

## **NAVIGATING THE SERVICE STRATEGIES TRAINING CENTER**

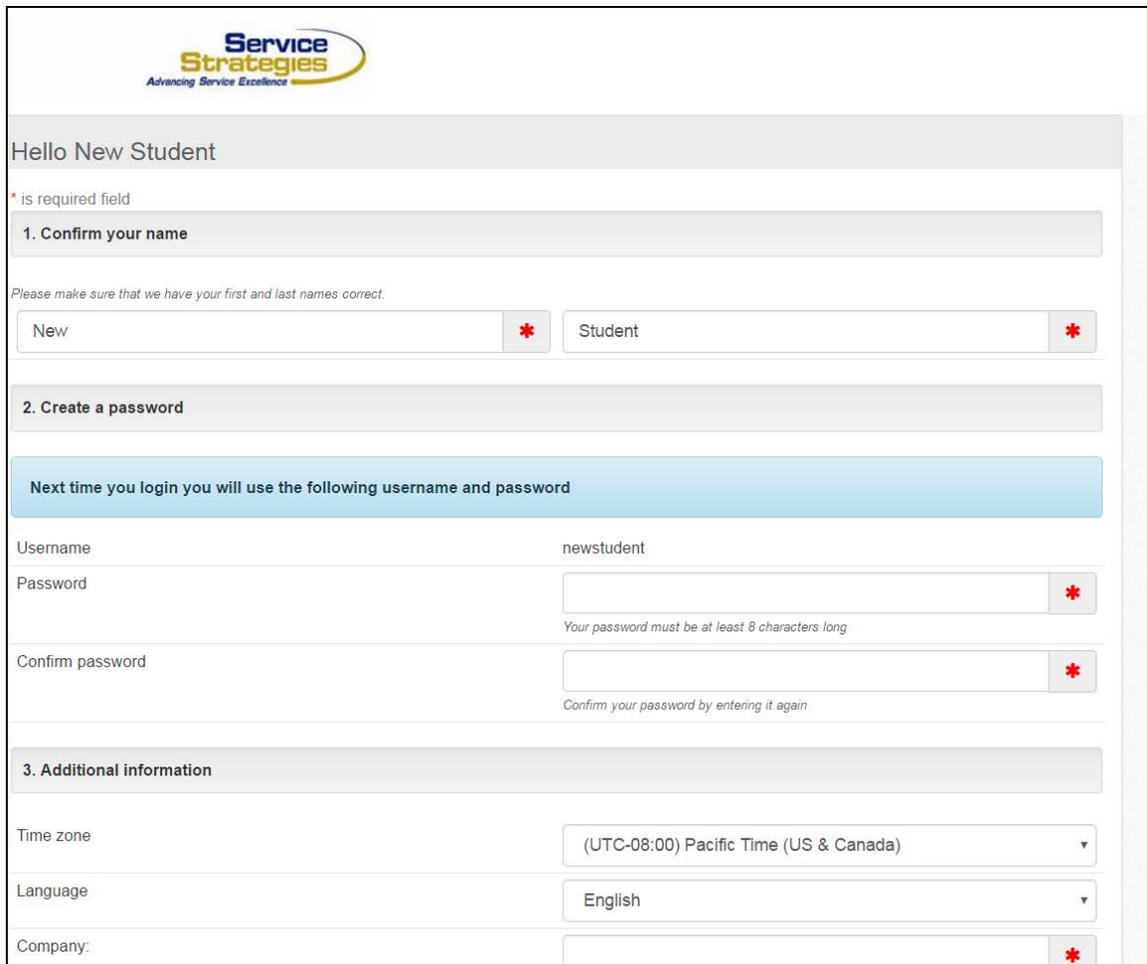
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This document is designed to provide a step by step guide to accessing all of your activities. Each page of the training center is described in detail with screen prints to get you where you need to go.

