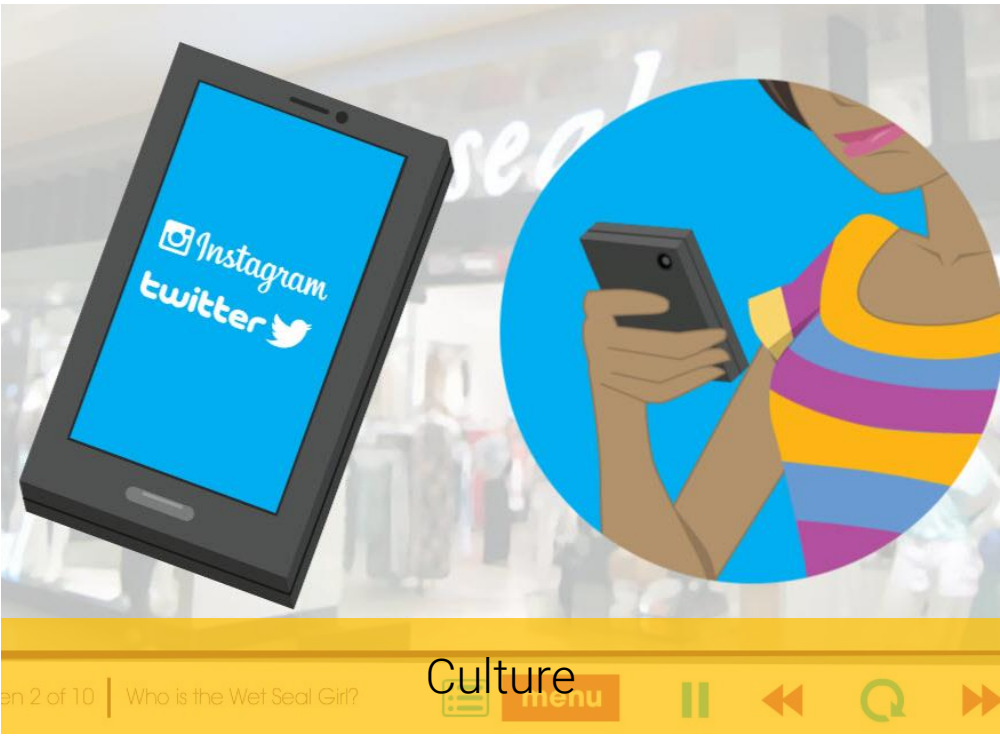
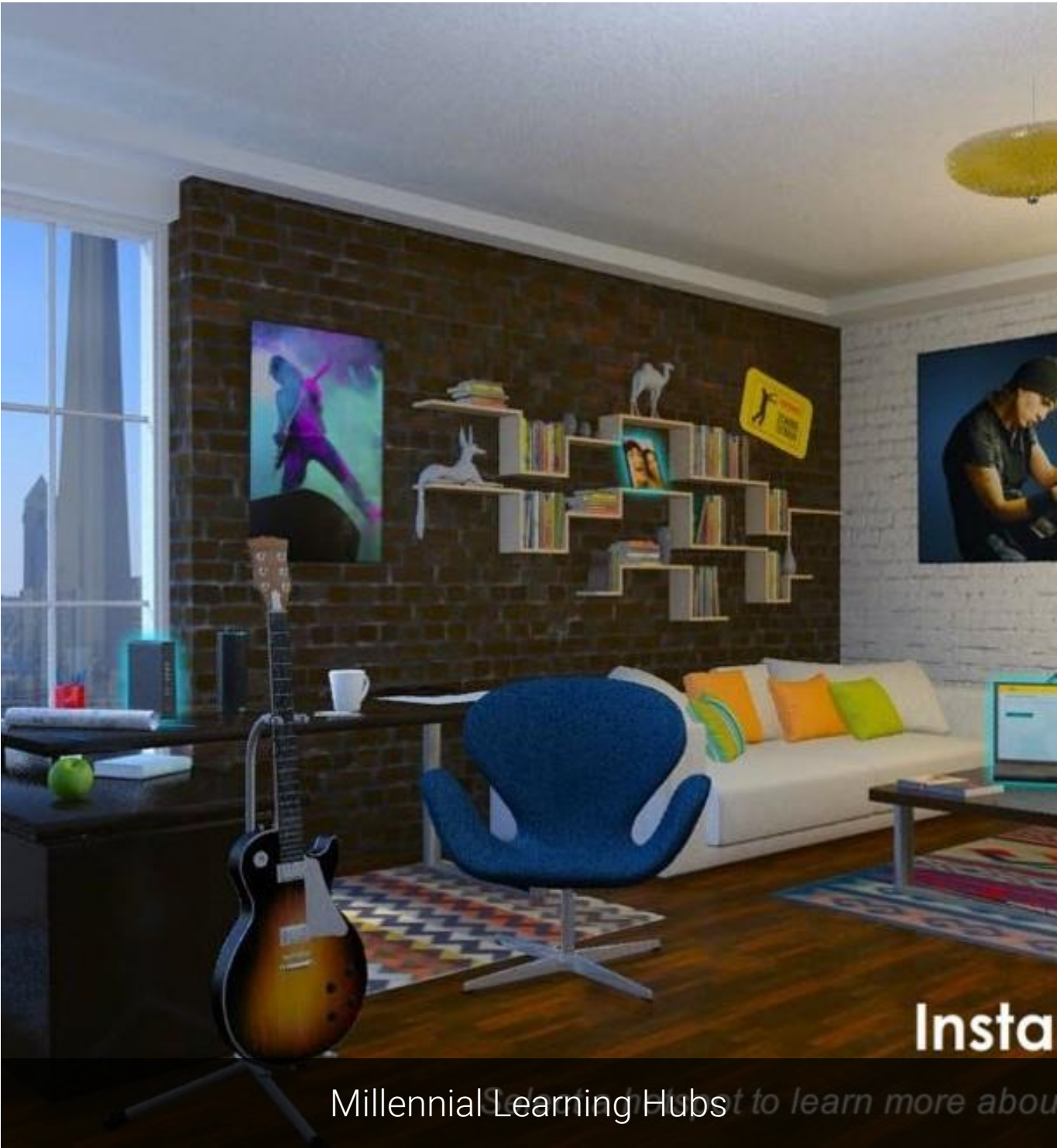


COMPUTER GENERATED SOLUTIONS



HERE AND NOW



COMCAST

Monday, May 26th, 2014

Dashboard

Active Items

Learning Unit 1: XFINITY TV

Learning Objectives

Know the Basics

XI Know the Basics

TV Apps

Assignment: Storytelling Telling

Test your Knowledge

Learning Unit 2: XFINITY Home

Learning Unit 3: XFINITY Internet



Name
Location
Position

RESPONSIVE

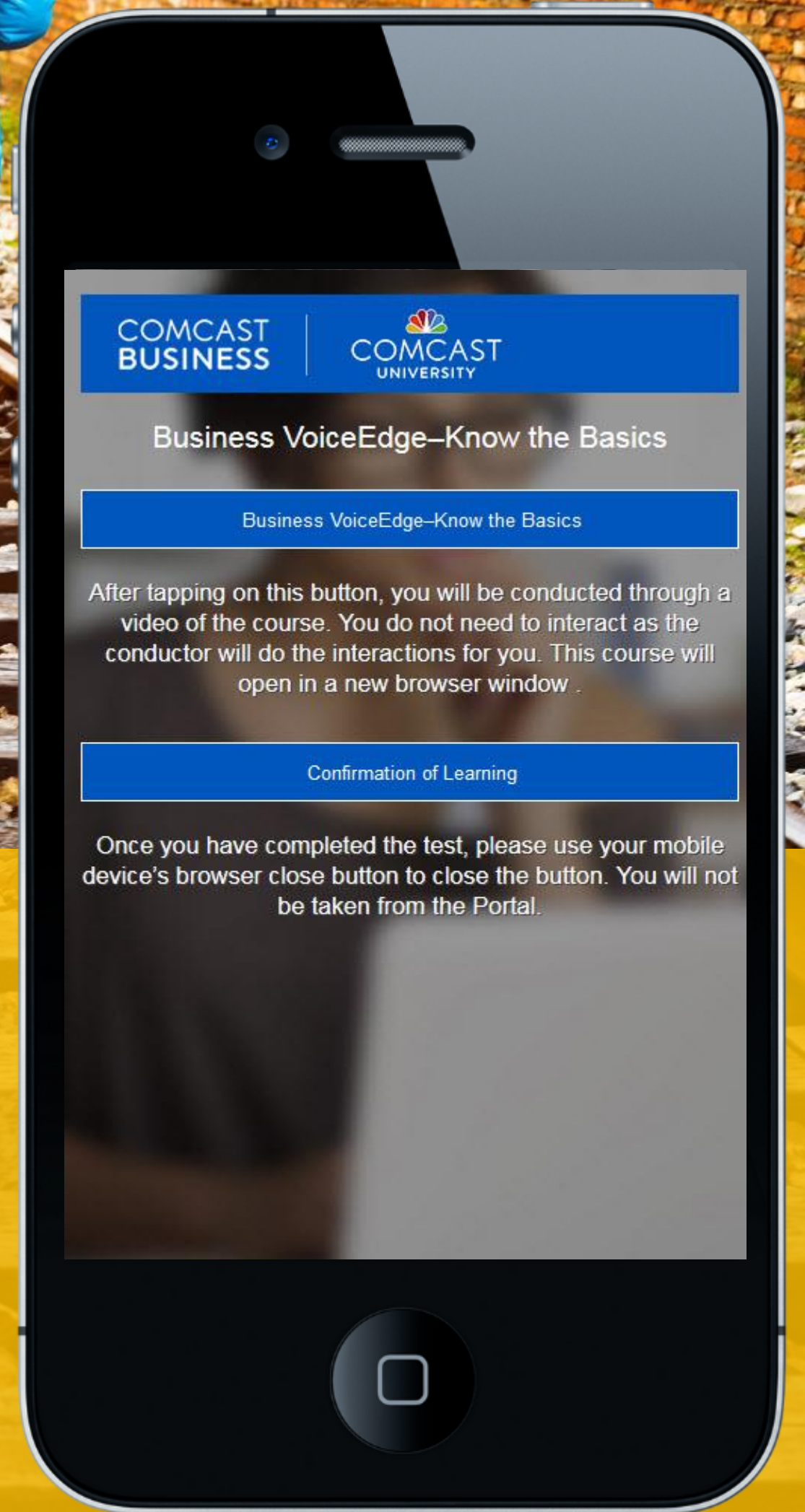
LEARNING SOLUTIONS

Custom technologies that support Storyline 2 projects on the phone, and special innovative frameworks that play on all devices – even ones not on the market yet.





