CXG TRANSFORMER

Monday, August 12th, 2013
Issue 13 – We're All In This Together

Teamwork
"Makes the Dream Work"

Dear CXG Reader,

The keys to our success are the agents who take ownership and pride in what they do. Customer satisfaction is our top priority, which we strive to achieve through a collective team effort; where we recognize the importance of every team member. As busy season approaches, the foundation of the CXG department is *service*. Customer service through teamwork is the ability to work together toward this common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results. Alone we can do a little, but together we can do so much more. Do right, do your best and treat others as you want to be treated. Let's prepare to welcome busy season with a smile, and always remember that Teamwork Makes The Dream Work!!!

CXG Training Team

TOPIC 1 – CXG and TP Partnership
ATTENTION!!!

CXG is Building A Better Agent

Peak Season - **Weeks of 8/11, 8/18, 8/25, 9/1...are you ready?**
Tegrity New Version Update
Connect agents will be scheduled for video training

Quote of the Week

Coming together is a *beginning*;

Keeping together is *progress*;

Working together is *SUCCESS!*

- Henry Ford

On behalf of the Customer Experience Group (CXG), we'd like to welcome Teleperformance as a new partnership of McGraw-Hill Education and trust they will find their new role rewarding. We are pleased that they will be joining us as fellow representatives in our support division. We have taken the next step in our partnership with Teleperformance and now have staff resident in 4 locations across McGraw-Hill servicing our internal and external customers. This is an exciting time as we continue to evolve to MHE 2.0. Effective immediately, Teleperformance will be handling both calls and email cases for **Connect – Registration**. With this expansion, we would like to provide some clarity on Call Transfers as we branch our processes across facilities.

- ✓ <u>**Call Transfers**</u>: Teleperformance staff does not have WebEx Connect (IM)
  - o When transferring <u>to</u> Registration
    - ▪ You will be unable to IM the agent a URL
    - ▪ Refer the agent to the "Contacts" tab, "**CARE_Newly_Created_Contacts**"
  - o When receiving a transfer <u>from</u> Registration
    - ▪ Ask for the "Contact" *

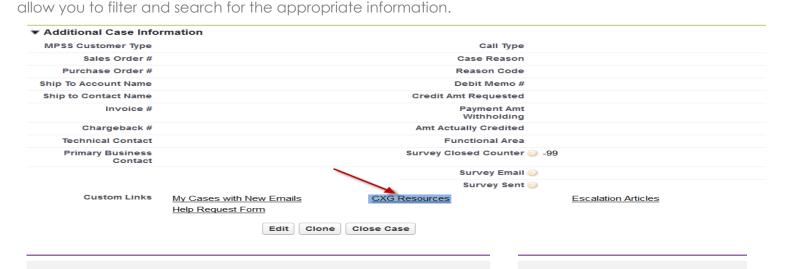***Remember**, transferred calls identified within the first 2 minutes will not have a case created!!!*

TOPIC 2 – Salesforce Custom Links

Some changes have been implemented to the "Custom Links" section in Salesforce (located under the Case View). A "**CXG Resources**" link now houses most of the links currently available within this section. The **CXG Resources** link will provide you with access to: **CXG Updates, Private Offers, MH Practice, MH Campus, Blackboard, LearnSmart, Troubleshooting Guides, Top Accounts Transfer List, Learning Solutions Custom Titles, as well as the Article and Email Template Request forms**. You'll notice that CXG Updates and other resources that were accessible via Google Docs have a different look. They have been converted to HTML to allow our Teleperformance partners the ability to access our resources. The HTML versions of the resources will allow you to filter and search for the appropriate information.

▼ **Additional Case Information**

MPSS Customer Type	Call Type
Sales Order #	Case Reason
Purchase Order #	Reason Code
Ship To Account Name	Debit Memo #
Ship to Contact Name	Credit Amt Requested
Invoice #	Payment Amt Withholding
Chargeback #	Amt Actually Credited
Technical Contact	Functional Area
Primary Business Contact	Survey Closed Counter -99
	Survey Email
	Survey Sent

Custom Links   My Cases with New Emails   CXG Resources   Escalation Articles
Help Request Form

[Edit] [Clone] [Close Case]

TOPIC 3 – Properly Handling Browser Related Issues

The Product Management Team has identified that there are times when agents are not properly troubleshooting Web Browser related issues. For example, a customer will describe their issue, stating that they are unable to access the Connect home page using the Google Chrome web browser. In response to the customer's issue, the agent states "try it in Firefox." This is not the preferred response. First, CXG agents should attempt to replicate the issue to see if it's a browser issue, global issue, or an issue isolated to the user's account. It's fine to suggest another browser; however, agents should troubleshoot the issue first.