## Logging In

You will receive an email which will provide you with a Username.  
Once you have received your Login details by email, go to the Service Strategies Training Center at: [www.training.servicestrategies.com](http://www.training.servicestrategies.com)

If this is your first time logging in, you will see the following page. Please fill out the fields with a red asterisk:



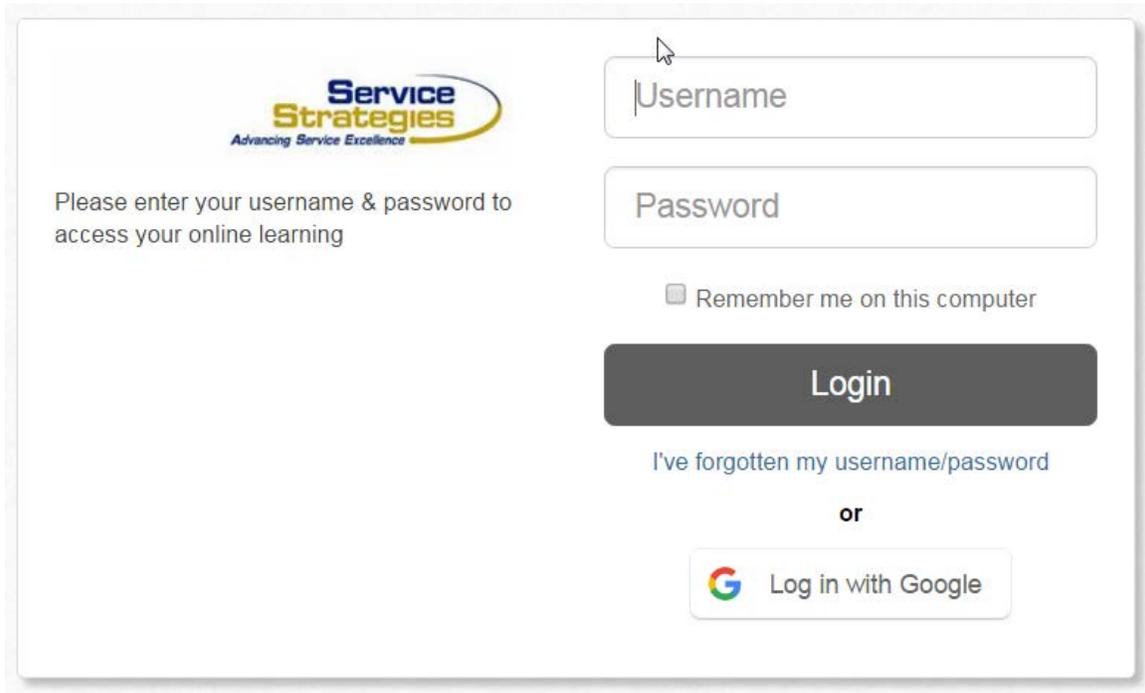
The screenshot shows the registration page for a new student. At the top left is the Service Strategies logo with the tagline "Advancing Service Excellence". Below the logo, it says "Hello New Student". A note indicates that fields with a red asterisk are required. The page is divided into three main sections:

- 1. Confirm your name**: A sub-header for the first section. Below it is a note: "Please make sure that we have your first and last names correct." There are two text input fields: "New" and "Student", both marked with a red asterisk.
- 2. Create a password**: A sub-header for the second section. Below it is a blue box that says "Next time you login you will use the following username and password". This is followed by a table:

Username	newstudent
Password	<input type="password"/> *
Confirm password	<input type="password"/> *

Below the password fields are the instructions: "Your password must be at least 8 characters long" and "Confirm your password by entering it again".
- 3. Additional information**: A sub-header for the third section. It contains three fields:
  - Time zone: A dropdown menu with "(UTC-08:00) Pacific Time (US & Canada)" selected.
  - Language: A dropdown menu with "English" selected.
  - Company: A text input field marked with a red asterisk.

If you've already setup your password, you will need to login. Please note: The password field is case sensitive.



**Service Strategies**  
Advancing Service Excellence

Please enter your username & password to access your online learning

Username

Password

Remember me on this computer

**Login**

[I've forgotten my username/password](#)