STORYLINE 2 WRAPPER



Storyline content on all devices

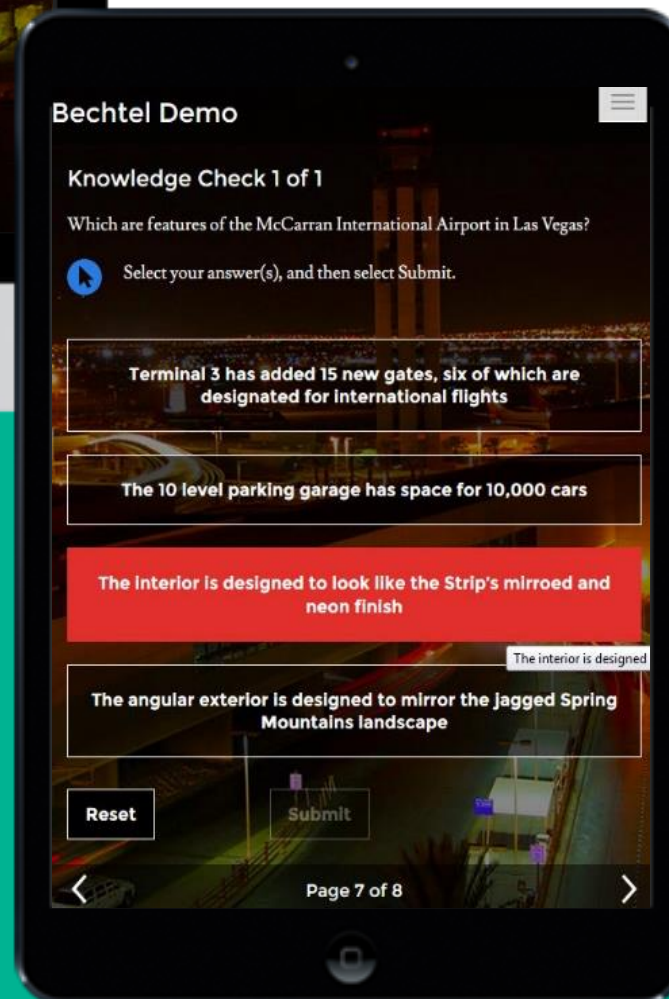
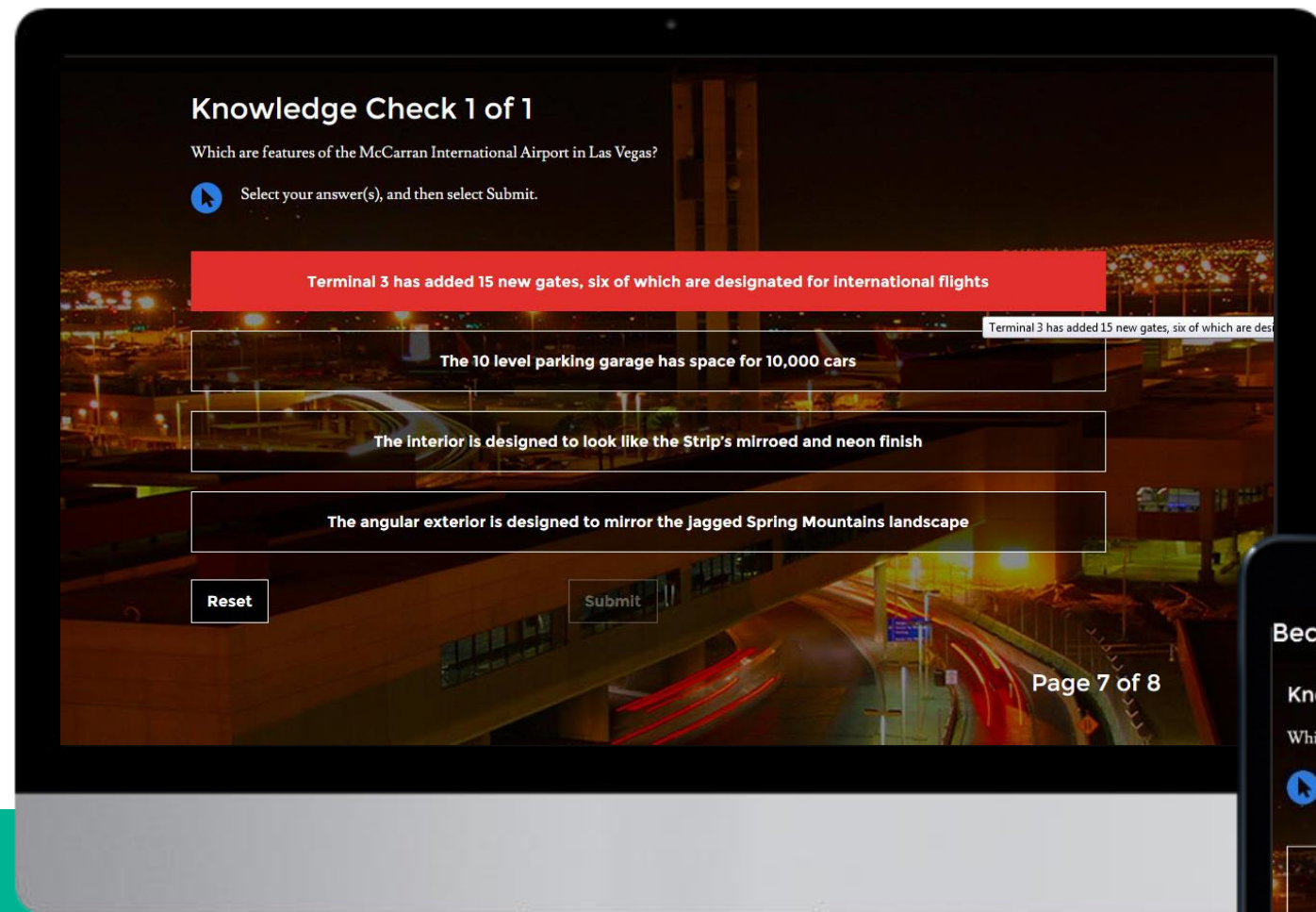
Installing the phone wrapper piece in a project means you can have a BYOD strategy that works for all.



Learn Anywhere

CGS believes that learning should be available on smartphone-based devices.

RESPONSIVE FRAMEWORK BY CGS



One Project **All Devices**

CGS created a NEW second framework that uses low-power responsive technologies like jQuery Mobile and HTML5 Canvas to offer the fastest loading, most useable interface on phones and all devices.



Older Device? That's OK!
iPhone 4 and iPad 1 are suitable candidates.



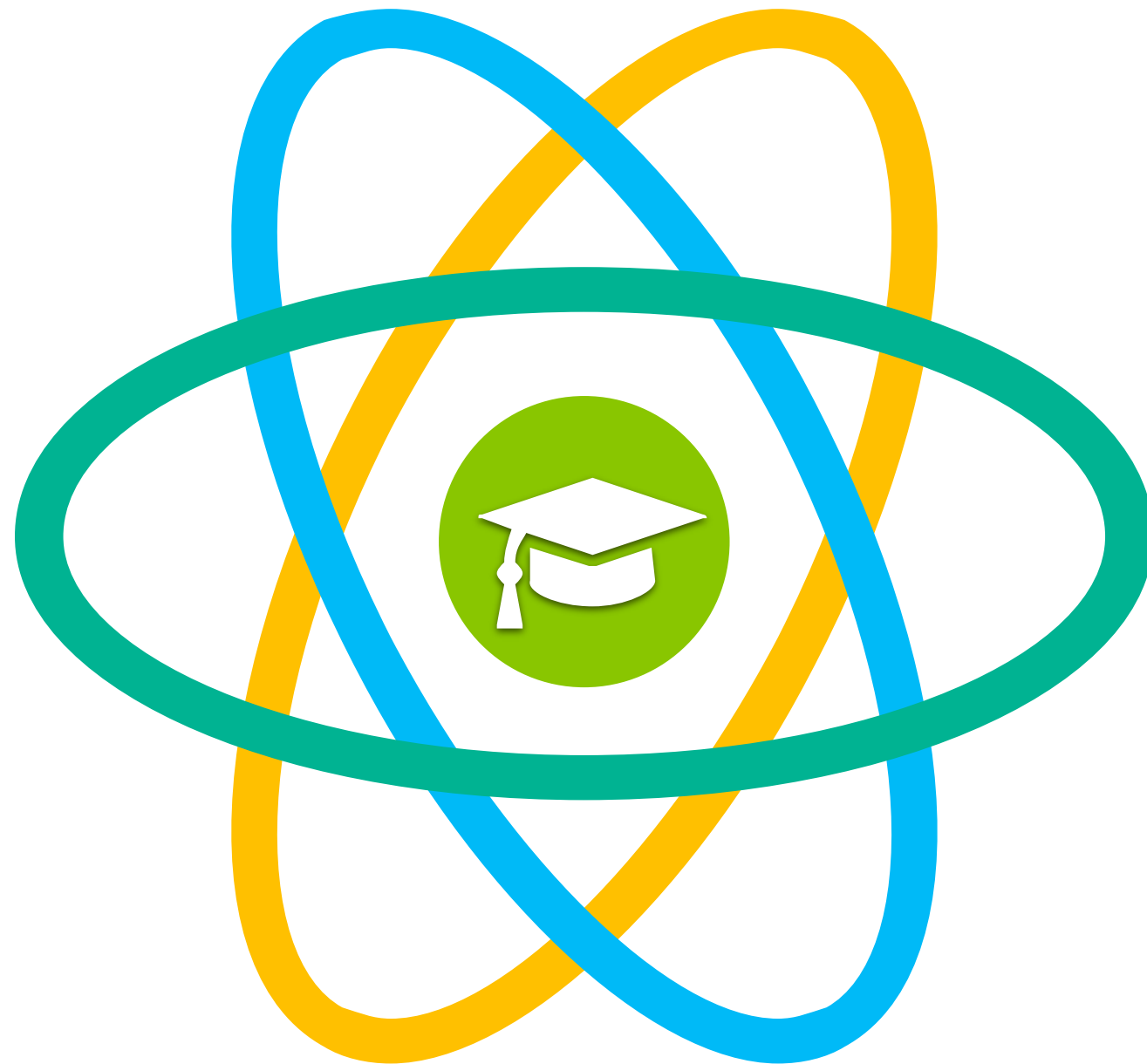
What about upcoming new devices?
The responsive layout works for all device width / breakpoints.
You are covered!



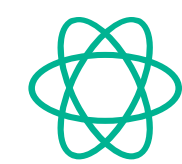


ILT
SOLUTIONS

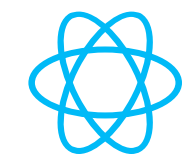
FUSION OF ILT AND MULTIMEDIA



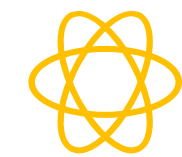
Multimedia assets and great Leader and Student Guide allow for benefits in ILT delivery:



Difficult topics can be taught in a very consistent way by leveraging video based explanations (in our demo, we use the critical path algorithm).



Students can view this content prior to ILT training, promoting the best use of in-class time.

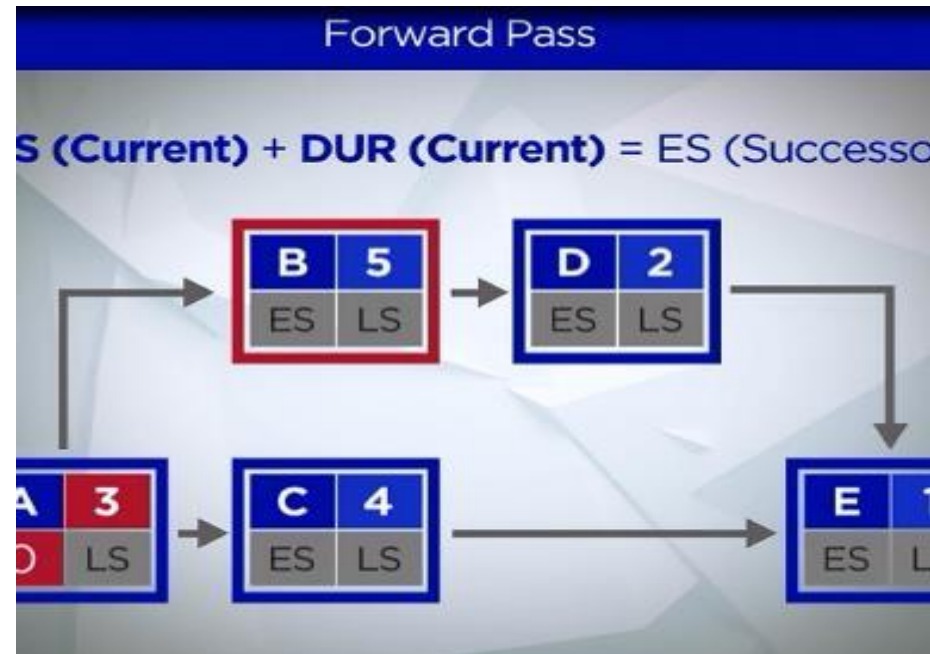


Learning Nuggets can communicate the overall program goal to learners and executive stakeholders.

INSTRUCTOR LED TRAINING

Makes dependencies visible between the project activities. This is done by constraining project network diagrams or precedence diagrams.

