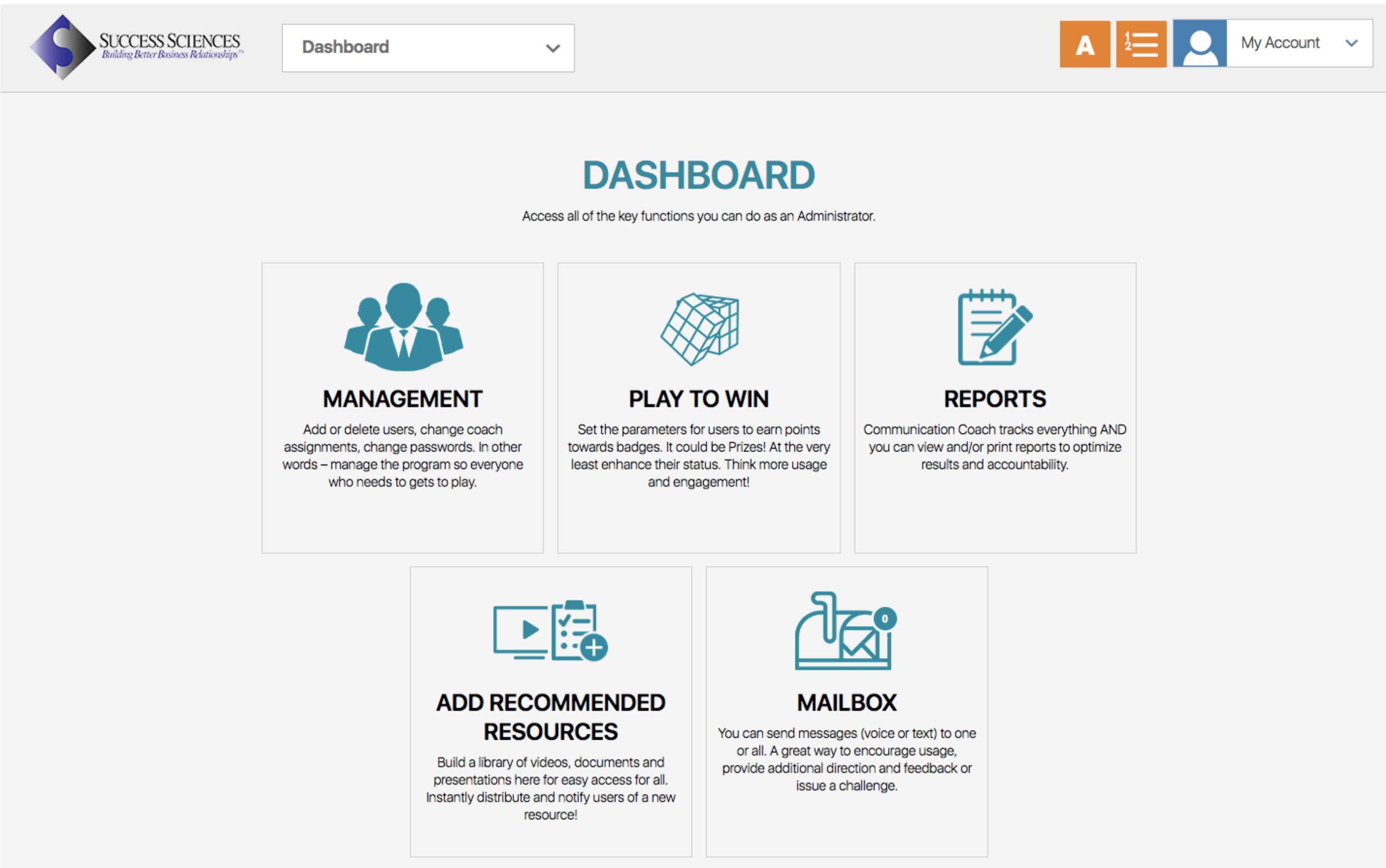
SUCCESS SCIENCES
Building Better Business Relationships™

CommunicationCoach
The most powerful, soft skills, simulation system ever created

Communication Coach

A Guide for Admin



The Dashboard is your main navigation point. From here you can access all coach functions.

- Management: add new users, update a user's profile, change coach assignments
- Play to Win: View the leaderboard, manage point ranges, and edit badges
- Reports: Review all usage reports for any user in Communication Coach
- Add Recommended Resources: PowerPoints, images, or other material to share with your users
- Mailbox: Read, track and compose correspondence created in Communication Coach

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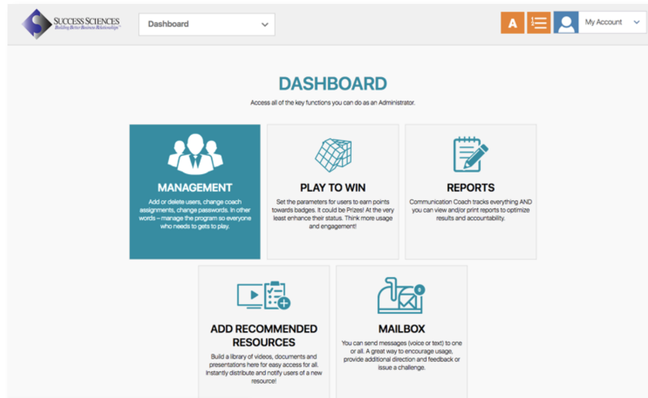
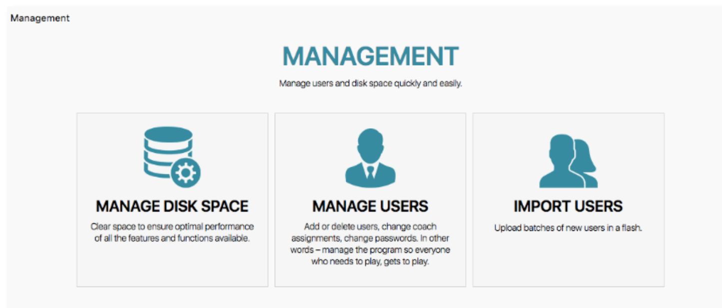
CommunicationCoach
The most powerful, soft skills, simulation system ever created

1. MANAGEMENT:

1. In your main dashboard, press Management.



2. The primary function of the Admin role is to manage users. You can delete, add or edit any user as well as change coach assignments.

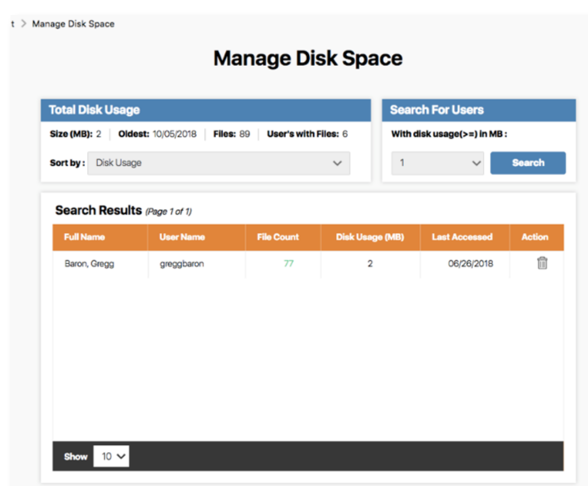


1.1. MANAGE DISK SPACE:

1. In the rare instance that you have used up the disk space available for your program, you can use this screen to identify the users with large files and delete them. This is a very rare need.