or

 Log in with Google

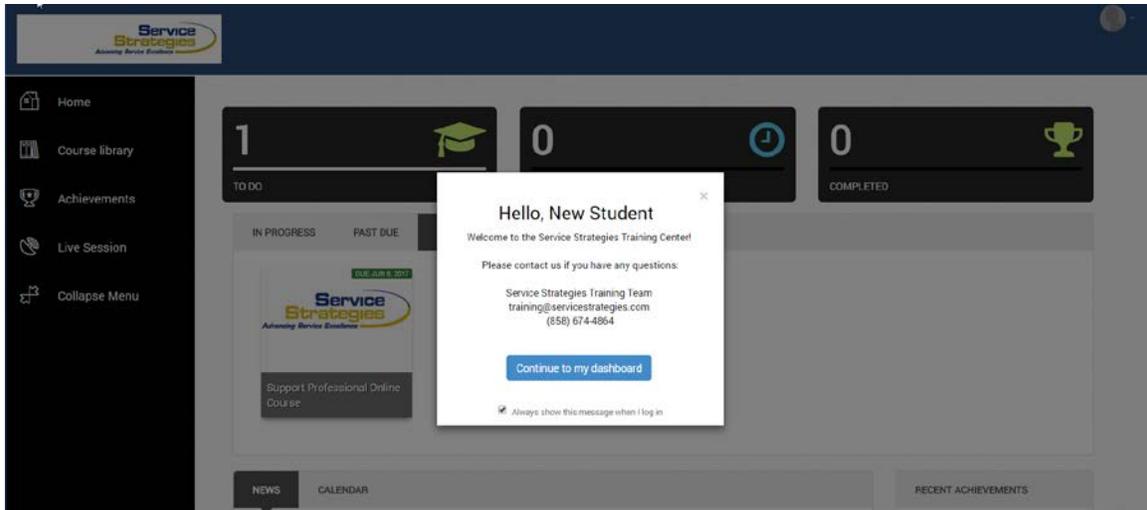
## Resetting Your Password

If you have forgotten your password, click on "I've forgotten my username/password" located under the LOGIN button. Enter your email address as the Username and click Continue. Your new password will be sent to your email address.

# Home Page

After you login, you will be taken directly to the Home page where you will see the:

**Welcome Message:** This message is shown by default. A learner can turn this off by unchecking the "Always show this message when I log in" box and can turn it back on from the "My Profile & Settings" page.



Click "Continue to my dashboard".

# Dashboard

The dashboard interface includes a top navigation bar with the Service Strategies logo and a user profile icon. A left sidebar contains navigation links: Home, Course library, Achievements, Live Session, and Collapse Menu. The main content area features three dark gray boxes for statistics: '1 TO DO' (with a graduation cap icon), '0 OVERDUE' (with a clock icon), and '0 COMPLETED' (with a trophy icon). Below these are tabs for 'IN PROGRESS', 'PAST DUE', and 'NOT STARTED'. The 'NOT STARTED' tab is active, displaying a course card for 'Support Professional Online Course' with a 'DUE JUN 4, 2012' label. A 'NEWS' section titled 'Advancing Service Excellence' is visible, and a 'RECENT ACHIEVEMENTS' section shows 'NO ACHIEVEMENTS EARNED' with a 'view all' link.

Main page from top to bottom (left navigation bar described below):

- **Profile Drop Down (top right corner):**
  - Username - Your username
  - My Profile & Settings - Change your information here including Profile picture, Password, Time Zone, Language, Address, Email and more.
  - Sign-Out - To insure the highest security possible, sign out of the system.
- **Dashboard Statistics: To Do, Overdue and Completed (dark gray boxes)** – these are non-clickable boxes. They simply tell you how many courses are in each category.
- **In Progress** – This lists the course/exam you have started but not completed. When you hover over the name of the course/exam it will show you the percentage of completion and date assigned.
- **Past Due** – This shows any courses/exams in which the deadline has expired. Please contact Service Strategies to reinstate these courses/exams.
- **Not Started** – These are courses/exams you have been enrolled in and need to complete. Click on “Go to Course” to proceed to the activity.
- **News** – current messages from Service Strategies will be shown here.
- **Calendar (coming soon)** - This is where any instructor led sessions a learner is registered for will displayed.

- **Recent Achievements** - All Achievements will be listed here. If the course has a certificate to download, you can select “download my certificate” next to the Achievement.