Learning Nugget



Conceptual Teaching Movie

GTO Graduate Training Finding the Critical Path

Step 2. Guess the critical path

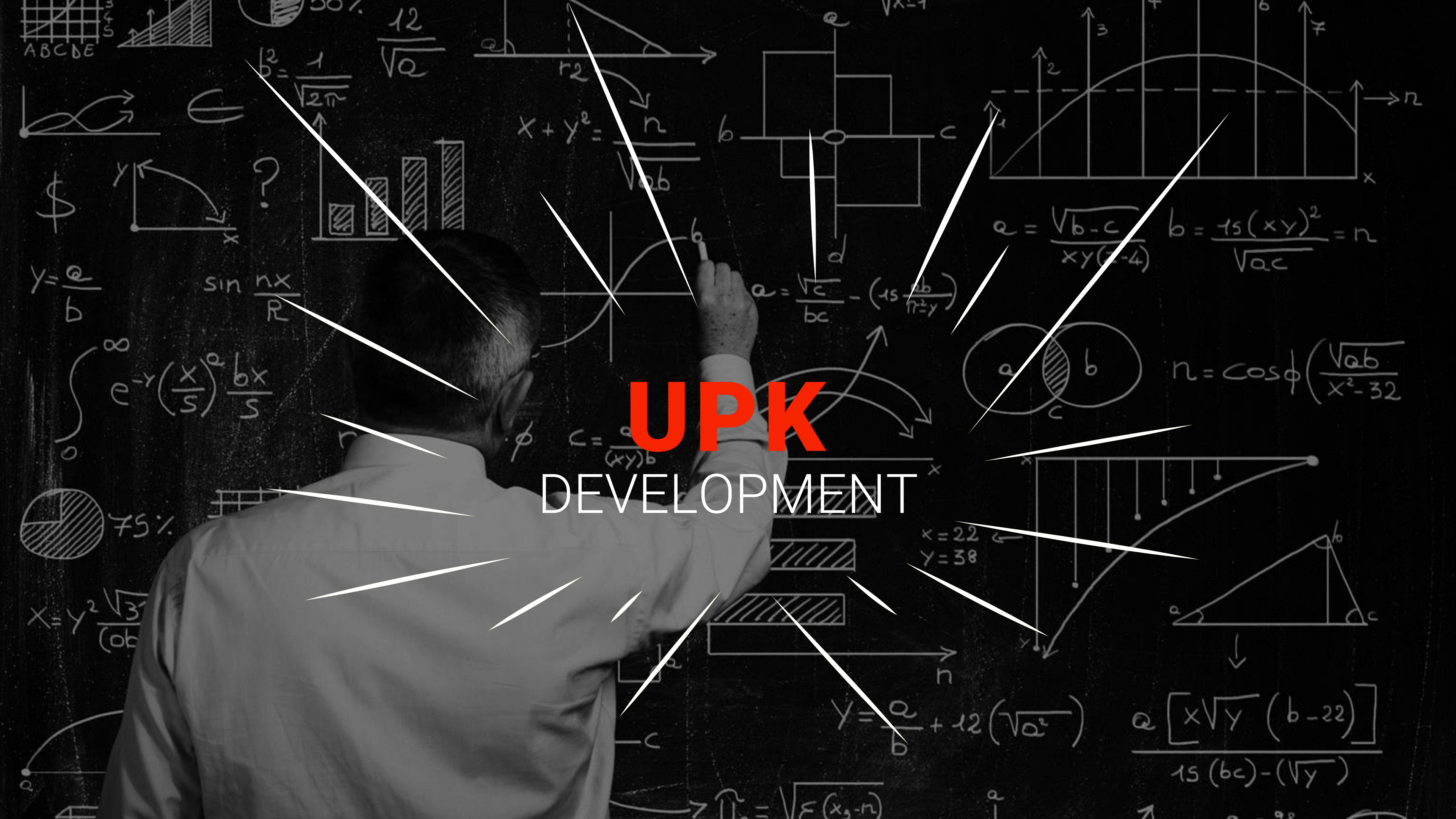
Try
Next, you will guess at the critical path for other projects in your small group given only the work back schedule.

1. Trade notebooks with someone in your small group.
2. Review the other person's "Getting to Work on Time" Project work back schedule.
3. Select the tasks you believe cannot slip without impacting the ability to successfully complete the project (i.e., get to work on time). Document the tasks by Task ID on the following line.

Tasks:

Leader Guide

Student Guide

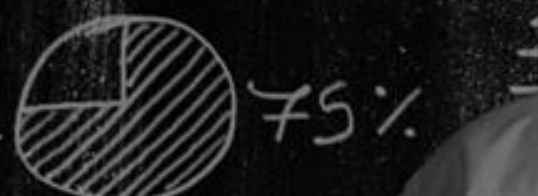


UPK DEVELOPMENT



$$y = \frac{e}{b}$$

$$\int_0^8 e^{-y} \left(\frac{x}{s}\right)^e \frac{bx}{s}$$



$$x = y^2 \sqrt{\frac{3}{(ob)}}$$

$$b^2 = \frac{1}{\sqrt{2\pi}}$$



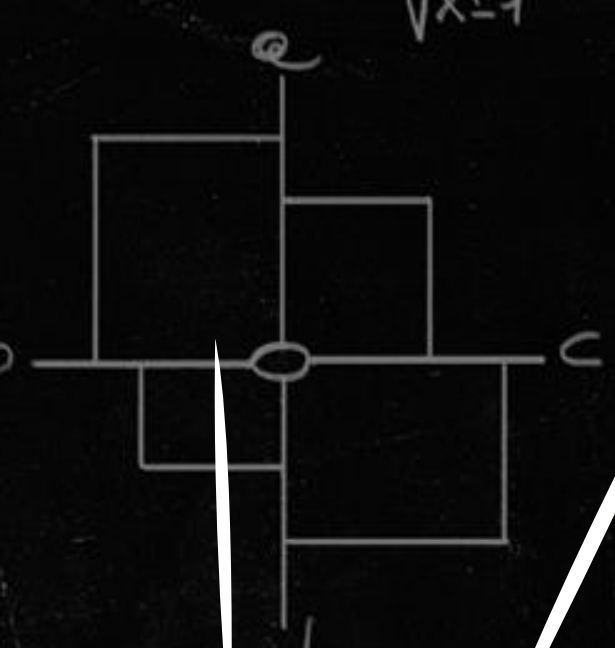
$$\sin \frac{nx}{R}$$



$$x + y^2 = \frac{n}{\sqrt{ab}}$$



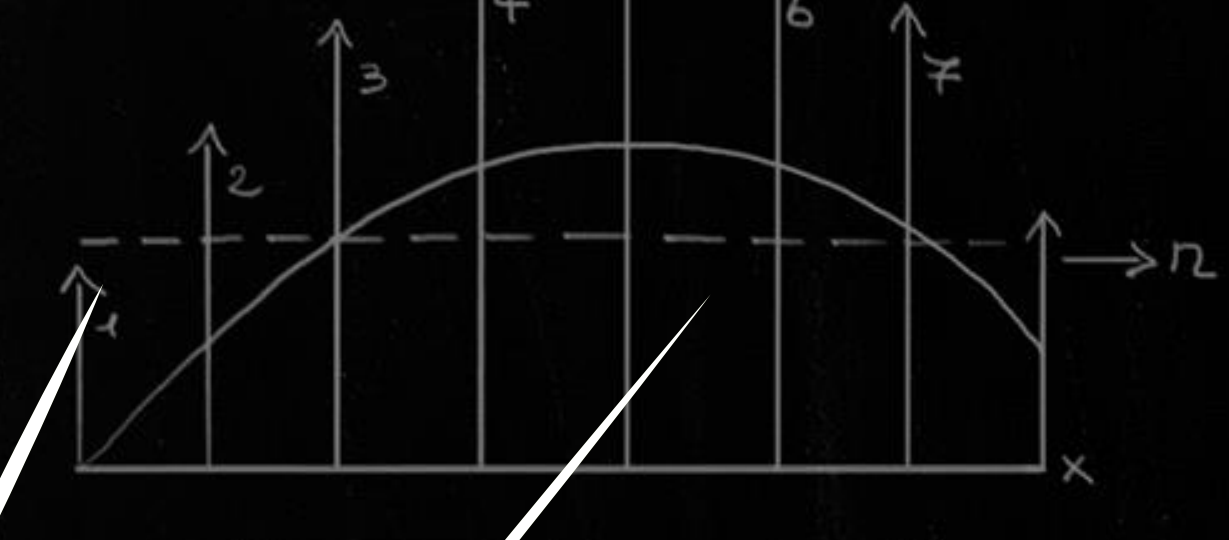
$$c = \frac{a}{(xy)b}$$



$$a = \frac{\sqrt{c}}{bc} - \left(\frac{15 - \frac{ab}{n^2 y}}{n^2 y}\right)$$



$$y = \frac{a}{b} + 12(\sqrt{a^2})$$



$$a = \frac{\sqrt{b-c}}{xy(z-4)} \quad b = \frac{15(xy)^2}{\sqrt{ac}} = n$$



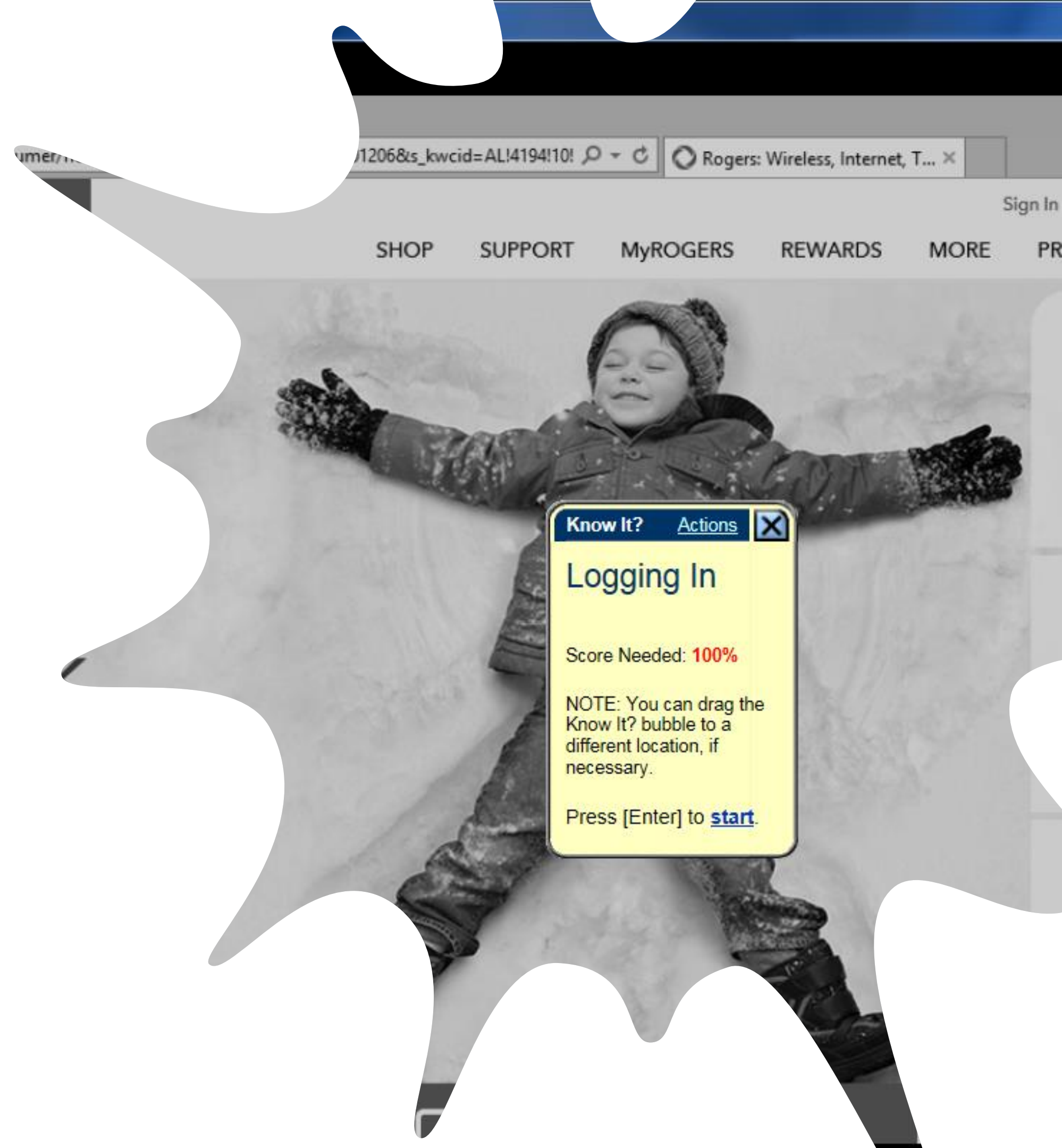
$$\frac{a [x\sqrt{y} (b-22)]}{15(bc) - (\sqrt{y})}$$