With regards to Web Browser related issues, agents should complete the following:
1. Identify the customer's issue
2. Collect the customer's browser information – via Check My Computer
3. Attempt to replicate the customer's issue via the same work environment (i.e., browser is Chrome)
4. If you are **unable** to replicate, work with your customer to troubleshoot their issue – browser or plugin-in related
5. If you are **able** to replicate the issue, follow the Triage Process
6. Exception: you can have the customer try a workaround by using a different browser while their original issue is being reviewed by Triage*

Also, agents **SHOULD NOT** tell customers that certain browsers (which are **officially supported**) don't work with McGraw-Hill related products. If it is not a known issue and the customer is not able to get a specific browser to work, the agent should follow the Triage* process for the customer's issue.

CAPTURE THE INFORMATION being reported. When a customer is unable to "view Reports," it would be extremely helpful to know which section (as well as the Report) the customer is attempting to view. Including the customer's comments only is not as useful as providing the details describing the specific issue.

*Triage process: http://prezi.com/1pyt2cb78zpn/?utm_campaign=share&utm_medium=copy

ATTENTION CONNECT SUPPORT AGENTS ONLY

Topics 4, 5, 6 and 8 relate to Connect Support agents only

TOPIC 4 - R7a Release

As you are aware the newest release (R7a) for Connect was rolled out on 7/27/13. Please be sure to reference the following links for training purposes.

The R7a Release video can be found by selecting the following link:
\\IL02Fil001\MPSS\R7a Video

The entire R7a Release presentation is located via the following link:
http://prezi.com/iz5tw2xe1gat/?utm_campaign=share&utm_medium=copy&rc=ex0share

TOPIC 5 - Chegg & MHE Partnership

As mentioned in the R7a Release training materials, McGraw-Hill Education recently entered into a partnership with the Chegg online bookstore family. Chegg will assist with selling Connect Spark Registration code cards (Access Cards) starting August 8th, 2013. This partnership will also include selling LearnSmart Advantage Suite registration Access Cards beginning the month of October 2013. Updates forthcoming.

Agents can access the 10-minute Chegg presentation by visiting the following link: http://prezi.com/4gmwl1gxxm8o/chegg-mhe-presentation-8-1-13-w/?utm_campaign=share&utm_medium=copy

Please be sure to reference the above link for training purposes.

TOPIC 6 - LearnSmart Registration Regarding SmartBook Stand-Alone

With the recent release of Connect Release R7A, LearnSmart Advantage also launched SmartBook as a Stand-Alone platform in addition to being integrated into Connect Plus.

Below you will find the link to the LearnSmart Registration Training Video and Presentation:

- **http://prezi.com/amsvvuodfjz6/tp-learnsmart-registration-5-31-13-tw/?auth_key=15b7b25a67f324a11a4a9874941cf10970e1ffc1**
  - **This may take a few minutes to download**

Feel free to review all of the slides and videos, but specifically view **Slides 55 – 70** for the LearnSmart updated information.

This presentation outlines the difference between registering for LearnSmart Stand-Alone or SmartBook Stand-Alone.

Please use your time in between phone calls to review all of the above mentioned training materials and updates which relates to ALL Connect Support agents.

MORE IMPORTANT NEWS…

TOPIC 7 – New Articles & Email Templates

With the assistance of the Product Management Team, new Email Templates and Articles Numbers will be presented in the TRANSFORMER Newsletter.

New Articles:

4378 - Why do PowerPoint animations not run?
Description: *This article provides a workaround that agents can provide to a customer that is encountering an issue with the animations not running within a PowerPoint on an OLC.*

4363 - Why am I not able to play a WMV video file on a Mac?
Description: *This article explains why customers cannot play a WMV video on a MAC. It provides other compatible players they can use. This applies to **all** products.*

4362 - SmartBook Return to Section Home is Missing

Description: This article explains an issue with **SmartBook**. If the student doesn't have the screen maximized or the screen resolution is not adjusted correctly, then this issue will occur.