## Dashboard continued: (left navigation bar)

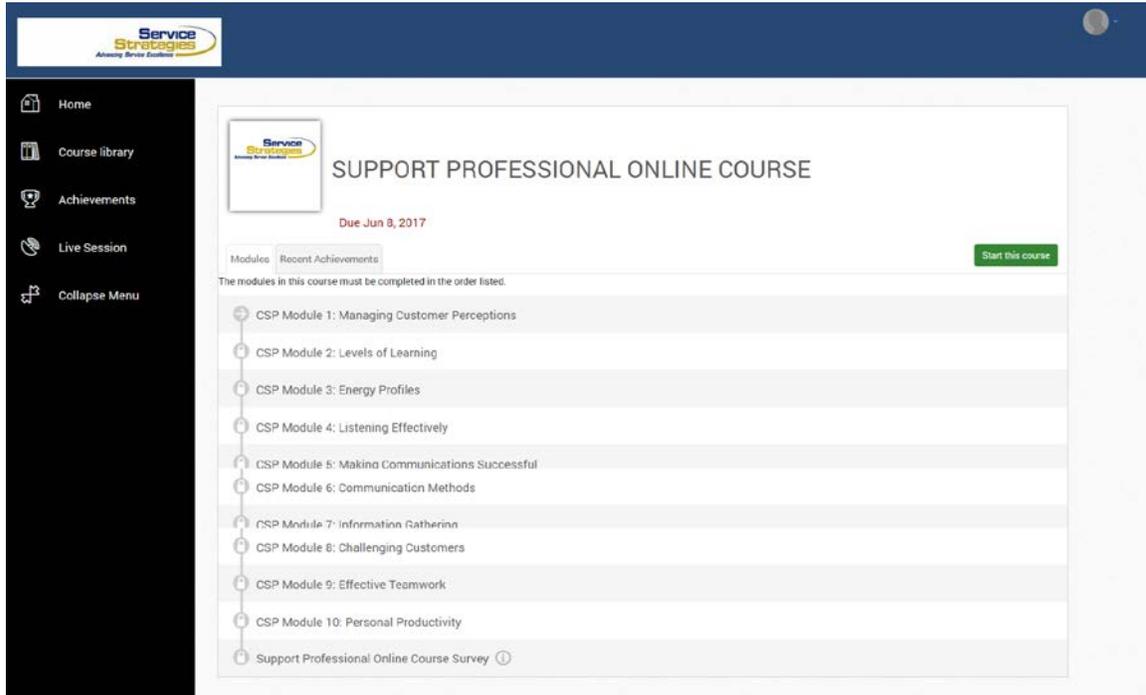
The screenshot displays the Service Strategies dashboard interface. On the left is a dark navigation bar with the following items: Home, Course library, Achievements, Live Session, and Collapse Menu. The main content area features a top header with the Service Strategies logo. Below the header are three summary cards: 'TO DO' with a count of 1, 'OVERDUE' with a count of 0, and 'COMPLETED' with a count of 0. A central section titled 'NOT STARTED' shows a course card for 'Support Professional Online Course' with a 'DUE JUN 8, 2017' badge. Below this are two columns: 'NEWS' featuring an article titled 'Advancing Service Excellence' and 'RECENT ACHIEVEMENTS' which currently shows 'NO ACHIEVEMENTS EARNED' with a 'view all' link.

- **Home** – takes you back to the Dashboard
- **Course Library** - All available courses/exams will be listed here, including complete and incomplete courses. To go to a course/exam, click on the title.
- **Achievements** - All Achievements will be listed here. If the course has a certificate to download, you can select “download my certificate” next to the Achievement.
- **Live Session** – Coming soon!
- **Collapse Menu** – minimize the left navigation pane

## Completing an Online Module Within a Course:

From the Home page, you will see a list of courses or programs you need to complete. They will be listed under the In Progress or Not Started tabs. Simply click on the title.

The following page will appear. Note, if you are enrolled in a program, you will also see the certification exam listed.



The screenshot shows the Service Strategies logo at the top left. A dark sidebar on the left contains navigation links: Home, Course library, Achievements, Live Session, and Collapse Menu. The main content area is titled 'SUPPORT PROFESSIONAL ONLINE COURSE' with a due date of 'Due Jun 9, 2017'. A green 'Start this course' button is visible. Below the title, there are tabs for 'Modules' and 'Recent Achievements'. A note states: 'The modules in this course must be completed in the order listed.' A vertical list of 10 modules follows, each with a lock icon on the left. The modules are: CSP Module 1: Managing Customer Perceptions, CSP Module 2: Levels of Learning, CSP Module 3: Energy Profiles, CSP Module 4: Listening Effectively, CSP Module 5: Making Communications Successful, CSP Module 6: Communication Methods, CSP Module 7: Information Gathering, CSP Module 8: Challenging Customers, CSP Module 9: Effective Teamwork, and CSP Module 10: Personal Productivity. At the bottom of the list is a 'Support Professional Online Course Survey' with a help icon.

