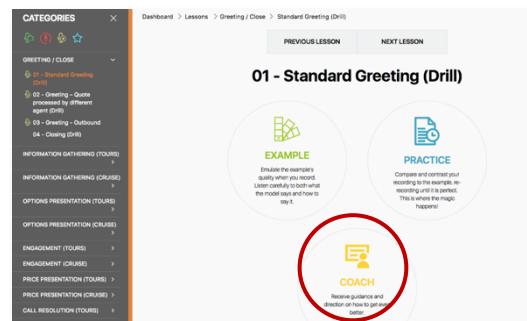
Submit to coach will automatically save your work and will notify your coach that this lesson is ready for review.

The “X” in the upper right-hand corner will take you out of that lesson and save your work so far.

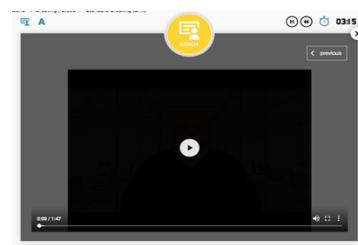
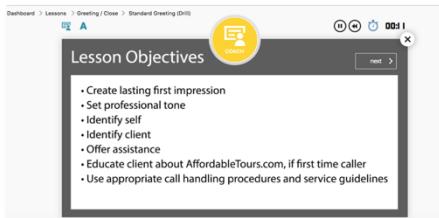


2.6. COACH MODE:

- **Coach** is an opportunity for you to receive additional guidance and direction on how to further enhance your performance.



- The coach screen can be a combination of text, graphic, and/or video. It is designed to share additional knowledge information and/or tips that support your learning.

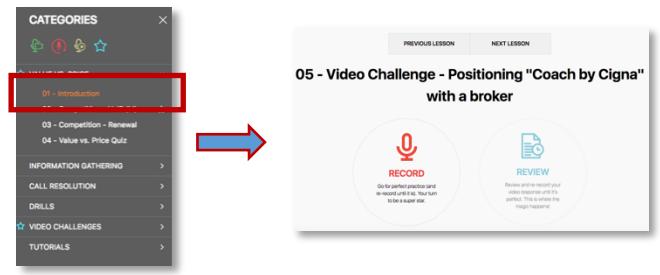




2.7. QUIZZES:

- Quizzes are a series of multiples choice and or true or false questions to test your knowledge and understanding of the skills and information presented in the practice simulation in this category. **Please note that if you retake a quiz, all the previous answers (right or wrong) will still be in the quiz.**

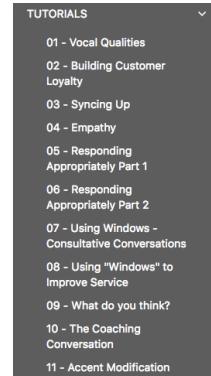
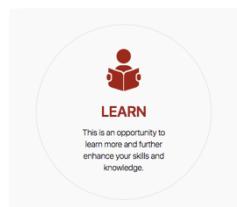
2.8. VIDEO CHALLENGES:

<ul style="list-style-type: none">➤ Challenges that are sent to you by your coach. You will be asked to answer them by recording your response using the video camera on your computer.	
<ul style="list-style-type: none">➤ Click RECORD to practice and perfect your recording. You will be able to see the video of the challenge proposed and you will record your response.	 <p>**Please note that these videos are automatically submitted to your coach after you go to review</p>
<ul style="list-style-type: none">➤ Click REVIEW to access your recording. You can re-record it as many times as you want until you are satisfied with your results.	



2.7. TUTORIALS:

- The tutorials are an opportunity to expand your knowledge on a wide variety of topics.
- Click on the tutorial you want to review and then select “Learn” to begin.



3. RECOMMENDED RESOURCES:

Under the **Recommended Resources** section, you will find a list of a variety of resources left for you by your coach.

Resources can include:

- [Videos](#)
- [PowerPoint presentations](#)
- [Word documents](#)
- Links to external videos such as [YouTube](#)

Any time a resource is added you will receive notification in your [mailbox](#).**

** The number count will also go up on your dashboard for each new resource. This number shows the total number of resources available.





