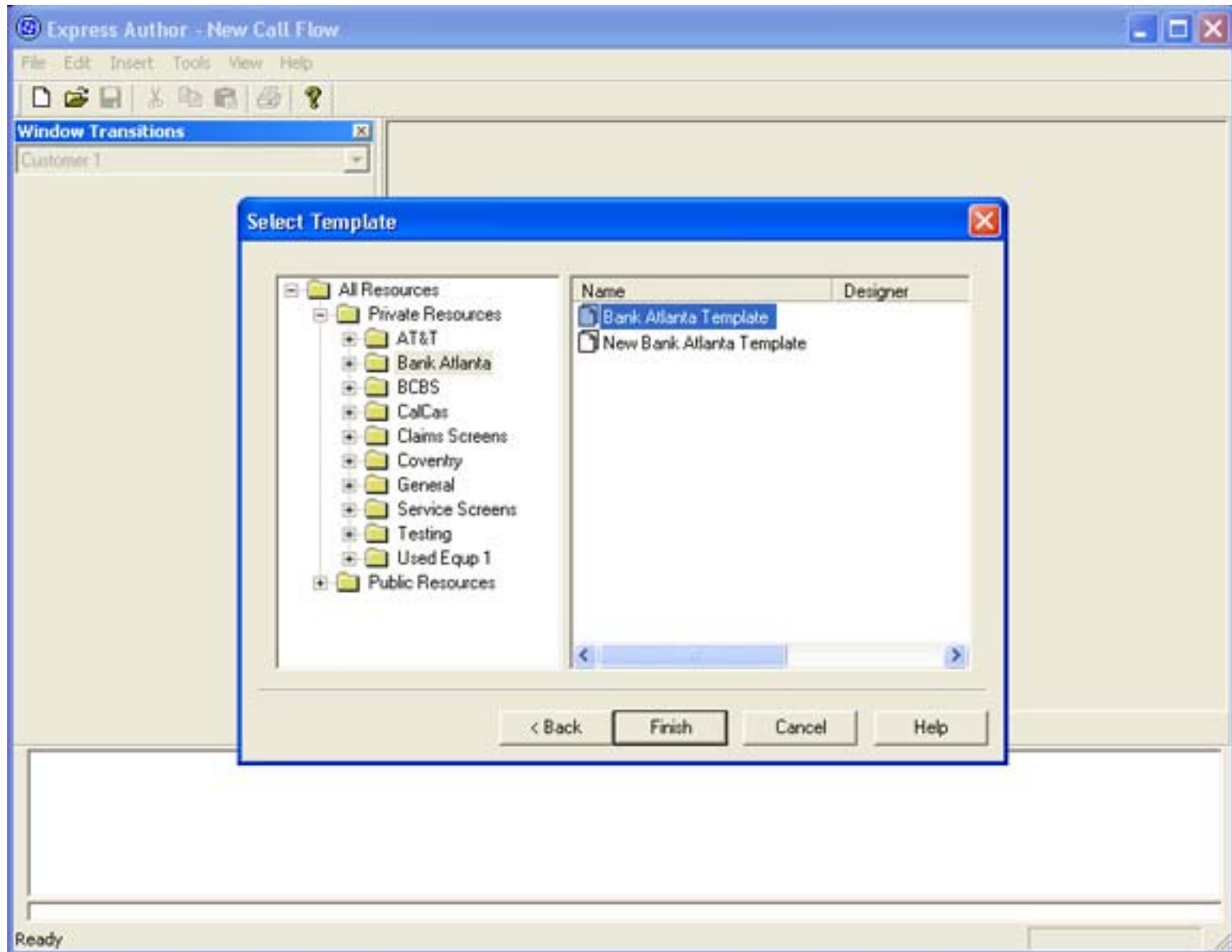


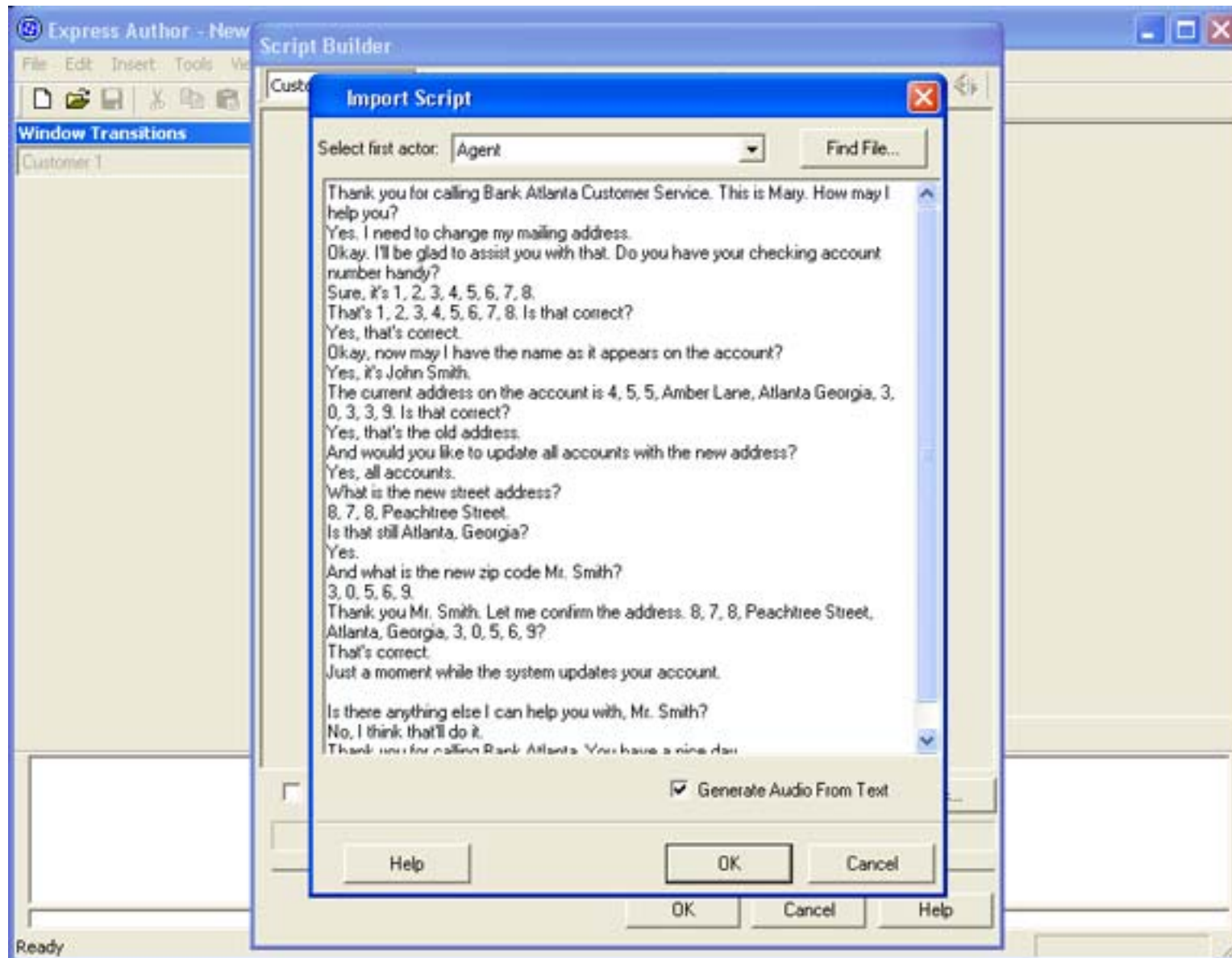
The following screen shots from Knowlagent illustrate the process of developing a call simulation scenario

— Editor  
*Customer Service Newsletter*  
[www.CustomerServiceGroup.com](http://www.CustomerServiceGroup.com)