The modules associated with the online course will be listed in order. Each module contains course content and a quiz at the end. Completion of the module requires that you read through the module and take the quiz. You must complete the modules in order.

To start the course, you may either click on “Start this course” on the right hand side, or click a module with the arrow. Note: the modules with a lock icon cannot be accessed without completing the module before it. You need to score an 80% or better in the module quiz in order for the next module to unlock.

## Going through the modules of a course:

You are now ready to begin! The system will automatically play an audio clip of the first paragraph. You will then need to read the rest of the page's content yourself.

**SUPPORT PROFESSIONAL**

**Managing Customer Perceptions**  
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**Managing Customer Perceptions Module Objectives** Managing Customer Perceptio ?

The basis of all communication is perception, which is based on expectations and the communication throughout your customer interaction.

This module focuses on how to manage perceptions by setting or resetting expectations through communication.

By the end of this module you will be able to:

- Explain the important part of support.
- Describe how to manage customer expectations.
- Describe how to manage customer perceptions.
- Describe how to keep the customer in the "Support Zone."

It should take 30 minutes to complete this module.



**Service Strategies** Advancing Service Excellence Save and Exit Notes Page 2 of 14 Refresh ← Back Next →

**Exiting the course:** You may exit and return to the module as often as you wish. You do not need to complete the material in one sitting. Simply close your browser window or click on the Save and Exit tab at the bottom. If you exit, when you return to the course, you will be asked if you would like to return where you left off.

**Notes:** The Notes tab is available at the bottom of the page. Click on this tab to open a page where you can type, cut and or paste any material you would like to save. Simply enter the information and click Save and Return to go back to the material or click Print to print a hard copy of your notes.

## Learning Module Quizzes:

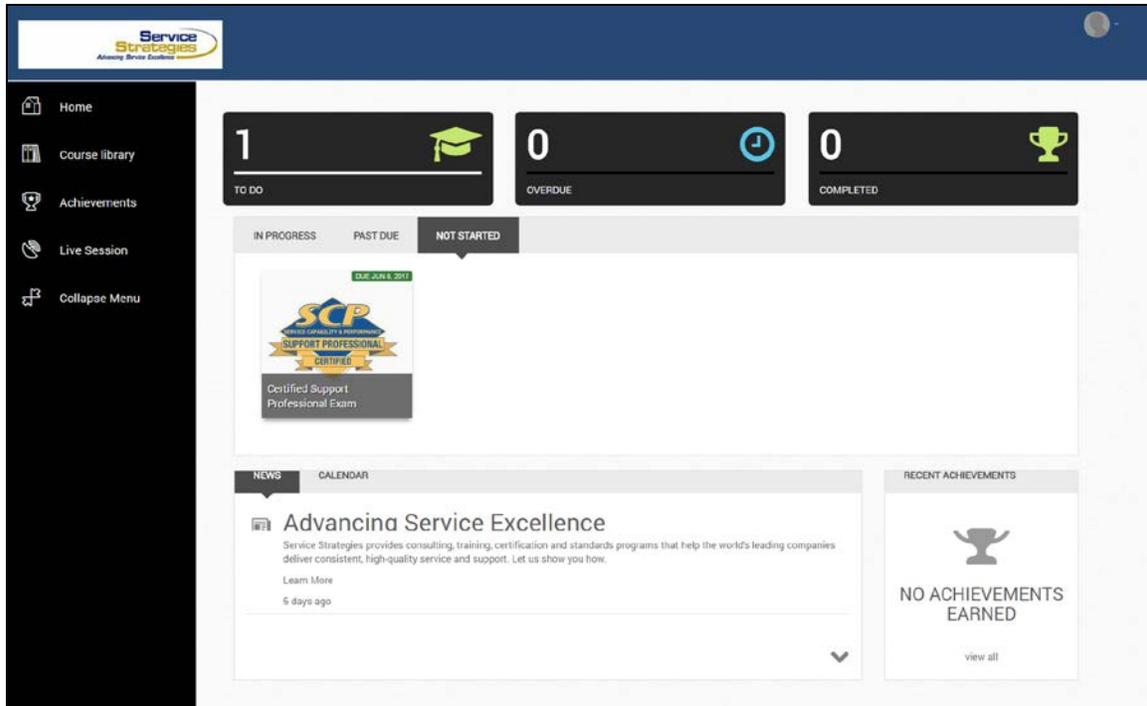
At the end of each module is a Module Summary page. Use this to review the module objectives before taking the quiz. You may go back and review the content via the navigation buttons at the bottom of the page or via the Table of Contents at the top of the page. When you are ready to take the quiz, click the Next button.