Your program is housed on the web with nearly infinite space. If there is a need Success Sciences will work with you to appropriately manage your storage capacity.

You can search for users using a minimum of 1 MB or more by changing the number in the Search for Users field and clicking Search. Then click on the



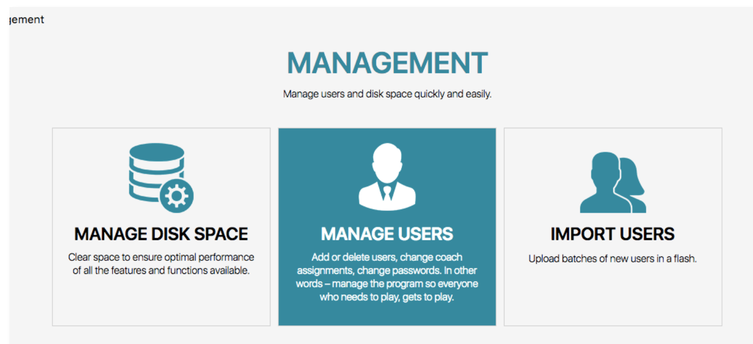
trash can in the last column. You will see a prompt asking if you really want to delete this user.

Caution – once you remove a user <u>all</u> their data is gone and is not retrievable. Please be <u>certain</u> that you want to take this action.

1.2. MANAGE USERS:

This is the part of Management that you will use most often. Here you can:

- Search for and edit the profile for any user
- Change Coach assignments
- Add new users
- Delete users

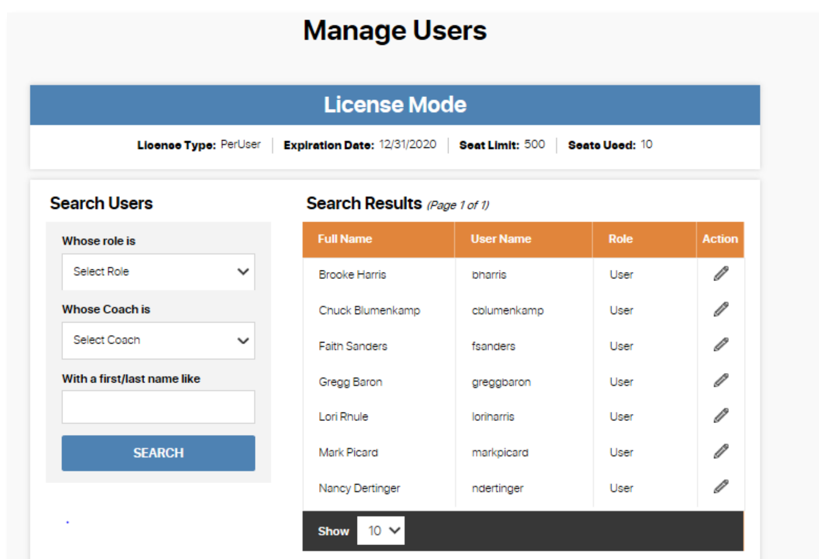


To search for a specific user, fill in the first or last name and click **Search**.

You can filter your search by:

- Role – Super Coach, Coach or User
- Whose Super Coach is – select a Super Coach
- Whose Coach is – select a Coach
- First/last name – start typing a name and the list will find any users with those letters

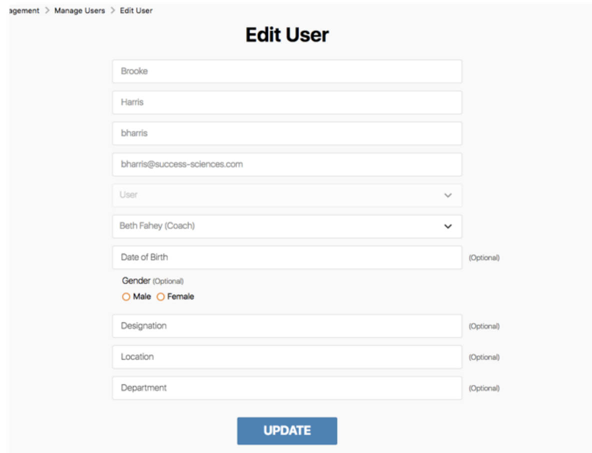
Once you have selected the user you want to edit click on the box in front of their name, then click on the pen icon in the Action column to access their profile.



In the user's profile, you can make changes to:

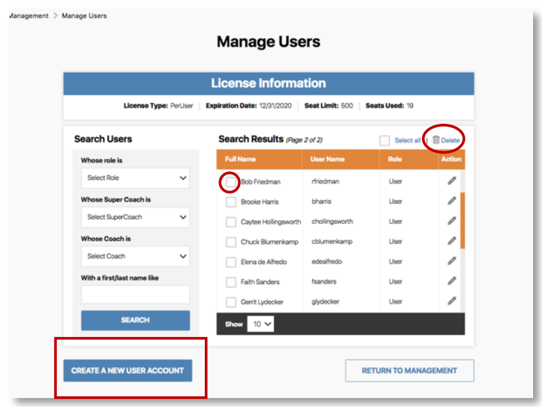
- **First name**
- **Last name**
- **Username**
- **Email address**
- **Coach assignment**
- **Date of Birth**
- **Gender**
- **Designation**
- **Location**
- **Department**

Once you have made the appropriate change click Update to submit the change.



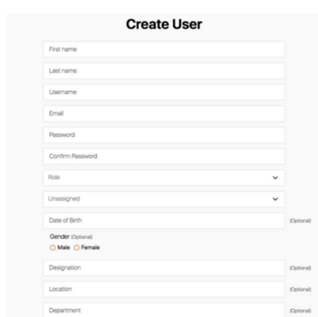
You can also create new user accounts through "Manage Users"

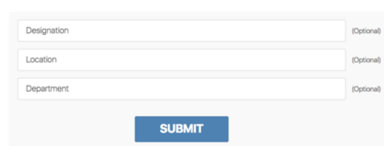
- Click the left lower button that says "create a new user account"
- You can also delete users by selecting the user (clicking the box on the left side of their name) and then pressing the trash icon.
  ****Please note: once you delete any user, all their records will be gone and cannot be retrieved.**

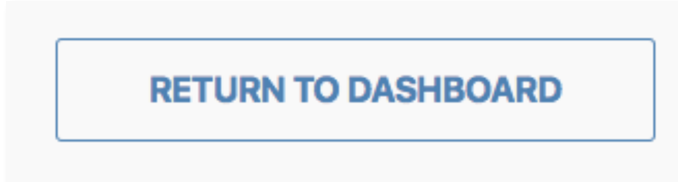


Create User

- Fill out all the information to create the new user account.
- Once you are done, click SUBMIT.