UPK+EPSS

Just In Time, Just in Case

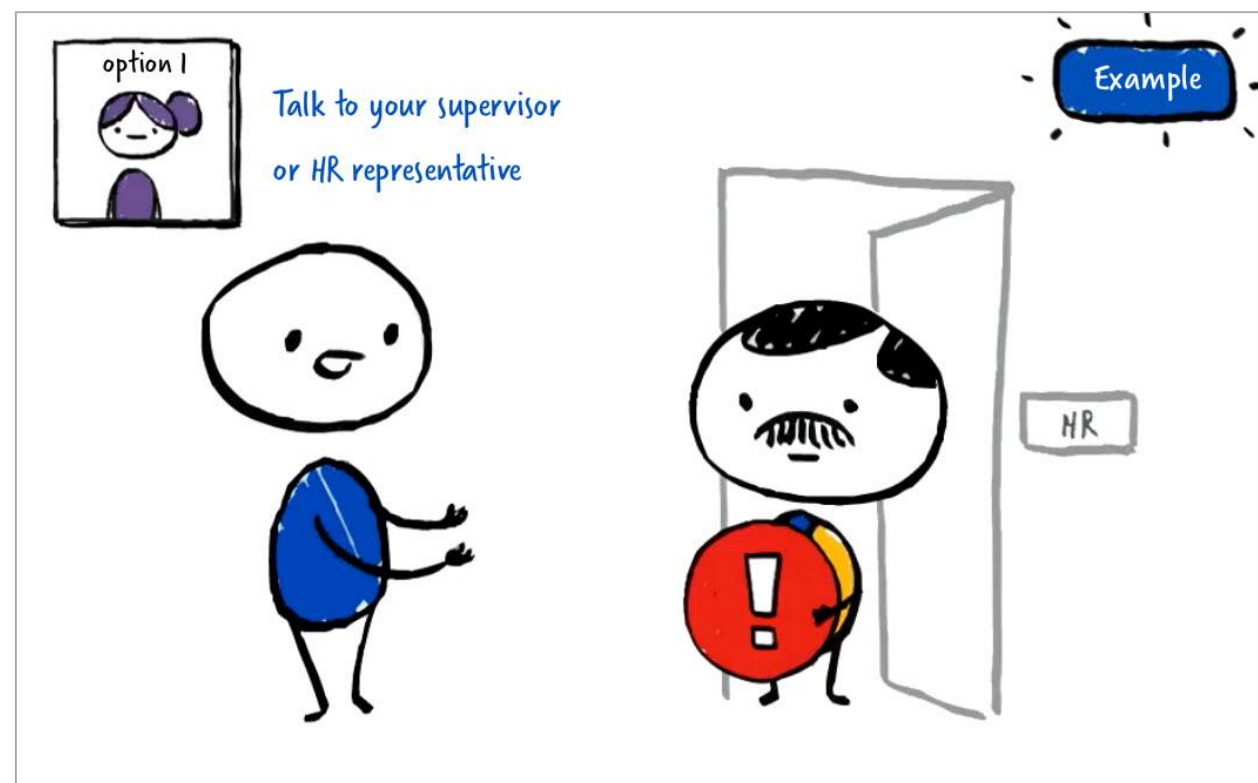
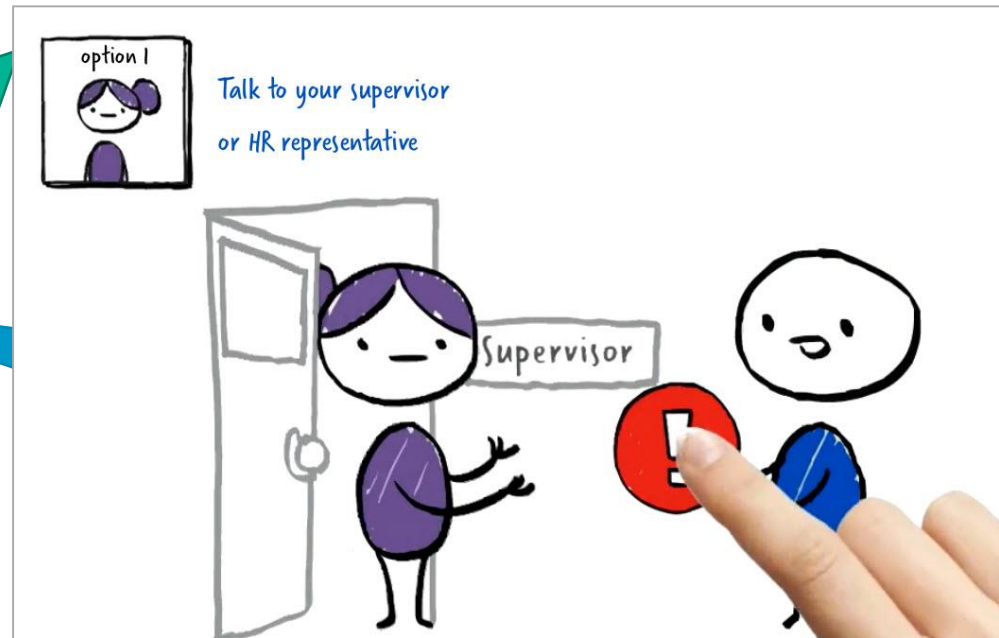
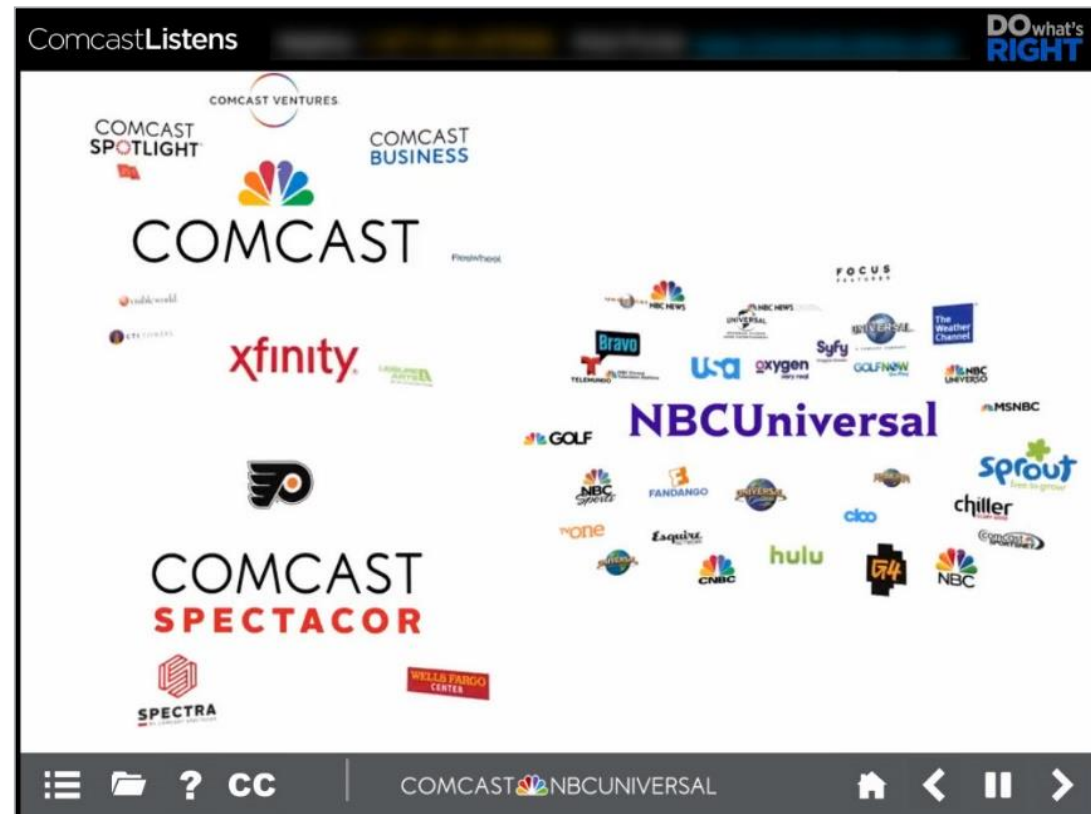
CGS develops simulation content in the Oracle User Productivity Kit (UPK) and has specialists who author both UPK content and also Employee Performance Support (EPSS) for targeted and non-targeted applications.



A man with short brown hair, wearing a plaid shirt over a grey t-shirt, is smiling and talking on a silver mobile phone. He is standing on a dirt road in a rural area with cornfields. In the background, a silver station wagon is parked on the side of the road. The scene is overlaid with several white, sharp, starburst-like lines radiating from the center. The text 'CREATIVE MEDIA' is centered over the image.

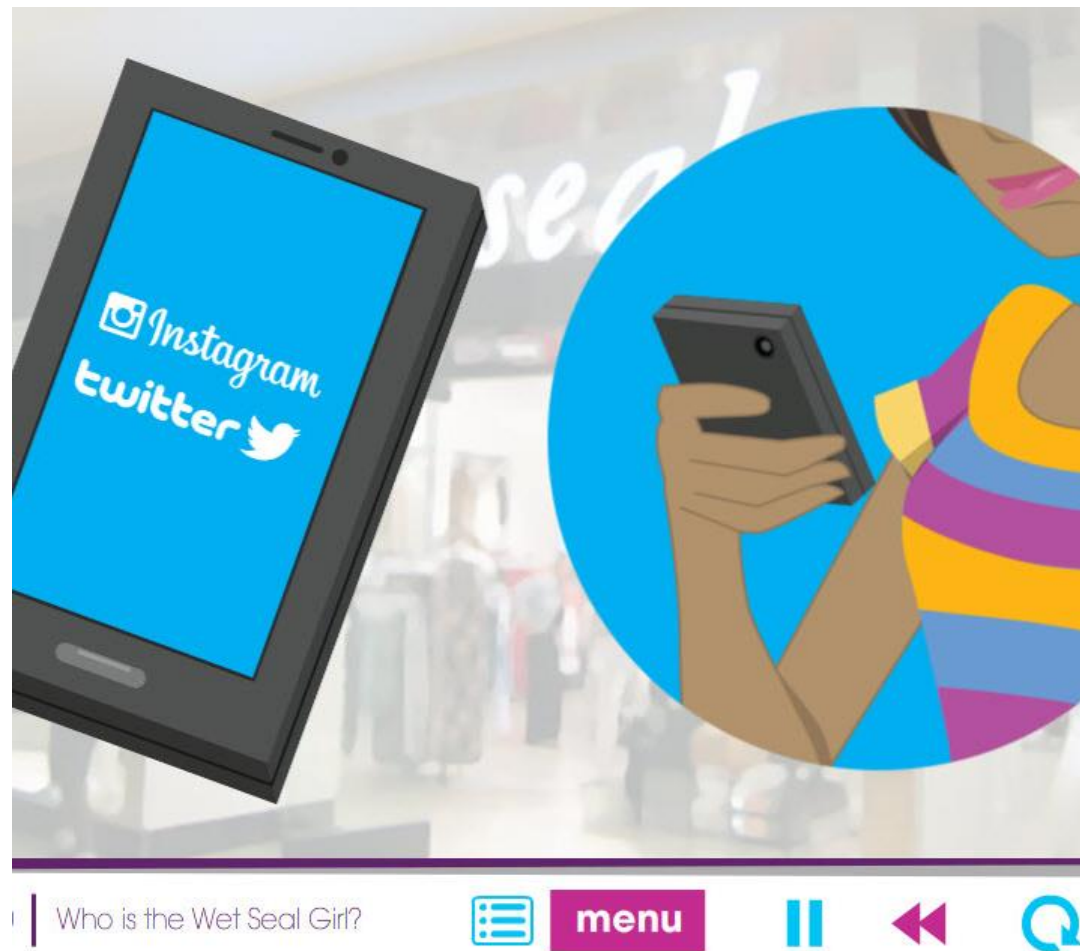
CREATIVE
MEDIA

SELF-PACED COURSES



SAMPLE CREATIVE PROJECTS

CGS continues to engage in creative projects that are usually high profile and need to be delivered on short timelines.