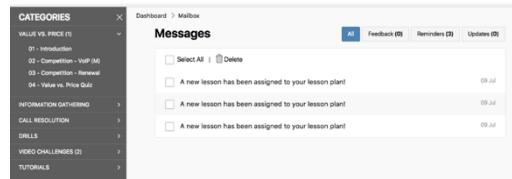
4. MAILBOX:

- The main **mailbox** screen shows you all of the messages you have received. Any message in **bold** means you have not opened the message to read yet.
- The number count will also go up on your dashboard for each new unread mail message. The number shows only unread messages. If you read/delete messages the number will go down.
- If you click on the message, it opens to show you additional information such as who sent it and any notes attached to that message.



Your messages can be viewed in three categories by selecting one of the options across the top of the list.

- **Feedback:** shows all of the messages from your coach with feedback on the lessons you have submitted.
- **Reminders:** all messages showing any new resource or lesson plan that has been added as well as a lesson plan that is close to being due.
- **Updates:** messages related to coach assignment updates will show up here.
- **Direct Message:** you will note that when you open the **feedback message** there is an option to reply.
- To send a message back to your coach simply press “**reply**”. Type in a message in the “**leave a comment**” area and then click “**add this comment**.”

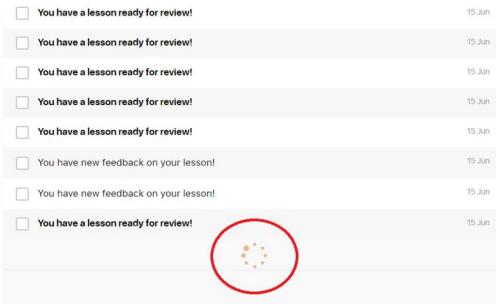


*You will receive email notifications for new messages in their mailbox. You can also turn off their notifications in their settings, but you may miss important reminders.





- To **generate more messages and enable endless scrolling**, go to the bottom of the page. More messages will generate as you scroll down to the bottom of the page. A **loading icon** will show up as more load.
- *Important note: The browser resolution has to be in 100% resolution to enable endless scrolling.**
- **To change the browser's resolution use: Control (or command for Macs) + the plus & the minus buttons "+" too zoom in. or "-" to zoom out.**



5. REPORTS:

- **Communication Coach** tracks everything you do from log-in to log-out. Your reports will help you track your progress with **the program**.
- *Note: you only have access to your own reports.**
- Your coaches can also access your reports so that they can provide you with additional feedback and guidance on how to use **Communication Coach** optimally.





- The search fields across the top of the report will populate automatically based on your profile.
- There are four different types of reports for you to review:
 - **Session:** an overview of your activity from log-in to log-out for each session.
 - **Lessons:** an overview of your activity lesson by lesson.
 - **Quiz:** an overview of your quiz scores, quiz detail, question-by-question details for each quiz.

Reports						EXPORT
Super Coach	Coach	User	Location			
Maria Sebit	Beth Fahey	Elena de Alfredo				
Start Date	End Date	Age	Gender	Designation	Select	SEARCH

SESSION	LESSONS	QUIZ	QUIZ DETAILS
Session Date and Time	Number of Lessons	Practice	Example Total Time Mode %
JUL 09 2018 07:57 PM	1	9	0 00:02:08
JUL 09 2018 07:45 PM	2	0	0 00:00:05

Session Report

- The session report gives you an overview of how you are spending your time in each session. The columns from left to right are:
 - **Date and Time** - When you logged in.
 - **Number of Lessons** – The number of lessons you interacted with in that session.
 - **Practice** – How many times you did a lesson in Practice Mode.
 - **Example** – How many times you did a lesson in Example Mode.
 - **Total time** – The total time spent in Communication Coach for that session.
 - **Mode Percentage** – The percentage breakdown of time between practice and example.