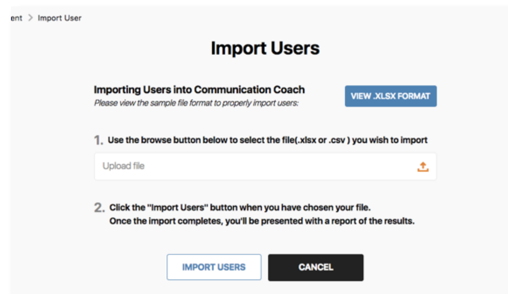




**At any point throughout this process you will have this button at the bottom of the page as an option to get back to your dashboard	**You can click on the company logo in the upper left corner to go back to the dashboard from any area of the web app 

1.3. IMPORT USERS:

1. Follow the instructions on the screen to import users in batches.

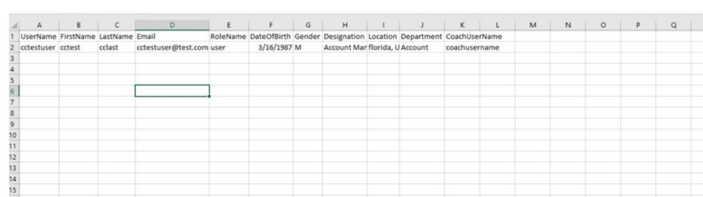


2. When uploading a group of new users you can do a batch upload using an xlsx file.

3. Enter all new users in an Excel spreadsheet using the format in the template. Fill in any of the fields that you want to be populated in the program. Fields include:

- User Name (required)
- First Name (required)
- Last Name (required)
- Email (required)
- Role (required - user, Coach, Super Coach or Admin)
- Date of Birth (optional)
- Gender (optional)
- Designation (optional)
- Location (optional)
- Department (optional)
- Coach User Name(required)

4. Use the browse button to locate the Excel file, select and click open. The file name will appear in the box on the screen.



	A	B	C	D	E	F	G	H	I	J	K
1	UserName	FirstName	LastName	Email	RoleName	DateOfBirth	Gender	Designation	Location	Department	CoachUserName
2	cctestuser	cctest	cclast	cctestuser@test.com	user	3/16/1987	M	Account Mar	florida, U	Account	coachusername

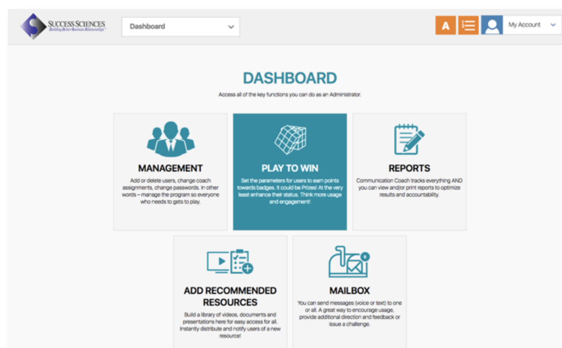
5. Once you have selected your file click Import Users to upload the list to the system.

6. You will receive a message indicating that your upload is complete.

**Note: if you receive an error contact Success Sciences.

2. PLAY TO WIN:

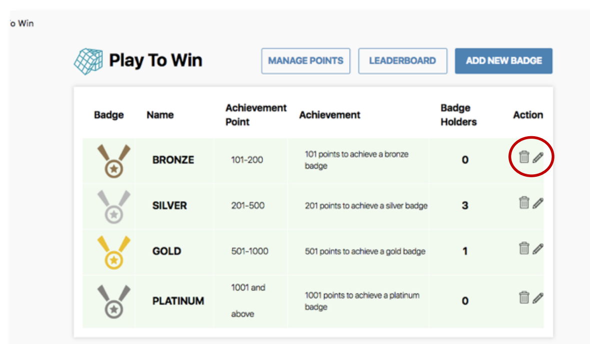
1. Access **"Play to Win"** on your main dashboard



As the administrator, you can manage the badges and points needed to earn each badge.

On this screen, you can **delete a badge or change** the graphic associated with that badge.

To change the graphics, click on the pen icon in the last column.



<table>
<tr>
<td>
2. You can also Add a New Badge:

- Press the button “Add new badge” on the upper right corner
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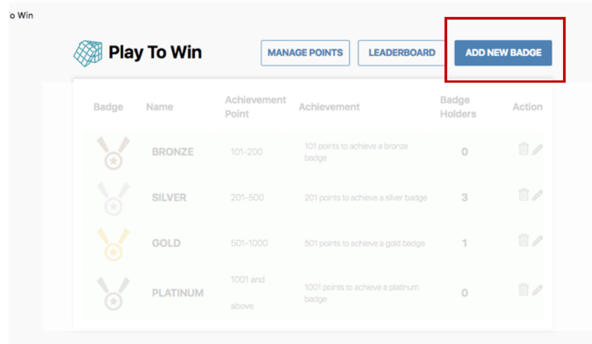

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<td>
3. Enter the characteristics you’d like for that new badge.

Note: You can only have a total of 4 badges. To add a new one, you first must first delete an existing one.
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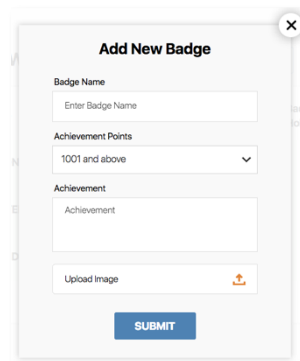

</td>
</tr>
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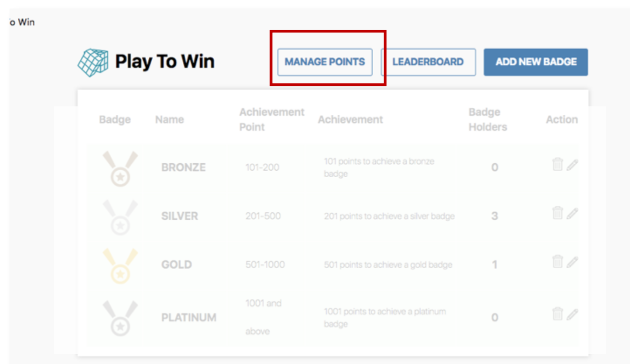
<td>
4. As an admin you can manage the points your users can earn:

Users can earn points four ways:

- Completing a tutorial
- Quiz Score
- Coach Approval on Recording
- Time Spent (per session)

You can adjust the range of points awarded for specific actions here. Typically, this is done when your program is first released. It can be adjusted as needed.
*If you would like to clear the accumulated points for all users, please contact Success Sciences.
</td>
<td>


</td>
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</table>

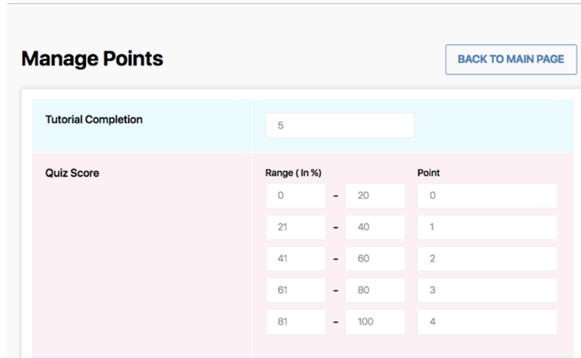
5. The following are examples of the point allocations for the four ways to earn points. You can set the point ranges as desired based on how you want to reward the different activities.