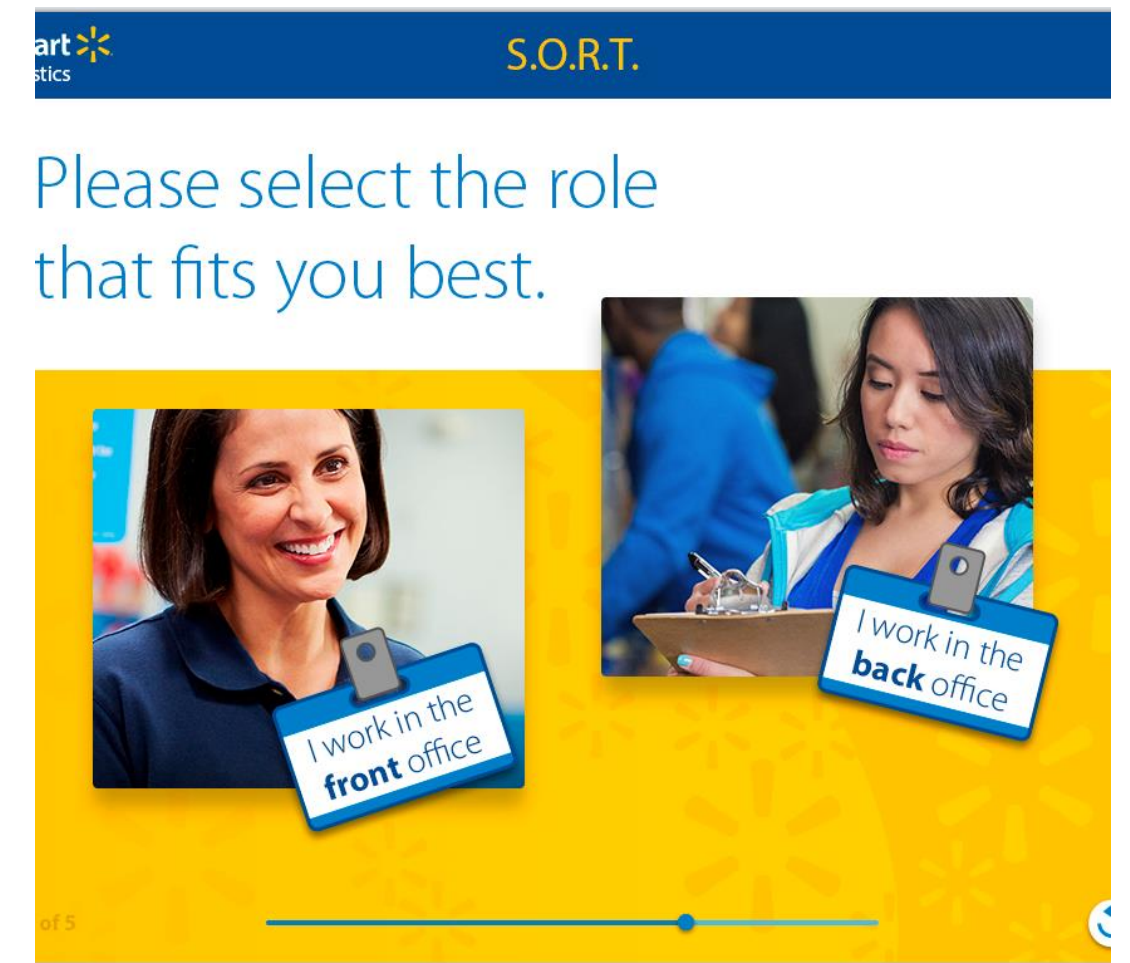
WET SEAL

Retail training for millennials to build relationships.



TRACE

Residential cable installers.



CULTURE TRANSFORMATION

Retail

ELEARNING MOCKUPS

Course Title

Resources Menu

LOREM IPSEM DOLOR

TABLET

Course Title

Resources Menu

43%
 Lorem Ipsum
 Dolor Sit
 Muier Vot
 Vellium Possim

INFOGRAPHIC

Course Title

Resources Menu

Gender Race Age Ethnicity Nationality Function Religion Language Heritage Marital

INTERACTION

Course Title

Resources Menu

Gender Race Age Ethnicity Nationality Function Religion Education Career responsibilities Thought Processes Value systems Beliefs Life experiences Sexual orientation Talents Marital status

INTERACTION

smart logistics S.O.R.T.

Use the magnifying glass to identify the problem.

4 Slice Toaster

EXPLORE PRODUCT

smart logistics S.O.R.T.

Use the magnifying glass to identify the problem.

4 Slice Toaster

INTERACTION

smart logistics S.O.R.T.

Tag the issue.

Damaged Packaging Out of Season

Frayed Wire

4 Slice Toaster

INTERACTION

smart logistics S.O.R.T.

Baseball Glove 4 of 12

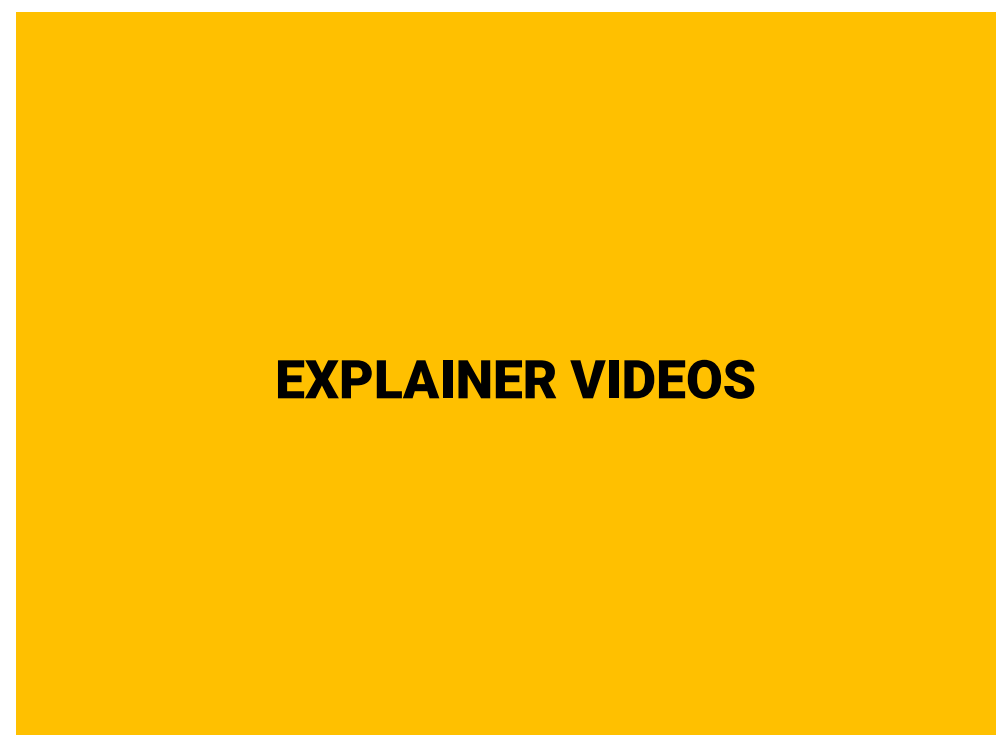
Out of Season

Destroy Vendor Claim

LEARNING GAME

Destroy, S.O.R.T. or Vendor Claim the product.

LEARNING NUGGETS



AUGMENTED REALITY

CGS created an innovative demonstration of augmented reality that showcased the need to use digital document sharing in boardrooms over the traditional paper-based handouts.

The sign was placed near the office environment, and you could scan a QR Code OR use a native app to scan the entire page.

The poster we developed then came to life and played in 3D space – call to action being to use Microsoft OneNote (and, save the trees).





Welcome to the HP Virtual Campus



Click a building to explore its resources.



CUSTOM CONTENT

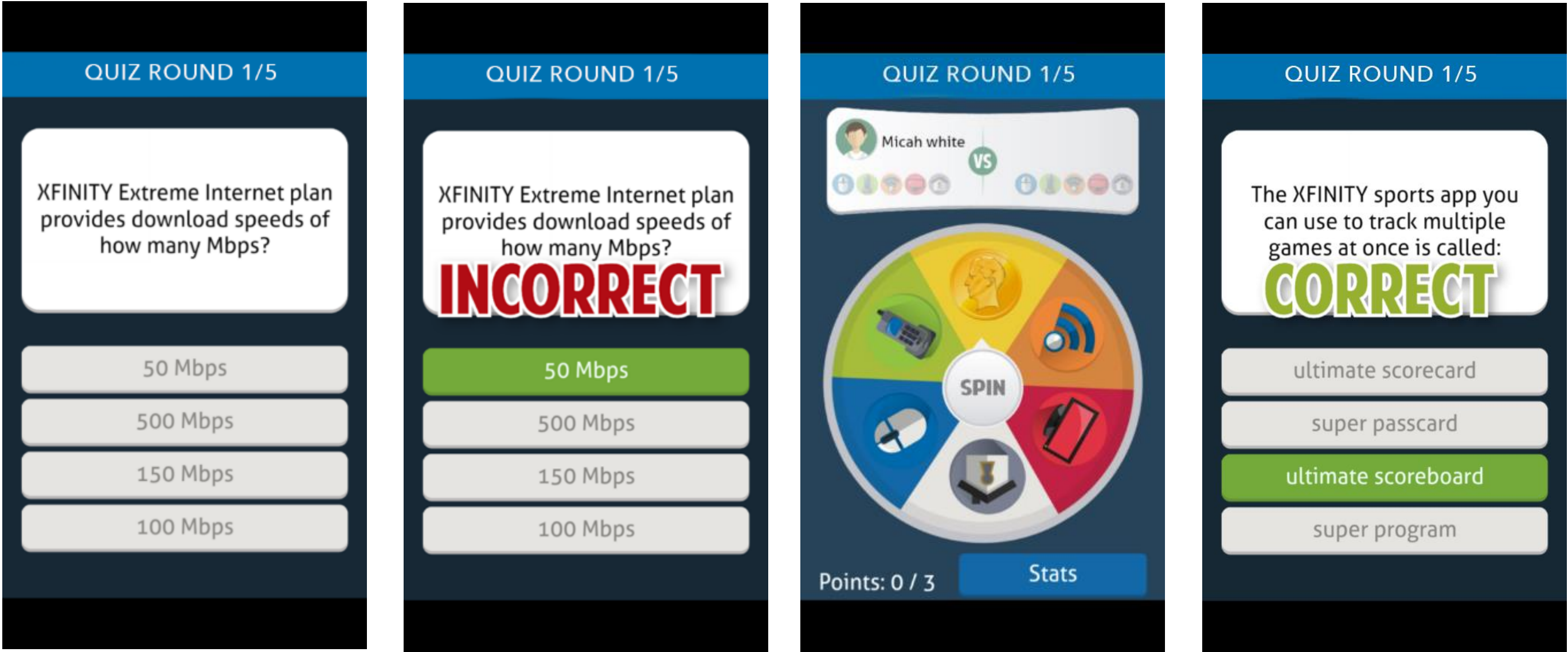
Engaging video services that brings you custom content to life.

GAMIFICATION

STRATEGIES



TRIVIA APP



GAME APP (iOS and Android)

A trivia game meant for friendly competition between cohorts. Results tied to Leaderboard (see next slide). Can be used as a promotional activity, tied to learning events, or ongoing competition to showcase employee understanding of sales / tech knowledge.



COMPLETIONS



CONTRIBUTIONS



ACHIEVEMENTS

● % OF COURSES COMPLETED ● CURRENT LEVEL (INTERMEDIATE)

- PROFILE +
- DASHBOARD ✕

LEARNING ACTIVITIES # COMPLETED BY MONTH



157/57

FORWARD THINKING

Gamification strategies work best when the holistic view of portal, content, and interaction is considered. CGS can help.