SESSION	LESSONS	COACH ACTIVITY	QUIZ	QUIZ DETAILS
Session Date and Time	Number of Lessons	Practice	Example	Total Time Mode %
Coach: Beth Fahey				
User: Brooke Harris				
May 15 2018 07:43 PM	1	4	0	00:00:28
May 10 2018 05:22 PM	2	2	0	00:00:14
May 09 2018 08:45 PM	2	0	0	00:00:02
May 09 2018 08:45 PM	1	0	0	00:00:00
May 07 2018 08:14 PM	3	2	3	00:02:39
May 07 2018 07:58 PM	5	10	0	00:04:31
May 07 2018 06:28 PM	2	0	0	00:00:17
Session Report Totals	100	59	26	01:12.62



<p><u>What you are looking for</u></p> <ul style="list-style-type: none"> • Total time of 10-20 minutes per session. • Mode percentage – 70% or more of your time should be in Practice. This is based on best practices that show that learners who spent 70% or more of their time in Practice will have the greatest increase in success. 	<p>SESSION REPORT</p> <p>Practice, 71% Example, 29%</p> <p>Practice Example</p>
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5.1. LESSON REPORT:

<p><u>Lesson Report</u></p> <p>The columns from left to right are:</p> <ul style="list-style-type: none"> • Title – The title of the category in the lesson. (Only lessons you have interacted with will show here.) • Exam (Example) – The total of time you listened to the example. • Full Text PRA (Practice) – The total times you used practice mode for that lesson in Full Text. • Full Text TOG (Toggle) – The total of times you used the toggle buttons in Full Text. (Example: My recording, record) Note: This pertains to the entire lesson, not each screen that you might have used the toggle buttons. • Key Phrase PRA (Practice) – The total times you used Practice Mode for that lesson in Key Phrases. • Key Phrase TOG (Toggle) - The total of times you used the toggle buttons in Key Phrases. • Coach Screen – The total number of times you access the Coach Screen for that lesson. • Mode Percent (Pie Chart) - The percent of time spent in Example, Practice, and Toggle. 	<p>Lesson Report shows each lesson you have interacted with and how you spent your time with that lesson. This report is cumulative over the entire time you use CC, not limited to a single session. The data is subdivided into categories.</p> <p>The black bar shows the category name, the total types of interactions in that category and the last date and time you interacted with a lesson in that category.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">SESSION</th> <th colspan="3">LESSONS</th> <th colspan="2">QUIZ</th> <th colspan="3">QUIZ DETAILS</th> </tr> <tr> <th>Name of Lesson</th> <th>Exam</th> <th>Full Text</th> <th>Tag</th> <th>Key Phrase</th> <th>Tag</th> <th>Coaching Screen</th> <th>Last Date and Time</th> <th>Mode %</th> </tr> </thead> <tbody> <tr> <td>Information Gathering</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>Jul 09 2018 09:00 PM</td> <td></td> </tr> <tr> <td>Client NOT Interested in Specific Tour</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>Jul 09 2018 09:05 PM</td> <td></td> </tr> <tr> <td>Value vs. Price</td> <td>4</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>Jul 09 2018 09:07 PM</td> <td></td> </tr> <tr> <td>Introduction</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>Jul 09 2018 09:07 PM</td> <td></td> </tr> <tr> <td>Competition - VSP (M)</td> <td>2</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>Jul 09 2018 09:07 PM</td> <td></td> </tr> <tr> <td>Competition - Renewal</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>Jul 09 2018 09:07 PM</td> <td></td> </tr> <tr> <td>Video Challenges</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>Jul 09 2018 09:36 PM</td> <td></td> </tr> <tr> <td>Video Challenge - Positioning "Coach by Signal" with a leader</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>Jul 09 2018 09:36 PM</td> <td></td> </tr> </tbody> </table> <p>LESSON REPORT</p> <p>Example, 80% Practice, 20% Toggle, 0%</p> <p>Practice Toggle Example</p>	SESSION	LESSONS			QUIZ		QUIZ DETAILS			Name of Lesson	Exam	Full Text	Tag	Key Phrase	Tag	Coaching Screen	Last Date and Time	Mode %	Information Gathering	1	1	0	0	0	0	Jul 09 2018 09:00 PM		Client NOT Interested in Specific Tour	1	1	0	0	0	0	Jul 09 2018 09:05 PM		Value vs. Price	4	1	0	0	0	0	Jul 09 2018 09:07 PM		Introduction	0	0	0	0	0	0	Jul 09 2018 09:07 PM		Competition - VSP (M)	2	1	0	0	0	0	Jul 09 2018 09:07 PM		Competition - Renewal	2	0	0	0	0	0	Jul 09 2018 09:07 PM		Video Challenges	0	0	0	0	0	0	Jul 09 2018 09:36 PM		Video Challenge - Positioning "Coach by Signal" with a leader	0	0	0	0	0	0	Jul 09 2018 09:36 PM	
SESSION	LESSONS			QUIZ		QUIZ DETAILS																																																																																					
	Name of Lesson	Exam	Full Text	Tag	Key Phrase	Tag	Coaching Screen	Last Date and Time	Mode %																																																																																		
Information Gathering	1	1	0	0	0	0	Jul 09 2018 09:00 PM																																																																																				
Client NOT Interested in Specific Tour	1	1	0	0	0	0	Jul 09 2018 09:05 PM																																																																																				
Value vs. Price	4	1	0	0	0	0	Jul 09 2018 09:07 PM																																																																																				
Introduction	0	0	0	0	0	0	Jul 09 2018 09:07 PM																																																																																				
Competition - VSP (M)	2	1	0	0	0	0	Jul 09 2018 09:07 PM																																																																																				
Competition - Renewal	2	0	0	0	0	0	Jul 09 2018 09:07 PM																																																																																				
Video Challenges	0	0	0	0	0	0	Jul 09 2018 09:36 PM																																																																																				
Video Challenge - Positioning "Coach by Signal" with a leader	0	0	0	0	0	0	Jul 09 2018 09:36 PM																																																																																				