Tutorial Completion:

- This is typically assigned between 1 – 5 points for each tutorial completed.

Quiz Scores:

- 0 – 20% - 0 points
- 21 – 40% - 1 point
- 41 – 60% - 2 points
- 61 – 80% - 3 points
- 81 – 100% - 4 points



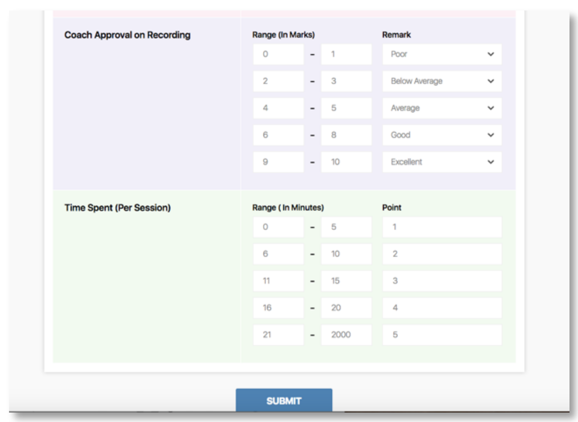
Coach Approval of Recording:

- 0 – 1 – Poor
- 2 – 3 – Below Average
- 4 – 5 – Average
- 6 – 8 – Good
- 9-10 – Excellent

The Remark will fill in automatically when a coach fills in the points for that recording.

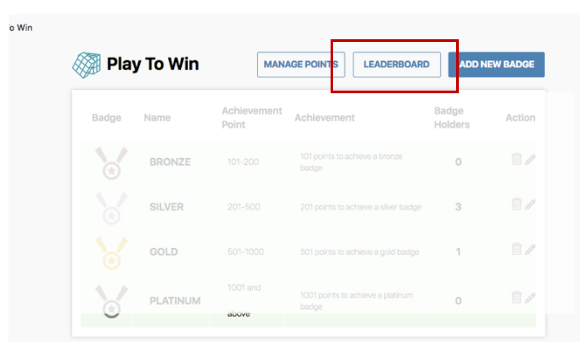
Time Spent Per Session (minutes)

- 0 – 5 minutes – 1 point
- 6 – 10 minutes – 2 points
- 11 – 15 minutes – 3 points
- 16 -20 minutes – 4 points
- 21 – 200 minutes – 5 points



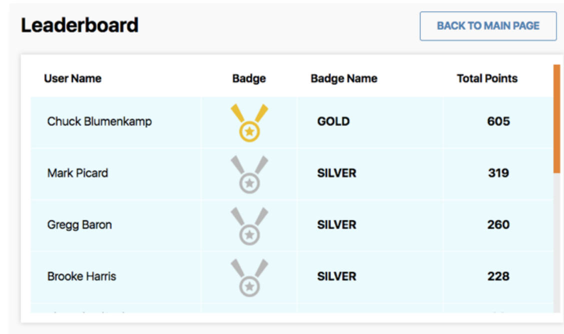
7. As an admin you can access the Leaderboard:

- Press the "Leaderboard" button



8. Here you can see:

- User Name
- Badge
- Badge Name
- Total Points Earned



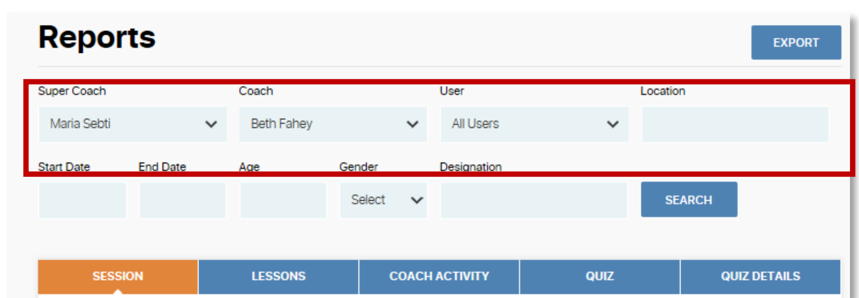
3. REPORTS:

Communication Coach (CC) tracks everything the users do from logging in to logging out.

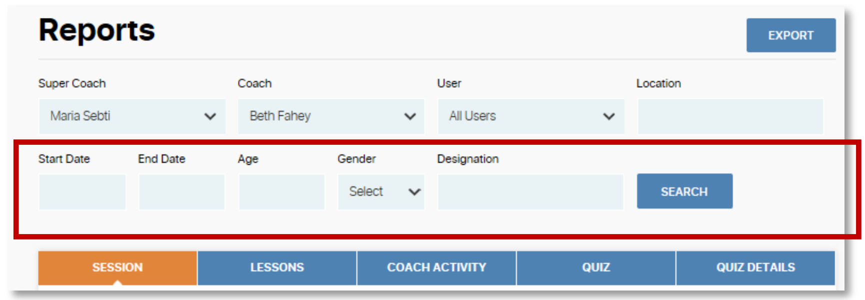
As a coach, **Reports** gives you the information you need to effectively coach and guide your people to using **CC** optimally. You can see all their activity and provide feedback to appropriately adjust their usage patterns.

There are several fields you can use to narrow your search when pulling reports:

- **Super Coach** – this is a drop-down list of all the super coaches in Communication Coach
- **Coach** – this will auto-fill with the names of coaches assigned to the super coach you choose
- **User** – this is a drop-down list of all users assigned to the coach you have selected. You can select All Users or individual user(s) to review their activity.
- **Location** – this is an optional field that some clients use in their user profile. It is typically used when they have users in different locations/centers

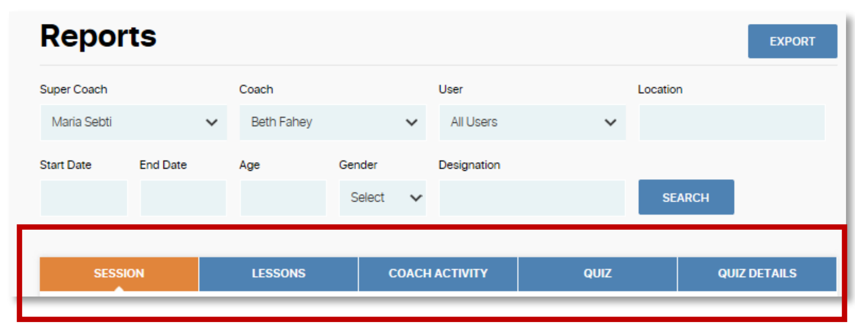


- **Start Date / End Date** – you can select a date range for reviewing reports. If not, it will default to the entire date range of usage.
- **Age** – this is an optional field some client use on their user profile
- **Gender** – this is an optional field some clients use in their user profile
- **Designation** – this is an optional field some clients use in the user profile. It is typically used to indicate different groups that are using the same CC platform such as sales, service, IT, etc.