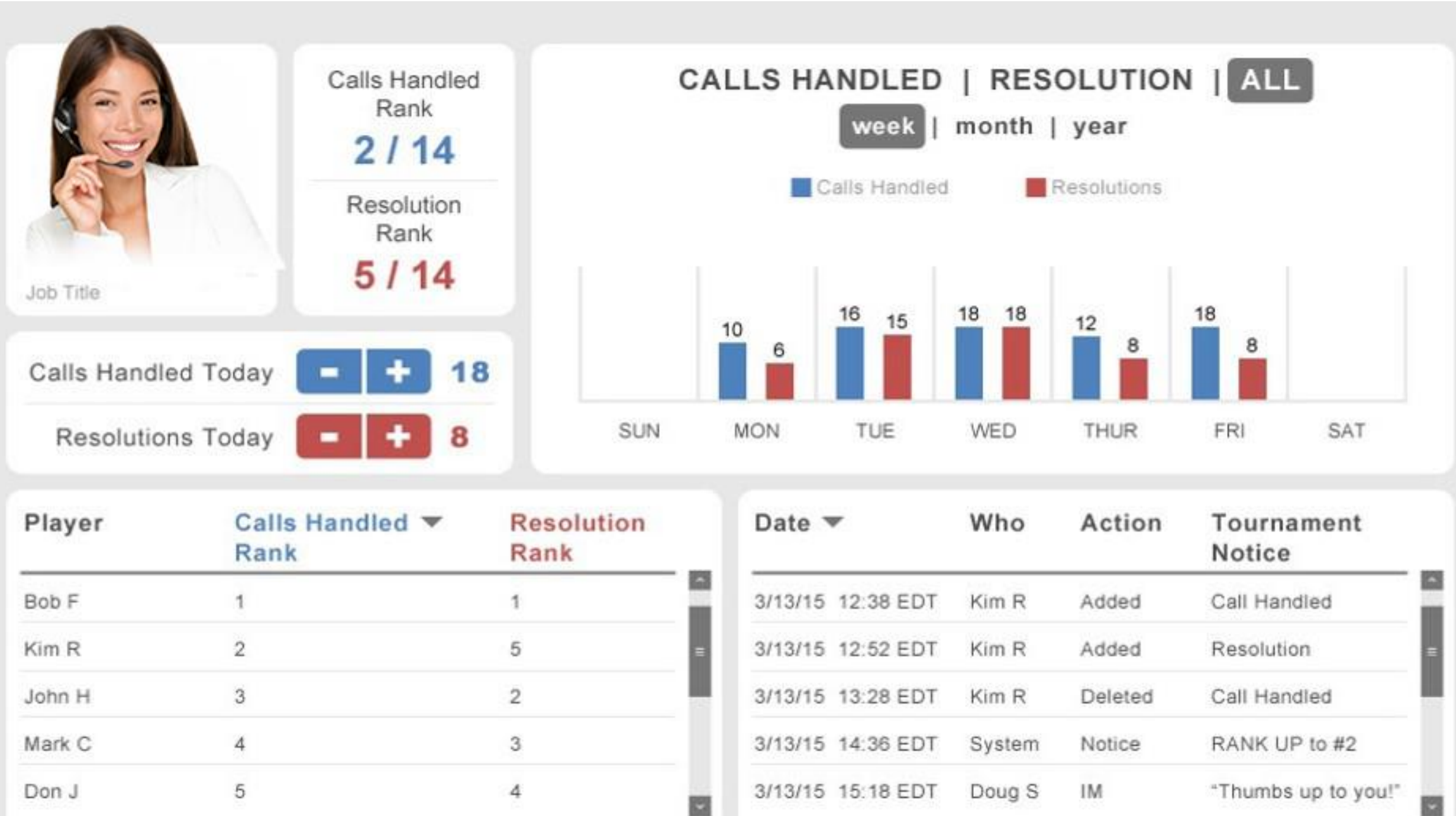
IPLUS +

SOCIAL +

IMPORTANT

NEW MARKETING

NEW MESSAGES

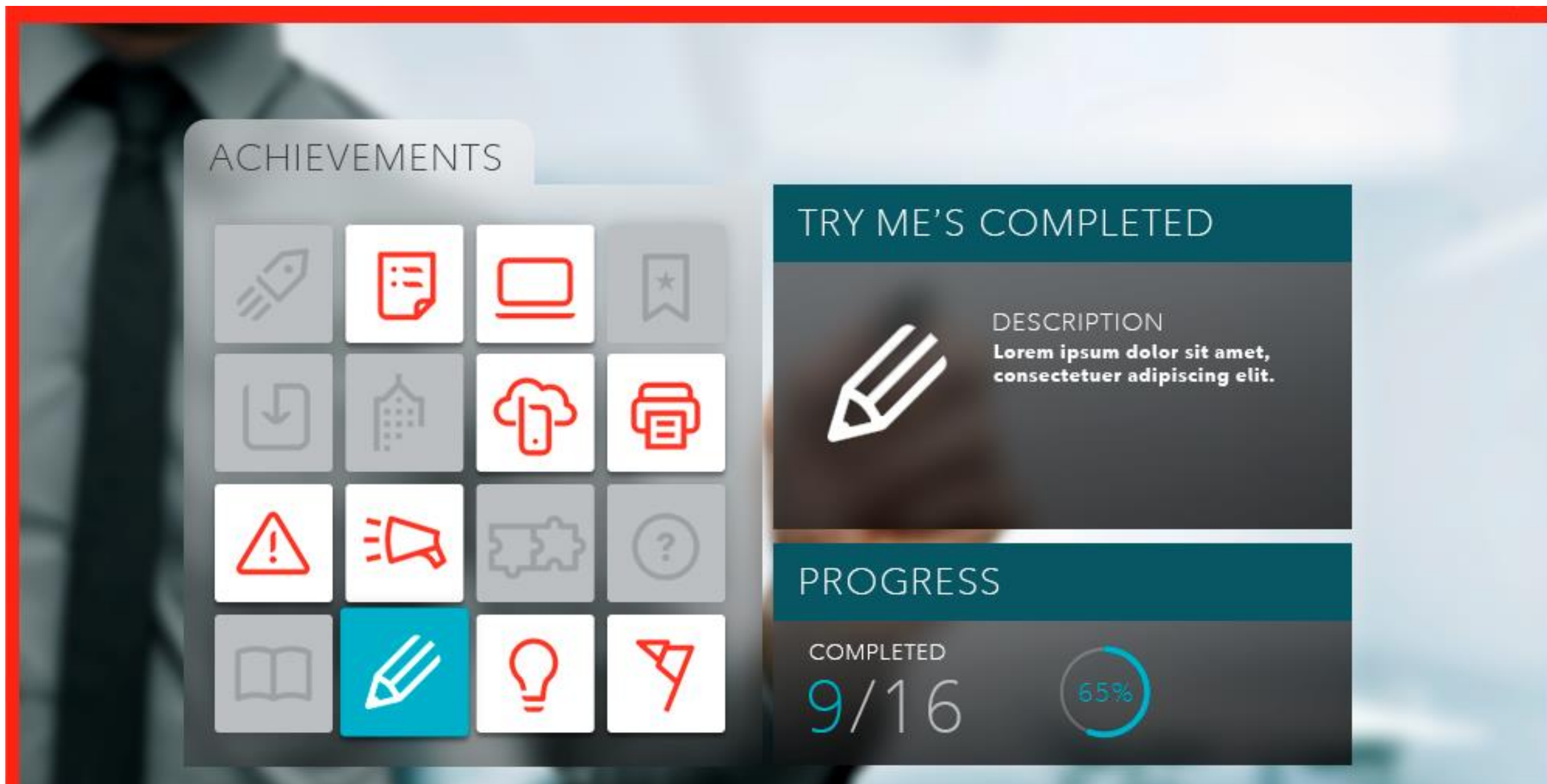


LEADERBOARDS

Usage 1: A Sales manager has a competition where sales team members log the number of wins they achieve (number of sales made) or size of sales (currency).

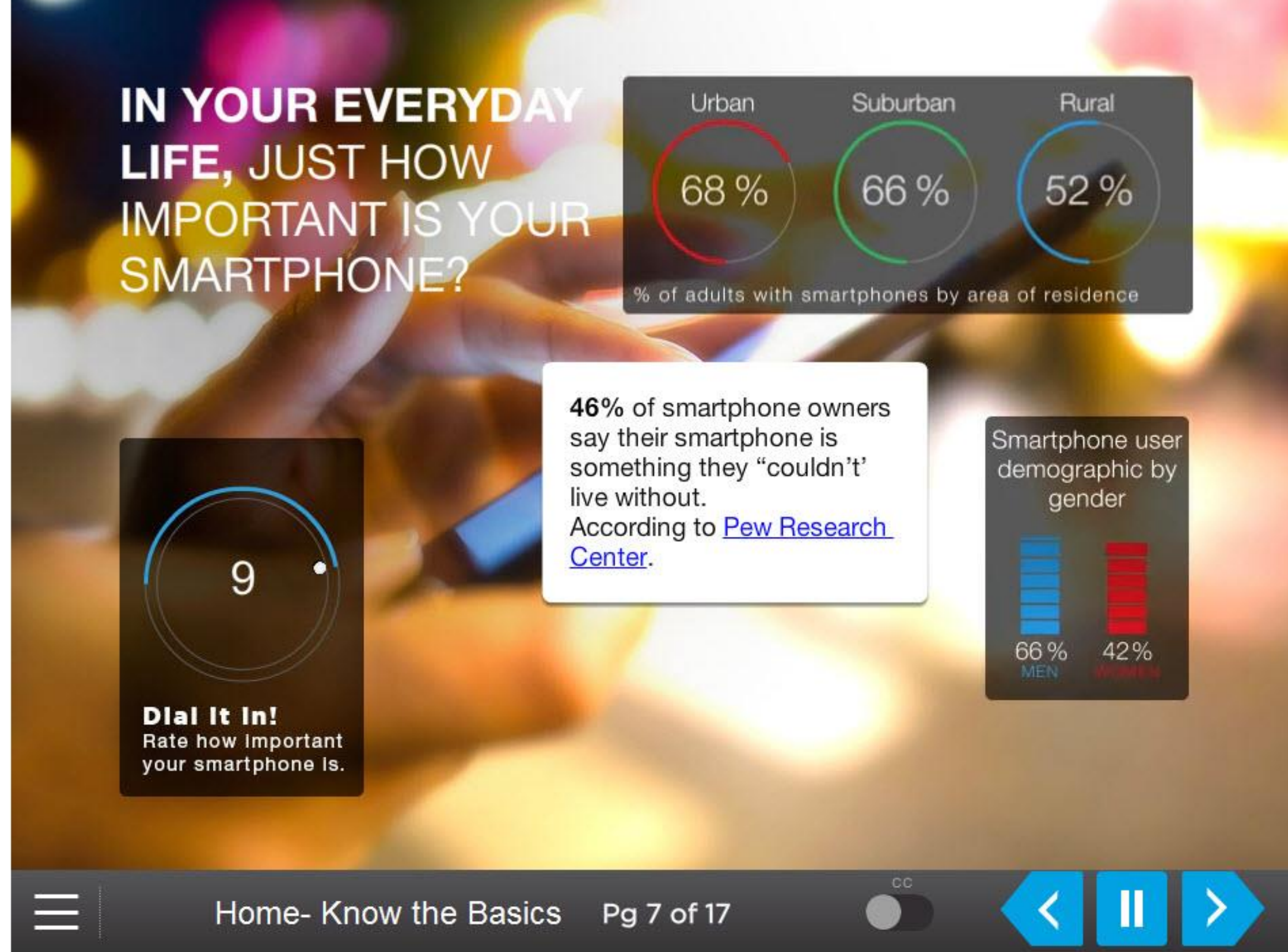
Usage 2: Call Center: A call center sets up a competition with individuals and teams competing for greatest number of first call resolutions, number of calls made, number of upsell/cross-sell opportunities.

Usage 3: Crowdsourcing/Community: Leaders set up a competition to recognize people for their contributions to the community.



ACHIEVEMENT BADGES

Reward participation and skill with achievement awards that show progression and allow bragging rights.



INTERACTIVE INFOGRAPHICS

Multiple choice questions that interact with the learner to give tailored feedback and animated infographics.

NEW TEMPLATES 2016

From Anywhere
 XFINITY Home makes it **easy to look after your home, family, and valuables** from anywhere.