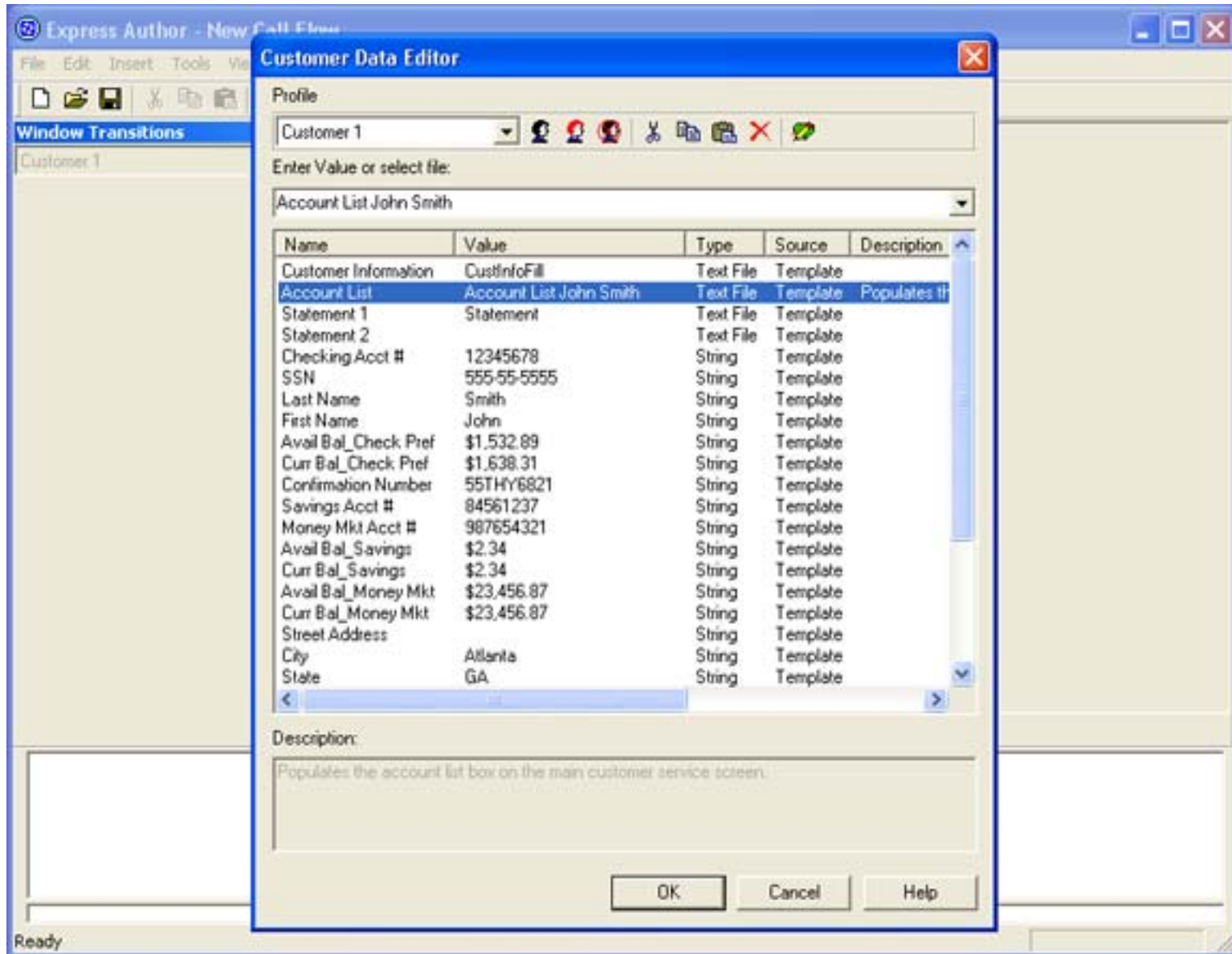
# Step 1 — Select Application Template



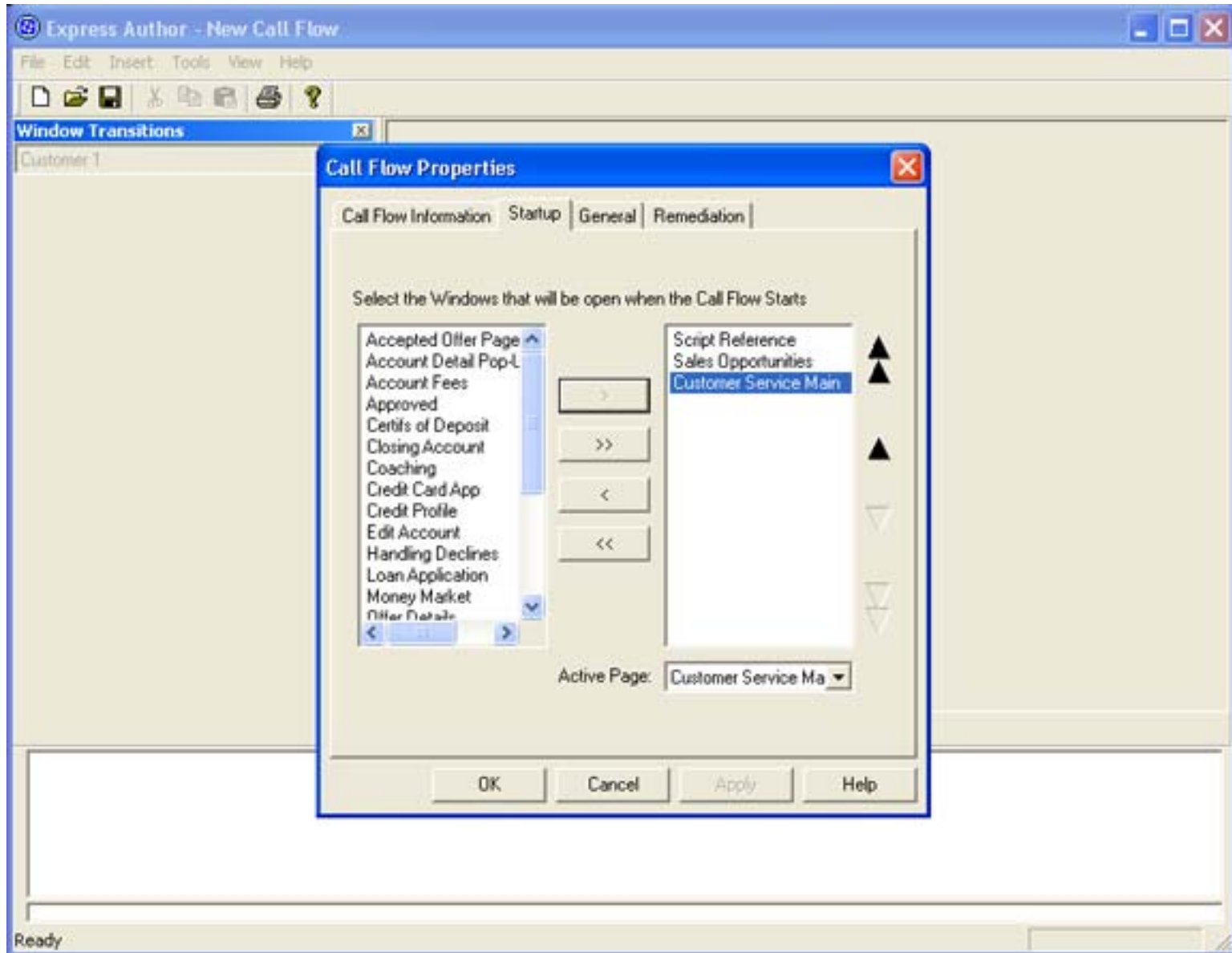
## Step 2 — Import Script



## Step 3 — Specify Customer Data



## Step 4 — Specify Start Pages



## Step 5 — Capture Call Flow

The screenshot shows a Windows desktop environment with a web browser displaying the Bank Atlanta Customer Service page. The page features the Knowlagent logo and the Bank Atlanta logo. A 'Sales Opportunities' pop-up window is open, displaying the text '4.9% 12 Mo, 9.9% Fixed Platinum Visa' and buttons for 'Select' and 'Close'. The main interface includes search options for Account Number (12345678), Social Security Number, and Last Name, First Name, along with a 'Search For Account' button. There are also sections for Customer Information, Accounts, and Services. A 'Next Audio Track' window is visible in the bottom right corner, displaying the text 'That's 1, 2, 3, 4, 5, 6, 7, 8. Is that correct?'. The taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 12:00 PM.