What you are looking for

- The icons in front of the lesson title tell you the status of the lesson:



- The yellow microphone: New recording submitted but not reviewed by your coach yet.
- The green microphone: Coach has reviewed this lesson and graded it "good" or better.
- The red microphone: Your coach has reviewed this lesson and indicated that you should go back and do it again.

➤ FULL TEXT/ KEY PHRASES:

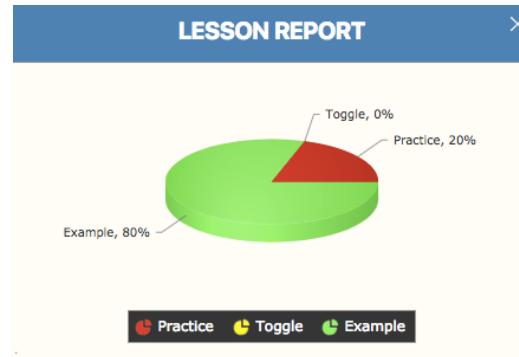
Are you moving appropriately to Key Phrases after you have mastered the lesson in Full Text?

➤ PRACTICE/TOGGLE:

Are you spending 70% or more of your time making use of the toggle buttons while practicing?

➤ COACHING SCREEN:

Have you visited the Coach Screen at least once?



SESSION	LESSONS			QUIZ		QUIZ DETAILS			
	Name of Lesson	Exam	Full Text	Tog	Key Phrase	Tog	Coaching Screen	Last Date and Time	Mode %
Information Gathering	1	1	0	0	0	0	0	Jul 09 2018 09:09 PM	
Client NOT Interested in Specific Tools	1	1	0	0	0	0	0	Jul 09 2018 09:08 PM	
Value vs. Price	4	1	0	0	0	0	0	Jul 09 2018 09:07 PM	
Introduction	0	0	0	0	0	0	0	Jul 09 2018 07:57 PM	
Competition - VoIP (M)	2	1	0	0	0	0	0	Jul 09 2018 07:07 PM	
Competitor - Renewal	2	0	0	0	0	0	0	Jul 09 2018 09:07 PM	
Video Challenges	0	0	0	0	0	0	0	Jul 09 2018 08:36 PM	
Video Challenge - Positioning "Offered by Sigma" with a border	0	0	0	0	0	0	0	Jul 09 2018 08:36 PM	



5.2. QUIZ REPORT:

Quiz Report

This report gives you an overview of the results of each quiz taken and the number of times you attempted the quiz. The columns from left to right are:

- **Category/ Quiz title:** The name of the category and quiz.
- **Quiz result:** The score for the last attempt.
 - **Correct:** The number of questions answered correctly.
 - **Incorrect:** The number of questions answered incorrectly.
 - **Score:** The percentage score of the current answers.
- **History:**
 - **MIN (Minimum):** The lowest score of all attempts.
 - **MAX (Maximum):** The highest score of all attempts.
- **Attempts:** The number of times you took this quiz.
- **Date and time:** The date and time of the last attempt.