LIFESTYLE IMAGERY

XFINITY Portal 2015

SIMPLE **EASY** **AWESOME**

DIVERSITY

XFINITY Portal 2015

PEACE OF MIND

MODERN LOOKS

XFINITY Portal 2015

EASY
 Look after your home, family, and valuables from anywhere.

SIMPLE
 Gives you peace of mind with a total home security and automation solution.

AWESOME

INTERACTIVITY

XFINITY Portal 2015

24/7 professional monitoring you can arm and disarm remotely

Battery and cellular backup at no additional cost

Fire and flood and leak monitoring

MOBILE READY

XFINITY Portal 2015

It's in the Details: Home Security
 Customers **love choices** and every family's **security needs** are important to them.

LOW BANDWIDTH

XFINITY Portal 2015

SCENARIOS

XFINITY Portal 2015

From Anywhere
 Real-time text and email alerts when doors and windows are opened
 Remote live video monitoring inside and outside of your home
 Remote lighting control lets you turn lights on when you need them
 Remote thermostat control can save you up to 10% on your energy bills
 Control your service and get video monitoring of your home and family right from your TV.

CASE STUDY

XFINITY Portal 2015

A person wearing a red long-sleeved shirt and black pants is hiking through a forest. They have a black backpack on their back. The scene is captured from a low angle, looking up at the person. The background is filled with green trees and foliage. Overlaid on the image is the text 'CUSTOM' in large, bold letters, with 'CUST' in blue, 'OM' in yellow, and 'CONTENT' in smaller white letters below it. Several white, sharp, starburst-like lines radiate from the text area across the image.

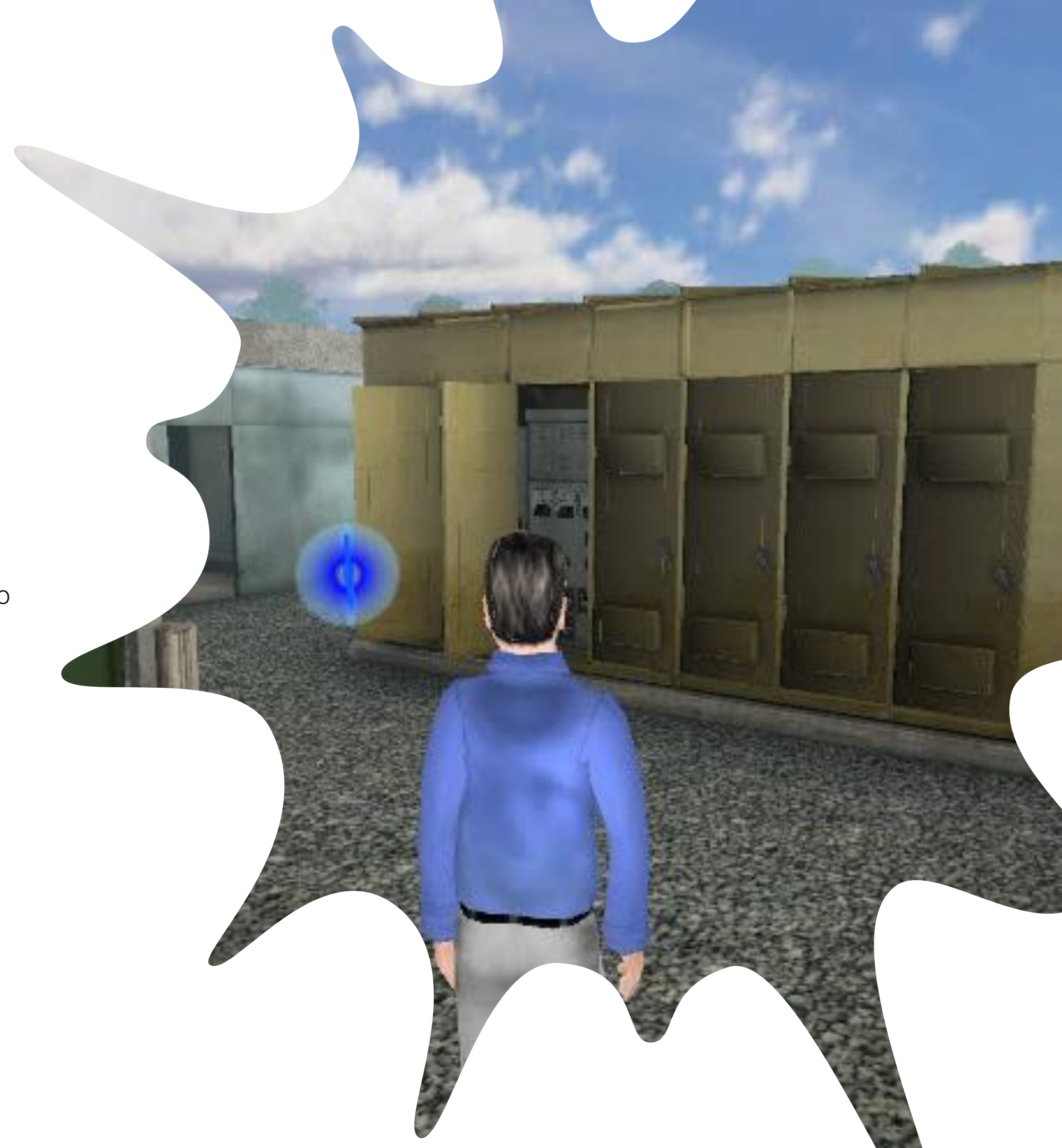
CUSTOM
CONTENT

REAL 3D

Delivered in the web browser – no plugins (optionally)

The current state of the art involves using an open graphics standard called **WebGL** and this can be used in all modern browsers. That means learners do not need any special plugins or computer hardware other than a basic graphics card.

Other configurations include using the Adobe Flash or Unity Web Player.



DATA CENTER VIRTUAL WORLD

Data Center Installations are some of the most difficult places on Earth to secure access. So, a high fidelity 3D simulation allows analysts to check on machinery, test readings from dials in the air conditioning, or even survey the outside of the installation - all from the web-based simulation.



CHILLER UNITS

Rotate and zoom up on machinery.



GENERATOR SPACE

Conduct test readings.



COOLING TOWER

Survey the entire locale.

DATA CENTER VIRTUAL WORLD



INSURANCE VIRTUAL WORLD

The concepts extends to entire city areas of multimedia hubs that can be used for training.



CITY MAP

Navigate instantly via fast travel or get your bearings.



INTERACT UP CLOSE

Interact with virtual and real people with multiplayer.



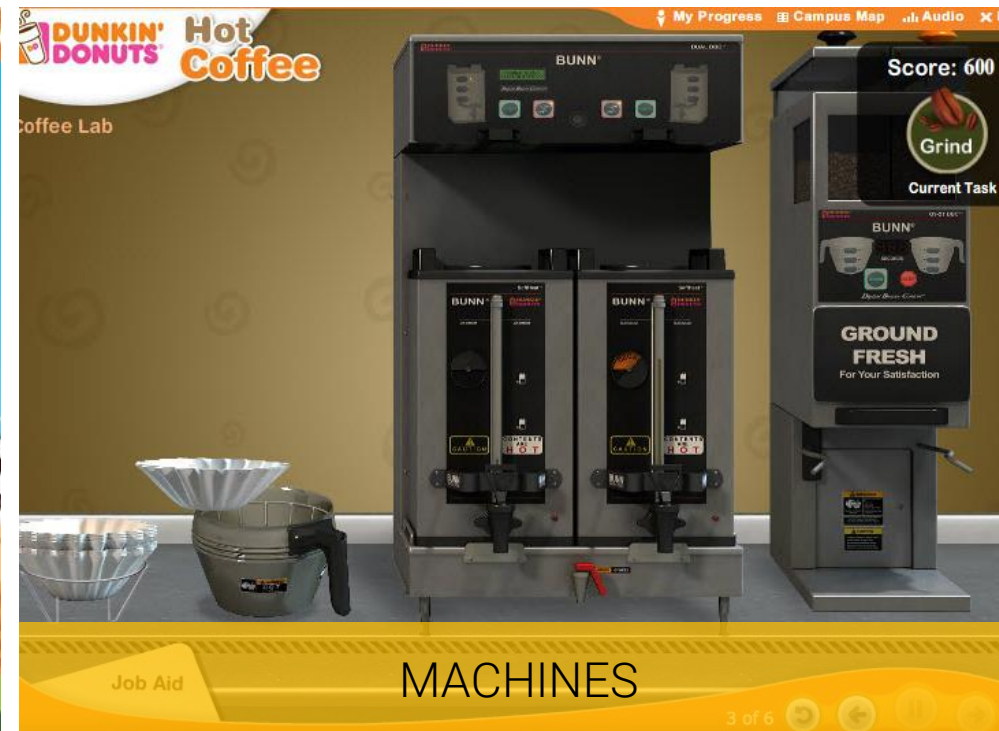
PHONE INTERACTION

Use your smart device to manipulate the experience.

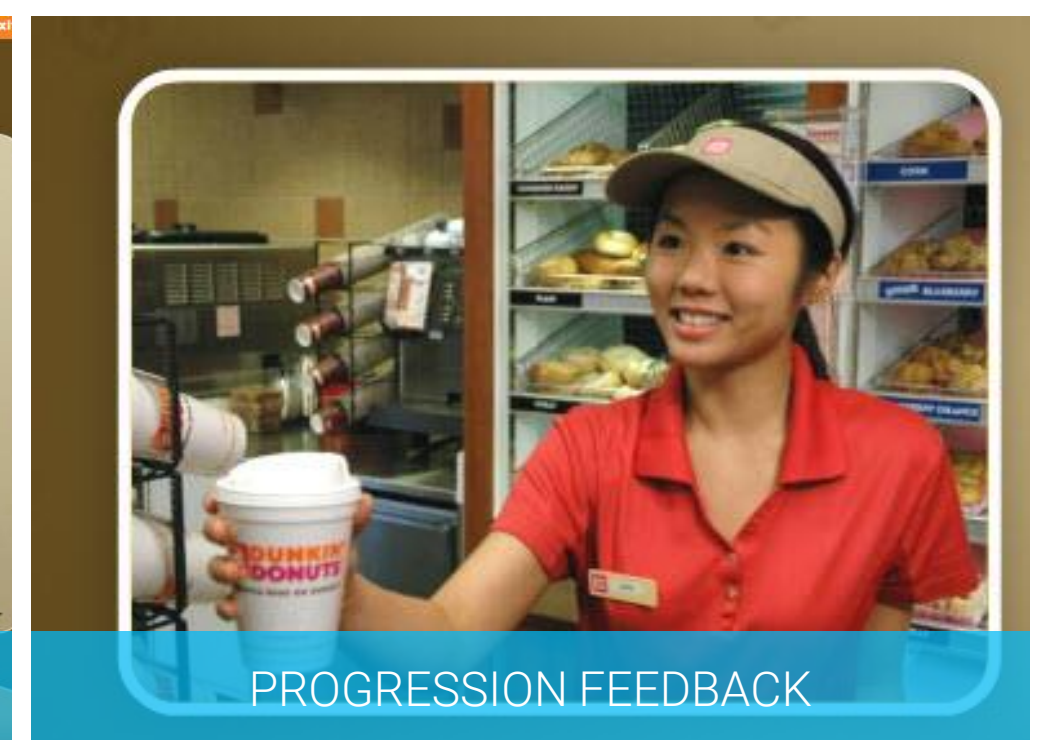
PROCESS TRAINING FOR SERVICE WORKERS



CURRICULUM TRACK



VIDEO COACH



PROGRESSION FEEDBACK

PRECISION MODELING



WHEN SECONDS COUNT

Seiko trains salespeople on their signature watches before they hit the road.

The training program was created before the watches had been produced, so the delivery team worked with jeweller prototypes to make sure we captured the essence of the watch operation.

CGS develops hardware training for Cisco.



SIMULATION TRAINING **FASTER WITH ROLES AND TASKS**

CGS creates procedurally driven learning by asking the learning to state their role and also by asking what tasks are relevant. Those saved minutes can propagate to saving large amounts of time, productivity, and money.