4361 - Fill in the Blank Type Questions Extra Spacing Content Issue
Description: This article explains why students may be marked incorrectly for fill in the blank type questions in **Connect** assignments.

4360 - Editing Active Assignments
Description: This article explains that an instructor can edit an active assignment in **Connect** and make some changes; however the student(s) may not see some of those changes until they start a new/fresh attempt.

4342 - Bb: Return / Public URL
Description: This article explains how to resolve an issue within Blackboard where the public URL is blank. This relates to the **Connect/Blackboard integration**.

4425 – Upgrade from Free Trial
Description: This article explains that for **MH Practice**, there is no way to upgrade from free trial; however it doesn't expire.

4397 – There are no components for this product
Description: This article explains some confusion that instructors might encounter when creating a course in **Connect** using the new workflow with product bundler builder.

4398 – Lock Points in Question Bank Assignments
Description: This article explains how to lock points when creating assignments in **Connect.**

4399 – Instructor inline commenting for essay questions
Description: This article explains a potential issue that instructors might cause when manual grading student responses in the instructor inline commenting workflow within **Connect**.

4400 – Product Bundle Builder (PBB)
Description: This article explains the Product Bundle Builder (PBB) feature within **Connect**.

4401 – Maple Content
Description: This article explains what maple content is within **Connect.**

4402 – Late submission and automatically submit on the due date options are grayed out
Description: This article explains an issue with some assignment policies when instructors assign pre-built assignments (from the library) in **Connect**.

ATTENTION: A New Email Template has been created:

Folder: CXG – Connect/LearnSmart/Tegrity
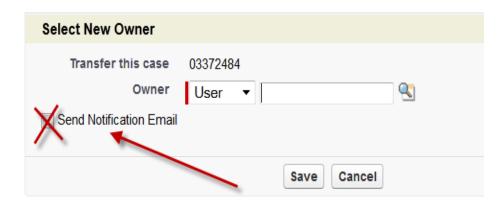**E-mail Template:** CNT - STDT - Free Trial Expired
Description: Use this template to provide a student with steps to register for Connect after their free trial has expired

Here Are A Few Items In Review...

Transferring Cases to a Queue…

When transferring cases to another queue, please make sure you are **NOT** placing a check to send a notification email. Doing so can create confusion and lead to potential mishandling of a case. If there are any questions please speak with your supervisor.

LearnSmart New Site…

Product teams are redirecting **mhlearnsmart.com** pages to **learnsmartadvantage.com**. If you hear of any broken links or issues redirecting, please alert one of the members from the Product Management team.

Floor Help Request…

When submitting a Floor Help Request when the Case you are working is not in your name, please add your full name to the Case Comments so that the Floor Help Agents will know who to contact.

TOPIC 8 – Tegrity Summer Release

****CONNECT SUPPORT AGENTS ONLY****

There has been a recent release which relates to the Tegrity platform

Within the new release, the following topics were presented:
- Display/download transcript from player (with clickable transcript)
- Editor User Interface enhancements
- Twitter course integration
- Recording Uploads to YouTube
- Recording Sharing (Facebook / Twitter / Google Plus / Tumblr)
- New ways to Copy and Move additional content
- Password verification in user builder and admin users
- Support for new industry standard caption formats
- New print layouts for recordings

The link below directs Connect agents to a video tutorial which describes the latest changes to the Tegrity platform in complete detail for the 2013 Summer Release:

http://prezi.com/chkan2apksek/?utm_campaign=share&utm_medium=copy

Note: If you are faced with challenges viewing the webinar, please copy and paste the link into an Internet Explorer web browser. If you continue to experience issues, please alert one of the Training Team Members at *cxgtrainingteam for further assistance (TP Agents alert your supervisor)

BE SURE TO FOLLOW US ON:
Salesforce Chatter where you can access all issues of the
CXG TRANSFORMER!!
Chatter > Groups > CXG Training Team
or
https://na8.salesforce.com/_ui/core/chatter/groups/GroupProfilePage?g=0F9C0000000TVXT
or
Contact us via email at *cxgtrainingteam (MHE Agents) or your Supervisor (TP Agents)