SESSION	LESSONS	QUIZ	QUIZ DETAILS		
Name of Lesson	Quiz Result			History	
	Correct	Incorrect	Score	Min	Max
Value vs. Price	3	1	75	75	75
Value vs. Price Quiz	3	1	75	75	75
				1	Jul 09 2018 10:34 PM
					Jul 09 2018 10:34 PM

Quiz Details Report

This report gives you the details for each quiz question. The columns from left to right are:

- **Category/ Quiz title:** The name of the category and quiz
- **Attempts:** The number of times you answered that question.
- **Answer:** The most recent answer to that question.
- **Result:** If the answer is correct or incorrect.
- **Correct Answer:** What the correct answer is.
- **Last date and time:** Last date and time you answered this quiz question.

SESSION	LESSONS	QUIZ	QUIZ DETAILS		
Lesson	Attempts	Answer	Result	Correct Answer	Last Date and Time
Value vs. Price Quiz					Jul 09 2018 10:34 PM
Select correct response from below: Value vs. Price may be defined as _____. Issuing Loyalty credit builds customer loyalty.	1	b	Correct	b	Jul 09 2018 10:33 PM
When a customer's attention is momentarily on Price, we lead the conversation by asking questions that:	1	true	Incorrect	false	Jul 09 2018 10:33 PM
When a customer is considering switching to the competition, our goal is to emphasize and position Verizon Value that:	1	c	Correct	c	Jul 09 2018 10:34 PM
	1	d	Correct	d	Jul 09 2018 10:34 PM



6. PLAY TO WIN:

- When you are using **Communication Coach** you can earn points for feedback that your coach gives you, completing tutorials, time spent in **Communication Coach**, and scoring well on quizzes. **Play to Win** will show the total points you have earned.

DASHBOARD
Here is your overview of all the key functions in Communication Coach.

MY LESSON PLAN My lesson plan is where you can see what has been assigned to you. Work these to reach your potential and quickly enhance your value. Think of these as your priorities in Communication Coach.	LESSONS This is the main area where you can expand your learning time. There will be introductions, simulations, quizzes, tutorials, and drills.	RECOMMENDED RESOURCES These videos and documents are designed to support the things that you need to know and do beyond what's included in the Lesson section. (Because your coach put it there!)
MAILBOX You've got mail! This is where you can check for additional messages, coaching assignments and more to support you being a superstar.	REPORTS This is how your coach can easily know what you do, when you do, and how well you do it in Communication Coach.	PLAY TO WIN Why play if you're not playing to win? Play a game to earn points and let your coach in Communication Coach to get the recognition you earn AND rapidly develop your value.

- The grade you can earn (**poor, below average, average, above average, good, excellent**) will automatically appear based on the score:
 - 0 – 1 – Poor
 - 2 – 3 – Below average
 - 4 – 5 – Average
 - 6 – 8 – Good
 - 9 -10 – Excellent

***Your coach can add bonus points above 10 if desired.**

- You get badges using the point ranges in the “Play to Win” section. The badges will show up in the upper right corner of your account as well as on the leaderboard.

Play To Win

BRONZE 101-200 Points	SILVER 201-500 Points	GOLD 501-1000 Points	PLATINUM 1001 and above Points	Total Points 8
0 Tutorial Completion	3 Quiz Score	0 Recording Submission & Coach Approval	5 Time Spent in Communication Coach	

- You can also view the leaderboard:

- Scroll down and you will see the **VIEW LEADERBOARD** button.
- Press the button.
- You will be able to see the top-10 ranking of users with the highest scores.

**You can click on the company logo in the upper left corner to go back to the dashboard from any area of the web app.

VIEW LEADERBOARD

User Name	Badge	Badge Name	Total Points
Chuck Blumenkamp		GOLD	605
Mark Piard		SILVER	319
Gregg Baron		SILVER	260
Brooke Harris		SILVER	224
Elena de Alredo		SILVER	78



7. FAQs:

If you still have any questions about Communication Coach that weren't covered above please go to the following link: <http://communication-coach.com/faqs>