Once you complete the quiz you will be given your score (Pass or Fail). You will need to score 80% in order to pass the quiz. If you did not score 80%, you can review the course material and retake the quiz.

When you score 80% you will receive a congratulatory message and you can click on Save and Exit button to return to the main menu and continue to the next module.

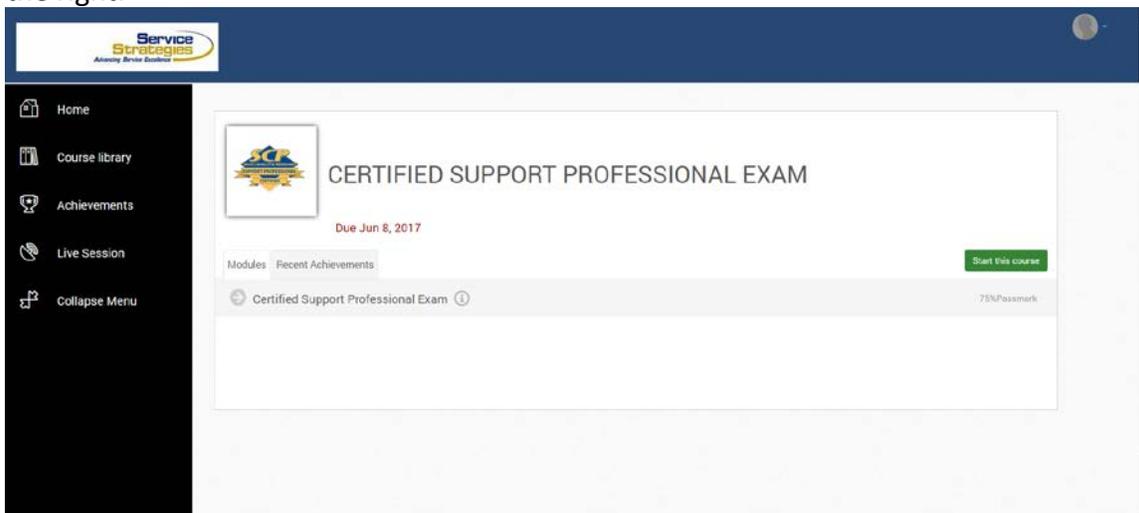
## Completing a Certification Exam:

From the Home Page click on the name of the exam. If you are enrolled in a Program, the exam will be listed with the modules of the Program.



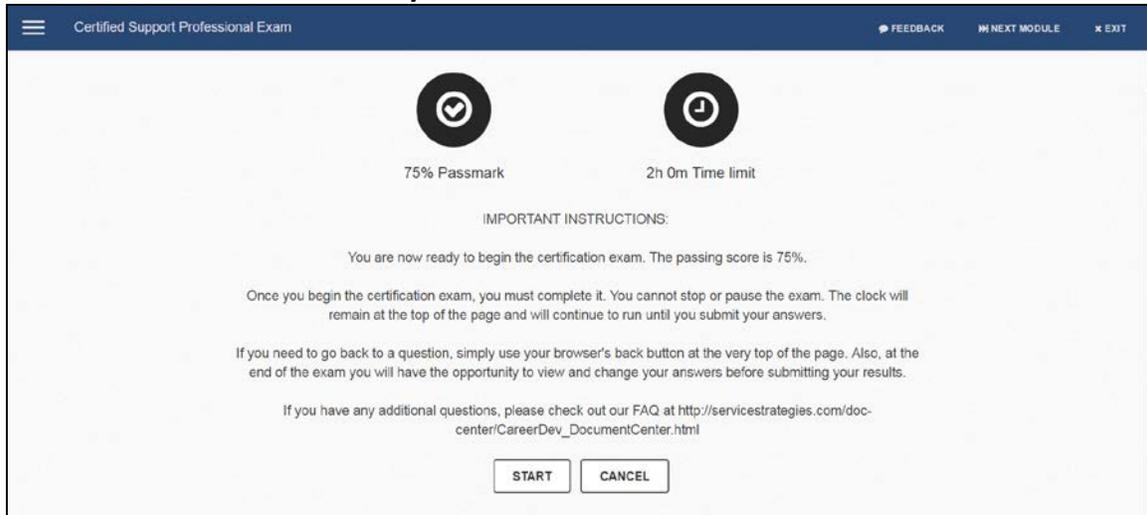
The screenshot shows the Service Strategies dashboard. At the top left is the logo. A dark sidebar on the left contains navigation links: Home, Course library, Achievements, Live Session, and Collapse Menu. The main content area features three progress cards: '1 TO DO' with a graduation cap icon, '0 OVERDUE' with a clock icon, and '0 COMPLETED' with a trophy icon. Below these are tabs for 'IN PROGRESS', 'PAST DUE', and 'NOT STARTED'. The 'NOT STARTED' tab is active, displaying a card for the 'Certified Support Professional Exam' with a 'START THIS COURSE' button. Below the exam card are sections for 'NEWS' (with a 'CALENDAR' sub-tab) and 'RECENT ACHIEVEMENTS'. The news section has a headline 'Advancing Service Excellence' and a 'view all' link. The achievements section shows 'NO ACHIEVEMENTS EARNED' with a 'view all' link.