Once you have indicated the search parameter, click Search to pull up that specific data.
You also have different views of the data:

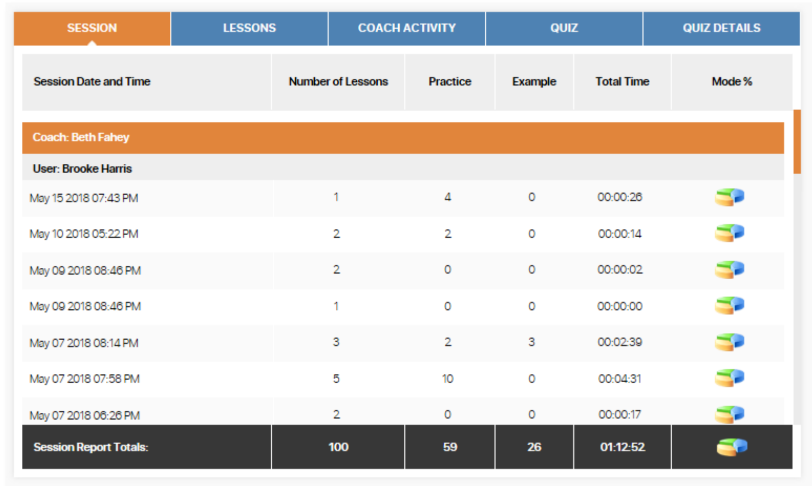
- **Session** – overview of the user's activity from log-in to log-out for each session
- **Lesson** – overview of the user's activity lesson by lesson
- **Coach Activity** – an overview of your activity as the coach
- **Quiz** – an overview of the user's quiz scores
- **Quiz Detail** – question by question details for each quiz



Session Report

The Session Report gives you an overview of how the user spent his/her time for each session. The columns from left to right are:

- **Date and Time** – when the user logged in
- **Number of Lessons** – the total number of lessons the user interacted with
- **Practice** – how many times they did a lesson in Practice mode
- **Example** – how many times they did a lesson in Example mode
- **Total Time** – the total amount of time spent in Communication Coach
- **Mode %** - the percentage breakdown of time between Practice and Example

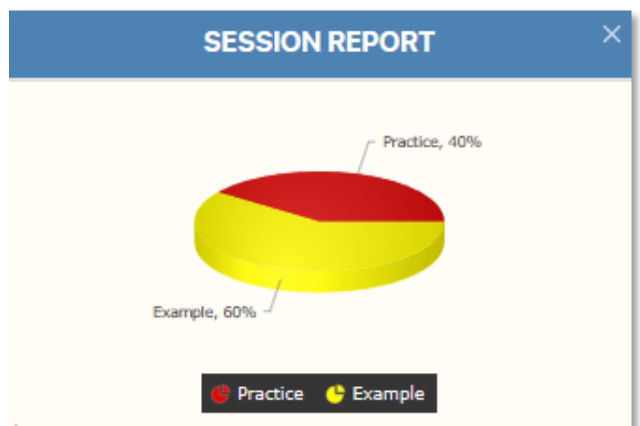


SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

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	00:00:26	
May 10 2018 05:22 PM	2	2	0	00:00:14	
May 09 2018 08:46 PM	2	0	0	00:00:02	
May 09 2018 08:46 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 06:26 PM	2	0	0	00:00:17	
Session Report Totals:	100	59	26	01:12:52	

What you are looking for

- **Total Time of 10 – 20 minutes for each session**
- Mode % - 70% or more of the user's time in Practice (based on best practices a user who spends 70% or more of their time in Practice will show the greatest impact on performance improvement.)



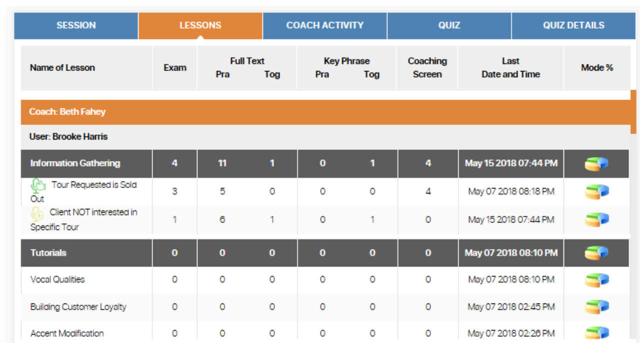
Lesson Report

The data below shows the specific lessons the user interacted with in that category.
The columns from left to right are:

- Title – the title of the category and lessons (note – only lessons the user has interacted with show up here.)
- Exam (Example) – the total of times the user listened to the Example
- Full Text Pra (Practice) – the total of times the user used Practice mode for that lesson in Full Text
- Full Text Tog (Toggle) – the total of times the user used the toggle buttons in Full Text (Example, Listen to my Recording, Record) (Note – this pertains to the entire lesson, not each screen that they might have used the toggle buttons.)
- Key Phrase Pra (Practice) – the total of times the user used Practice mode for that lesson in Key Phrases
- Key Phrase Tog (Toggle) – the total of times the user used the toggle buttons for that lesson in Key Phrases
- Coaching Screen – the total of times the user accessed the Coach screen for that lesson
- Mode % (pie chart) – the percentage of time spent in Example, Practice and Toggle

Lesson Report shows each lesson the user has interacted with and how he/she spent their time with that lesson. This report is cumulative over the entire time the user uses CC, not limited to a single session.

The data is subdivided into Categories. The black bar shows the category name, the total types of interactions in that category and the last date and time the user interacted with a lesson in that category.