**Bank Atlanta Customer Service**

knowlagent®

BankAtlanta

**Sales Opportunities**

4.9% 12 Mo, 9.9% Fixed Platinum Visa

Select Close

Search Options

Account Number  
12345678

Social Security Number

Last Name, First Name

Search For Account

Customer Information

Accounts

Services

Next Audio Track

That's 1, 2, 3, 4, 5, 6, 7, 8. Is that correct?

start

EarthLink We... Crafts - Mod... Step 6 - Modf... Screen Shots ... Express A... 12:00 PM

## Step 6 — Modify Call Flow

The screenshot displays the Express Author interface for a call flow titled "New Call Flow". The main workspace shows a "BankAtlanta" logo at the top and a form with fields for "Account Number", "Social Security Number", and "Last Name, First Name". A blue arrow points from the left-hand transcript to the "Account Number" field, indicating a modification. A red square with a white arrow icon is positioned at the end of the arrow, and a black arrow points from this square to the field. Below the form, a "Submit" button is highlighted with a blue box. The transcript on the left shows the following dialogue:

**Customer 1**  
Script Reference (~0.01 sec)  
Sales Opportunities (~1.41 sec)  
**Customer Service Main (~29.71 sec)**  
Agent: Thank you for calling Bank Atlanta Customer Service. This is Mary. How may I help you?  
Customer: Yes. I need to change my mailing address.  
Agent: Okay. I'll be glad to assist you with that. Do you have your checking account number handy?  
Customer: Sure, it's 1, 2, 3, 4, 5, 6, 7, 8.  
Agent: That's 1, 2, 3, 4, 5, 6, 7, 8. Is that correct?  
Customer: Yes, that's correct.  
Status (~2.01 sec)  
Customer Service Main (~2.21 sec)  
Script Reference (~1.01 sec)

The bottom of the interface features a timeline with a scale from 0:15 to 0:32. A green bar highlights the duration of the current step, and a blue bar highlights the duration of the previous step. The status bar at the bottom indicates "Rebuilding Timeline..." and "Total Time: ~36.36s".

## Step 7 — Insert Coaching and Instructions

The screenshot displays the Express Author software interface for designing a call flow. The window title is "Express Author - New Call Flow". The menu bar includes "File", "Edit", "Insert", "Tools", "View", and "Help".

**Window Transitions Panel:**

- Customer 1
- Script Reference (~0.01 sec)
- Sales Opportunities (~1.41 sec)
- Customer Service Main (~33.91 sec)**

**Script Editor (Left Panel):**

- Coach:** First impressions count. Speak with a friendly tone and always open every call with the following: Buffer Phrase, Department Identification, Specialist Information, Lead-in Phrase.
- Agent:** Thank you for calling Bank Atlanta Customer Service. This is Mary. How may I help you?
- Customer:** Yes. I need to change my mailing address.
- Agent:** Okay. I'll be glad to assist you with that. Do you have your checking account number handy?
- Customer:** Sure, it's 1, 2, 3, 4, 5, 6, 7, 8.
- Sales Opportunities (~1.01 sec)
- Script Reference (~1.01 sec)

**Design Canvas (Center):**

The canvas shows a "Bank Atlanta" logo at the top. Below it is a form with the following sections:

- Search Options:** Includes input fields for "Account Number" (highlighted with a blue box), "Social Security Number", and "Last Name, First Name". A "Search for Account" button is located below these fields.
- Customer Information:** A large empty rectangular area.
- Accounts:** A section with a scrollable list area.

Navigation arrows are visible on the left and right sides of the canvas.

**Timeline (Bottom):**

The timeline shows a duration from 0:01 to 0:19. A red bar indicates the current call flow segment, starting at 0:01 and ending at approximately 0:14. A blue bar indicates the next segment, starting at 0:14 and ending at 0:19. The text "Rebuilding Timeline..." is visible on the left, and "Total Time: ~37.35s" is on the right.