The following screen will appear. Click on the name of the exam or “Start this course” on the right.



The screenshot shows the details page for the 'CERTIFIED SUPPORT PROFESSIONAL EXAM'. The Service Strategies logo is at the top left. The sidebar is the same as in the previous screenshot. The main content area features the exam title 'CERTIFIED SUPPORT PROFESSIONAL EXAM' and the due date 'Due Jun 8, 2017'. Below this are tabs for 'Modules' and 'Recent Achievements'. The 'Modules' tab is active, showing a single module 'Certified Support Professional Exam' with a '75% Passmark' and a 'Start this course' button.

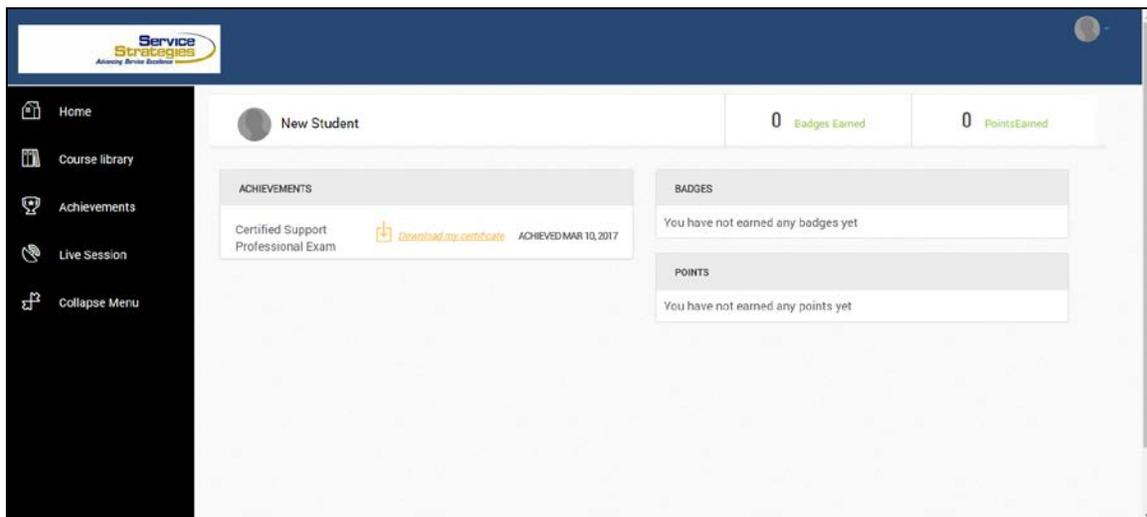
Read through the instructions. When you are ready to begin the exam, click “Start”.  
**The timer will start as soon as you click “Start”.**



## Obtaining your certificate:

If you successfully complete the online course and/or exam, you can download a certificate to show your accomplishment.

From the Home page, click on Achievements from the left navigation pane. The following page will appear. Any achievements will be listed on this page. Simply click on “Download my certificate” next to the course or exam title. A pdf of your certificate will be downloaded.



**If you have any further questions, please contact us at:**

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