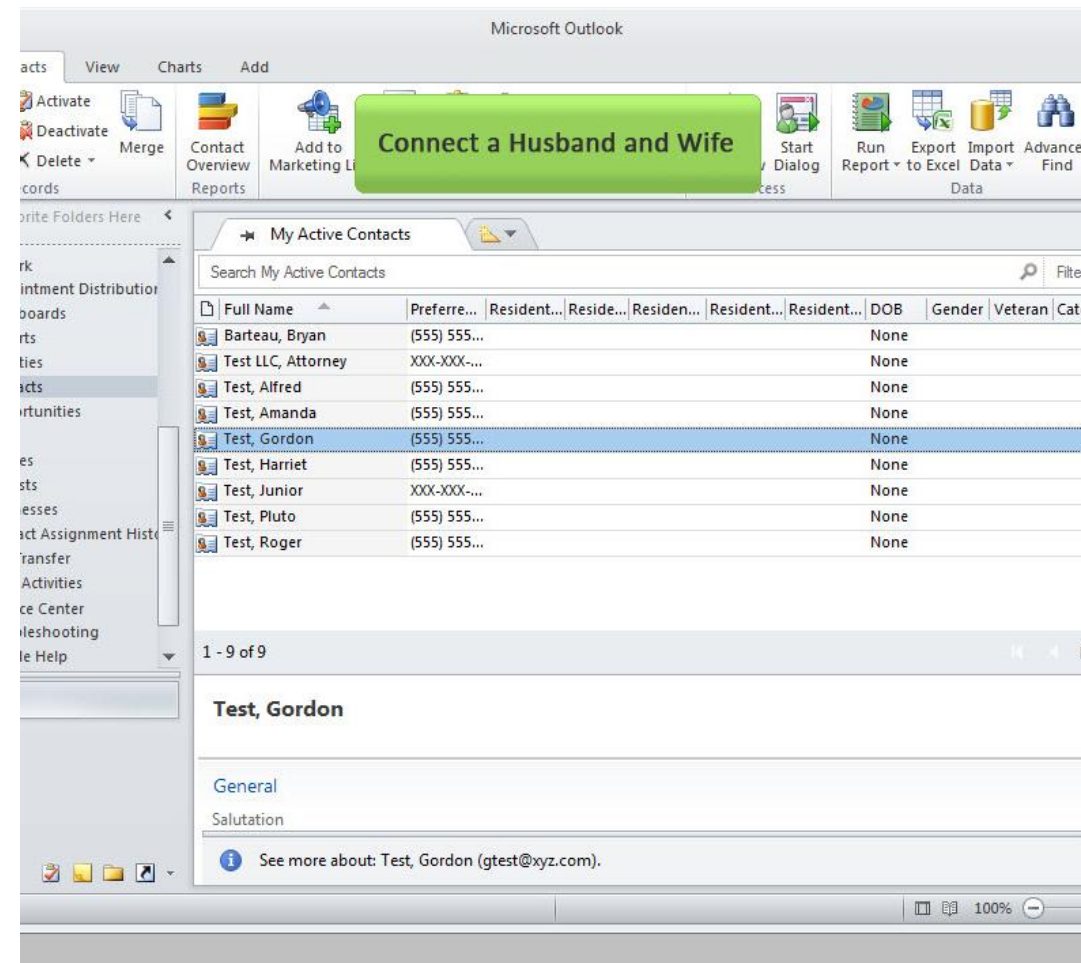
SIMULATION TRAINING

Task and role-based learning.



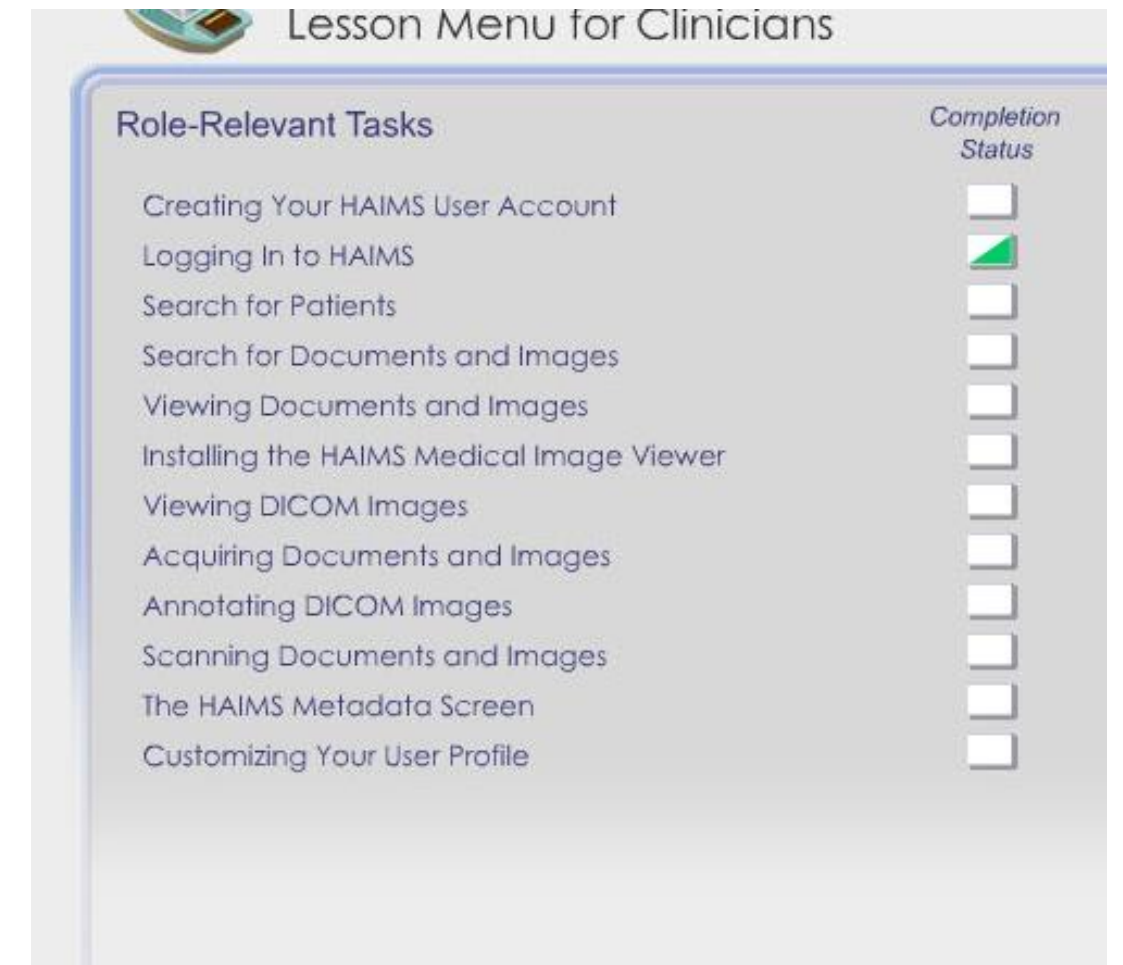
ROLE BASED LEARNING

Select your area of focus based on your role.



CUSTOMISED LEARNING

Only see what the relevant tasks are.



SEE PROGRESSION

Task and role-based menus react to learner access.



VIDEO

ENGAGEMENT



Smile &
Hello

Rushing &
Focused

Not Rushing &
Accommodating

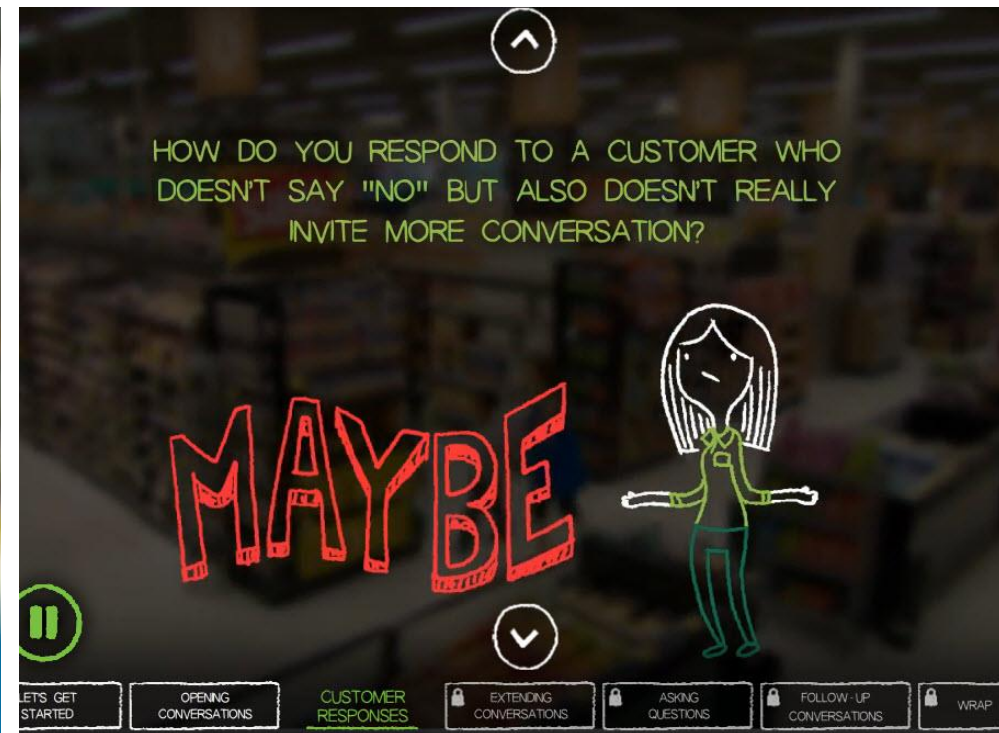
Rushing &
Accommodating



REAL INTERACTIVE VIDEO



CUSTOM VIDEO



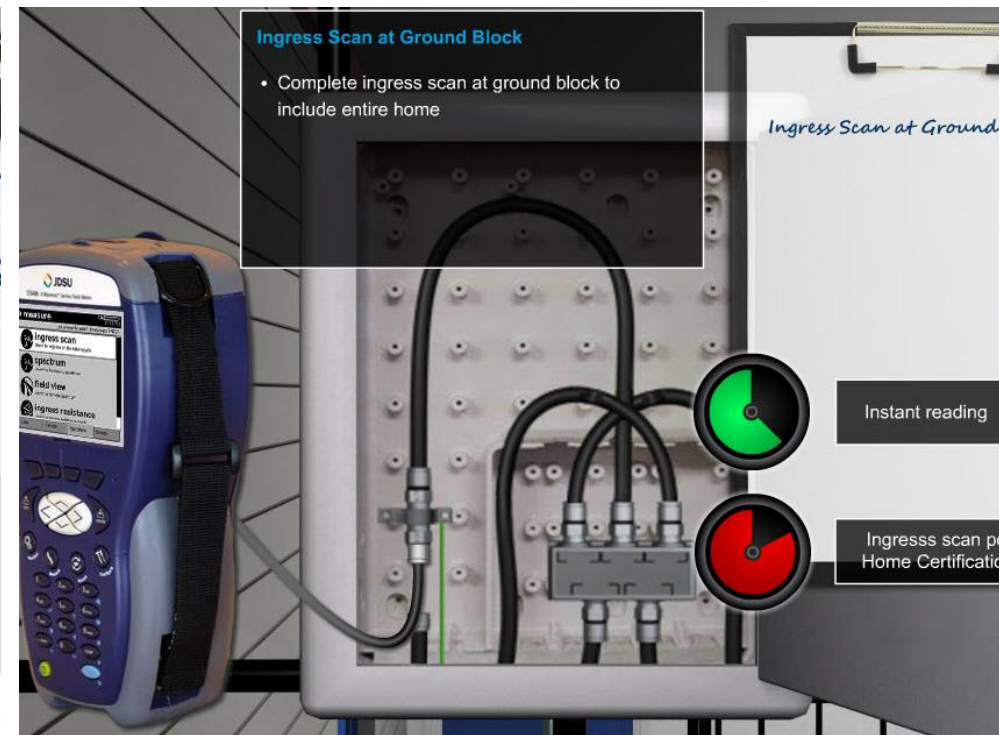
CLOSE UP

Interviewing real workers, hearing from experts in their own words.

SIMULATED ON LOCATION



REAL PROCESS STEPS



PRACTICE

In safe, virtual environments.