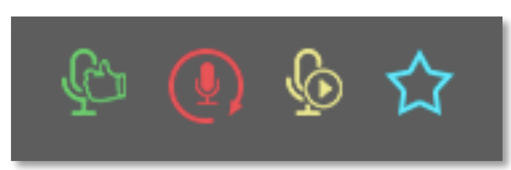


SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

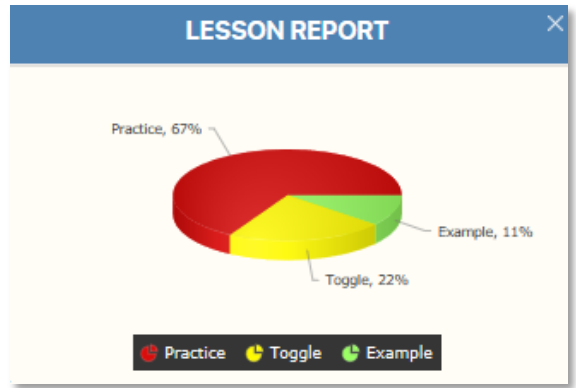
Name of Lesson	Exam	Full Text Pra	Full Text Tog	Key Phrase Pra	Key Phrase Tog	Coaching Screen	Last Date and Time	Mode %
Coach: Beth Fahey								
User: Brooke Harris								
Information Gathering	**4**	**11**	**1**	**0**	**1**	**4**	**May 15 2018 07:44 PM**	
Tour Requested is Sold Out	3	5	0	0	0	4	May 07 2018 08:18 PM	
Client NOT interested in Specific Tour	1	6	1	0	1	0	May 15 2018 07:44 PM	
Tutorials	**0**	**0**	**0**	**0**	**0**	**0**	**May 07 2018 08:10 PM**	
Vocal Qualities	0	0	0	0	0	0	May 07 2018 08:10 PM	
Building Customer Loyalty	0	0	0	0	0	0	May 07 2018 02:45 PM	
Accent Modification	0	0	0	0	0	0	May 07 2018 02:26 PM	

What you are looking for

- The icons in front of the lesson title tell you the status of the lesson
  - Yellow microphone – new recording ready for review
  - Green microphone – you've reviewed it and scored it as good or better
  - Red microphone – you've reviewed and indicated they should do this one again



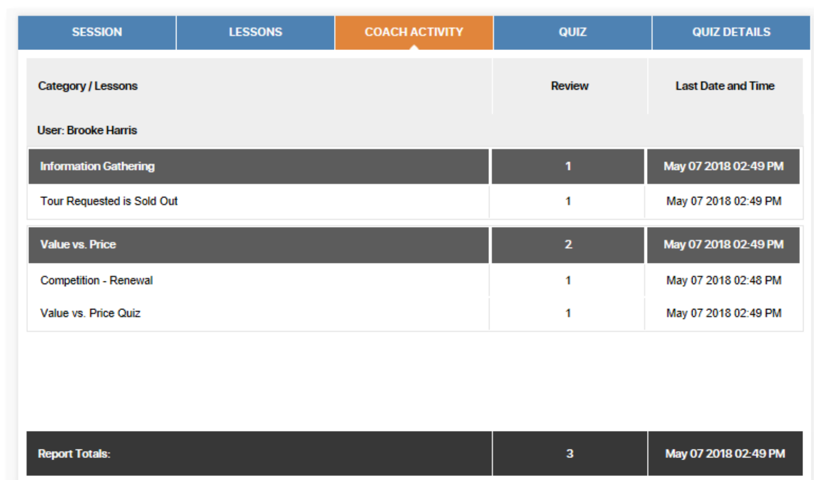
- Full Text / Key Phrases – is the user moving to Key Phrases appropriately?
- Practice / Toggle – is the user spending 70% or more of their time in Toggle while doing their practice?
- Coach screen – has the user visited the Coach screen at least once?



Coach Activity

Shows what lessons the coach has reviewed for each user. The columns from left to right are:

- Category / Lesson title – the name of the lesson reviewed
- Review – the number of times you have reviewed this lesson
- Date and Time – the date and time of the last time you reviewed this lesson



SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

Category / Lessons	Review	Last Date and Time
User: Brooke Harris		
Information Gathering	1	May 07 2018 02:49 PM
Tour Requested is Sold Out	1	May 07 2018 02:49 PM
Value vs. Price	2	May 07 2018 02:49 PM
Competition - Renewal	1	May 07 2018 02:48 PM
Value vs. Price Quiz	1	May 07 2018 02:49 PM
Report Totals:	3	May 07 2018 02:49 PM

Quiz Report

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

- Name of Lesson – 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 % score of current answers
- History
  - Min (Minimum) – the lowest score of all attempts
  - Max (Maximum) – the highest score of all attempts
- Attempts – the total number of times the user took this quiz
- Last Date and Time – the date and time of the last attempt

SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

Name of Lesson	Quiz Result			History		Attempts	Last Date and Time
	Correct	Incorrect	Score	Min	Max		
User: Brooke Harris							
Value vs. Price	**4**	**0**	**100**	**50**	**100**	**13**	**May 07 2018 08:06 PM**
Value vs. Price Quiz	4	0	100	50	100	13	May 07 2018 08:06 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 category and title of the quiz
- Attempts -the number of times the user 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 – the last date and time the user answered this quiz question

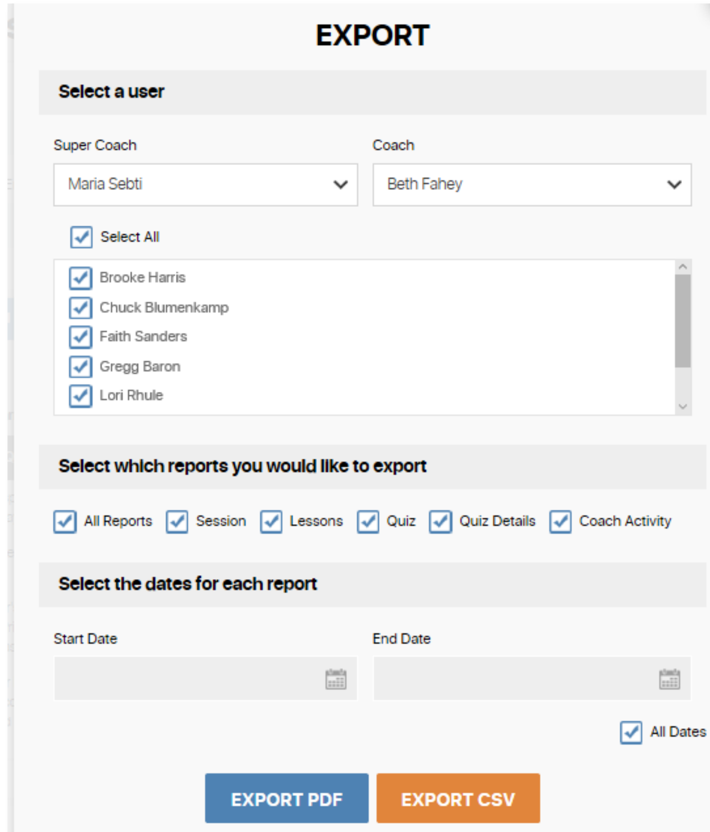
SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

Lesson	Attempts	Answer	Result	Correct Answer	Last Date and Time
User: Brooke Harris					
Value vs. Price Quiz					**May 07 2018 08:06 PM**
Select correct response from below: Value vs. Price may be defined as: ____	1	b	Correct	b	May 07 2018 12:08 AM
Issuing Loyalty credit builds customer loyalty.	1	false	Correct	false	May 07 2018 12:08 AM
When a customer's attention is momentarily on Price, we lead the conversation by asking questions that:	2	c	Correct	c	May 07 2018 08:06 PM
When a customer is considering switching to the competition, our goal is to emphasize and position Verizon Value that:	2	d	Correct	d	May 07 2018 08:06 PM

<u>Export</u>

You can select specific data to export using the fields on the screen:

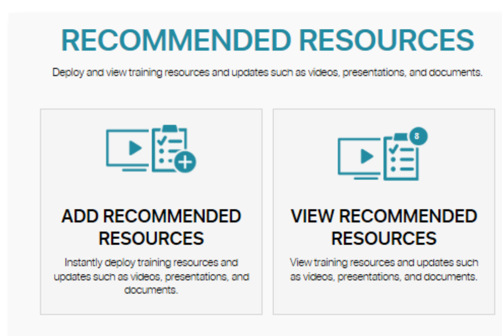
- **Select a user** – select all or specific individuals
- **Select which reports you would like to export** – you can select all or specific reports
- **Select the dates for each report** – you can set a date range for the data to export or select All Dates
  Format – PDF or CSV (Excel spreadsheet) file
  ****Please note: your file will be downloaded to your "downloads" folder unless you have changed your browser settings to do otherwise**



4. RECOMMENDED RESOURCES:

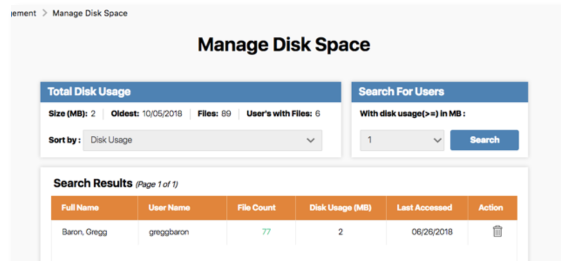
From here you can:

- Add new resources
- View current resources you have added for your learners to view
- View resources added by any super coach or coach



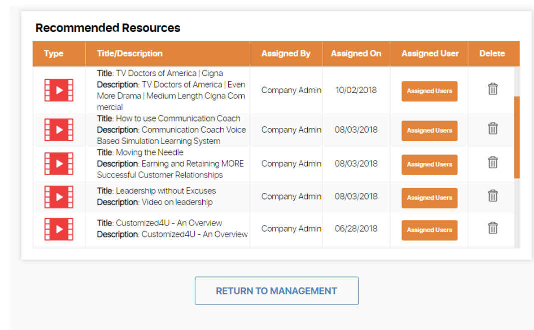
View resources

1. Go to Disk Management on your main dashboard
2. Click "Manage Disk Space"
3. Her you can see all the resources added by any super coach or coach



See who those resources are assigned to

1. Go to the main dashboard
2. Click Recommended Resources

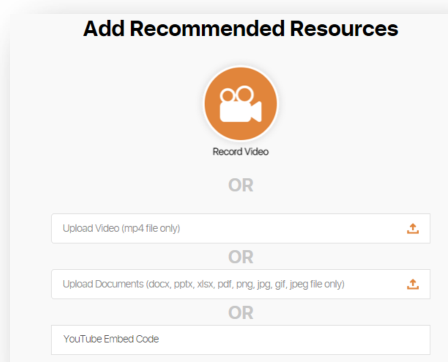


Add Recommended Resources

You can easily add new resources by entering the file name in the appropriate field.

For videos and other documents click on the upload arrow and find the document on your computer.

- The top field is for video files
- The top orange button is to record a video through the webcam
- The middle field is for any other type of documents such as a Word document, PowerPoint presentation, PDF, jpeg, etc.
- The bottom field is for YouTube embed codes



How to embed a YouTube Video

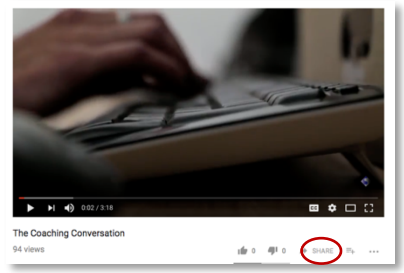
- On a computer, go to the YouTube video you wish to embed
- Under the video, click Share
- Click Embed
- From the box that shows up, copy the HTML code and paste it in the third bar where it says "YouTube Embed Code"

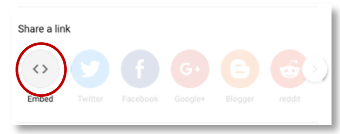
On the lower half of the screen enter the users you want to assign this resource to, the title and a brief description.

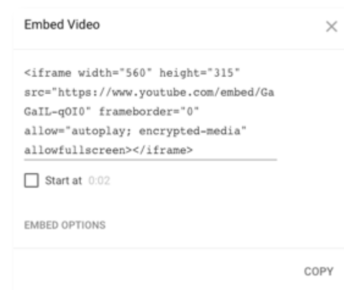
When you click on the down arrow in the **Select Users** field a list of all the users assigned to you will appear. You can Select All or individual users.

Note – remember to close this box once you have selected the user(s), so you can access the other two fields.

Once complete – click **Submit** to upload the new resource. A **message** will appear in the appropriate users' mailbox as well as in their email that a new resource has been added for their review.



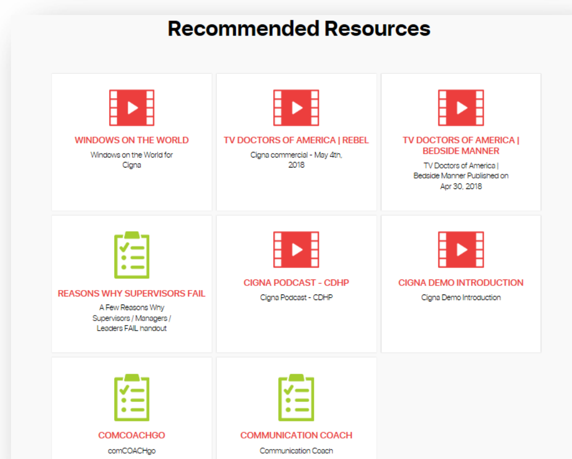




Please note: only the company admin account can delete resources after they are uploaded

View Recommended Resources

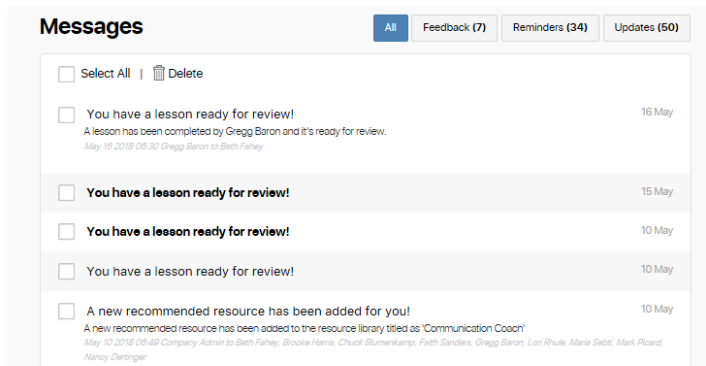
This screen lets you see all the resources you have added. You can also view the resources that any super coaches and coaches have added as well.



5. MAILBOX:

The main Mailbox screen shows you all the messages you have sent and received.
Any message in **bold** means you have not opened this message up to read yet.
If you click on the message it opens to show you additional information such as who it went to and what you wrote.
They can also be viewed in three categories by selecting one of the options across the top of the list

- Feedback shows you all the messages sent to users after a lesson is reviewed – admins cannot review lessons, however, so this filter will be empty.
- Reminders are all messages showing any new resources you have added for users.
- Updates show messages of coach assignments that have been changed.



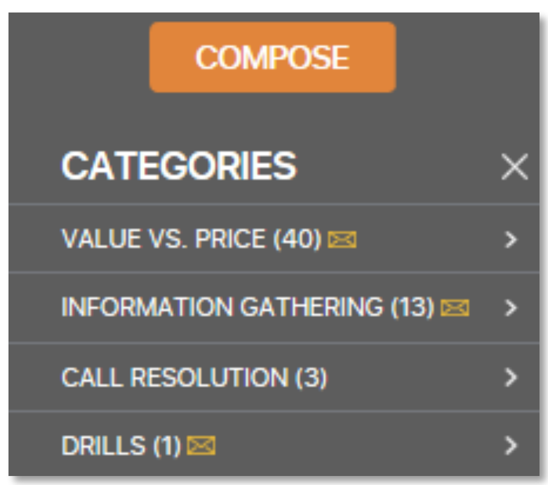
<u>Composing a Message</u>

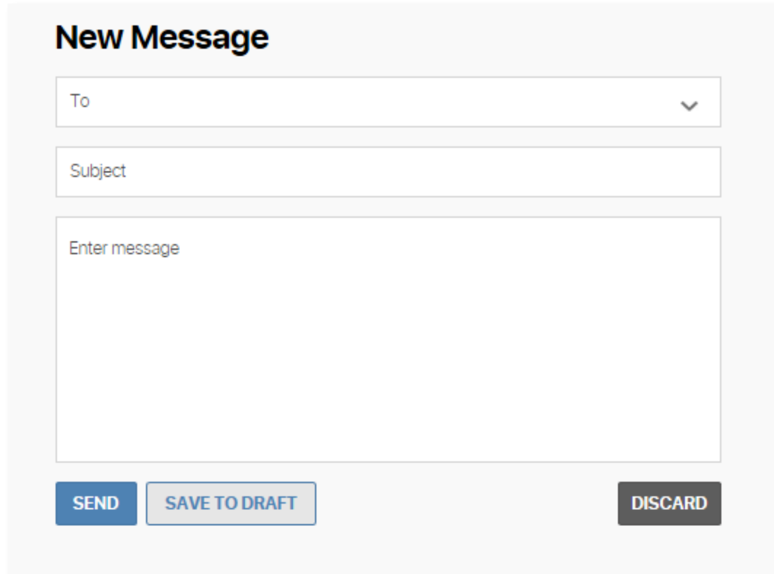
You can compose a new message to any user(s) by clicking on the Compose button at the top of the **Category Tree**.

Here you can simply send a message to any or all users assigned to you by filling in the fields.

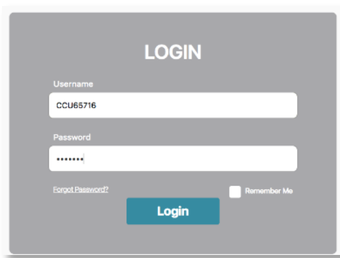
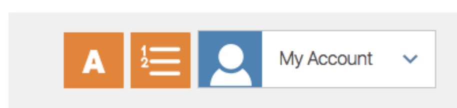
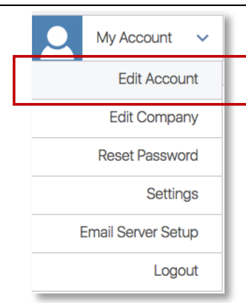
- Start by selecting the user(s) to receive the message from the drop-down box in To

- Add **the Subject** and your message in the appropriate spaces



- Once complete you can **Send, Save as a Draft** if you'd like to come back to this later or **Discard** if you decide not to send it - You can also delete messages by clicking the boxes and then pressing delete	

6. MY ACCOUNT:

<u>How do add/change my profile picture</u> 1. Log in to your Communication Coach account	
2. Press on "My Account" in the upper right-hand corner of your dashboard	
3. Select "Edit Account"	

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4. Press the circle where it says "Upload image"

****Note: only .jpg, .png or .gif files. Also, the optimal size is 100 by 100 px.**

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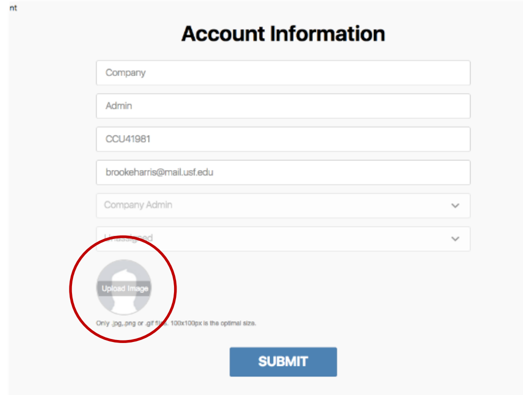

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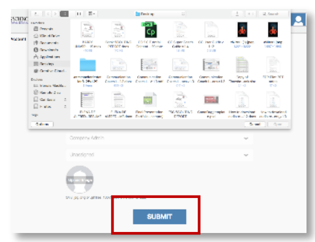
5. Upload the image you would like, and click Submit

</td><td>



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<u>How do add/change company logo</u>

1. In the drop-down menu on the upper right corner press "Edit Company"

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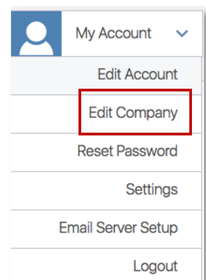

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2. Click on the arrow to browse your computer. ***Please note: use only .png files. 230*70px are the optimal size.**

3. Once you are done click SUBMIT.

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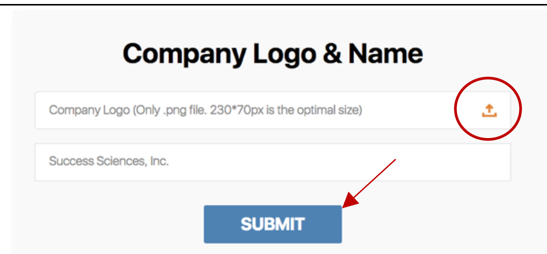

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7. FAQs:

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