

## Christensen/Roberts Solutions-Epiplex™

### Application Software Training/Support



Christensen/Roberts Solutions (C/RS) provides performance improvement services to its corporate clients in the areas of Web-Based Training, Performance Support, and Knowledge Management. In each of our client engagements, whether the content is product knowledge, workflows and processes, “soft” skills, or software application usage, we follow one overarching principle: that the most effective interventions are those that are available when and where the employee needs them most—at the exact point of performance.

In applying this principle to software training and support, C/RS marries the rich experience of its development team with the unique workflow-capturing capabilities of the Epiplex™ suite of software tools from Epiance. C/RS begins by identifying the tasks that users will be asked to perform in the application then employs the Epiplex™ software to quickly capture the actions, controls, and screens that make up those tasks. C/RS then imports the captured data into carefully designed templates and fashions it into effective web-based (HTML) training and support. The entire process takes significantly less time and cost than normally required by traditional methodologies. The end result is a powerful four-level support program—an EpiLearn—for each task in the application. Users are free to engage in any or all of the following activities:

1. **Show Me:** An animated demonstration, with annotations, of the task, as a whole or step-by-step.
2. **Guide Me:** A guided simulation, which allows the user to practice completing each step of the task.
3. **Test Me:** A self-evaluation—or a graded SCORM-compliant test compatible with most Learning Management Systems—to determine the user’s proficiency with the task.
4. **Documentation:** A full online or printable manual, with screen shots, detailing each step in the task.

Because EpiLearn lessons can easily be accessed at the point of performance, they are equally effective as training and as on-the-job performance support. This means you can both reduce the amount of upfront training that users may require and ensure that they will be able to quickly refresh their learning at the moment when they need to perform a task. And you can do so without having to create two separate interventions. In addition, EpiLearns are much easier to maintain than other training technologies, enabling you to keep your users up to date with the inevitable changes that will occur during the lifecycle of the application.

The screen shots on the next two pages illustrate a sample EpiLearn lesson.

## Sample EpiLearn Lesson: Show Me

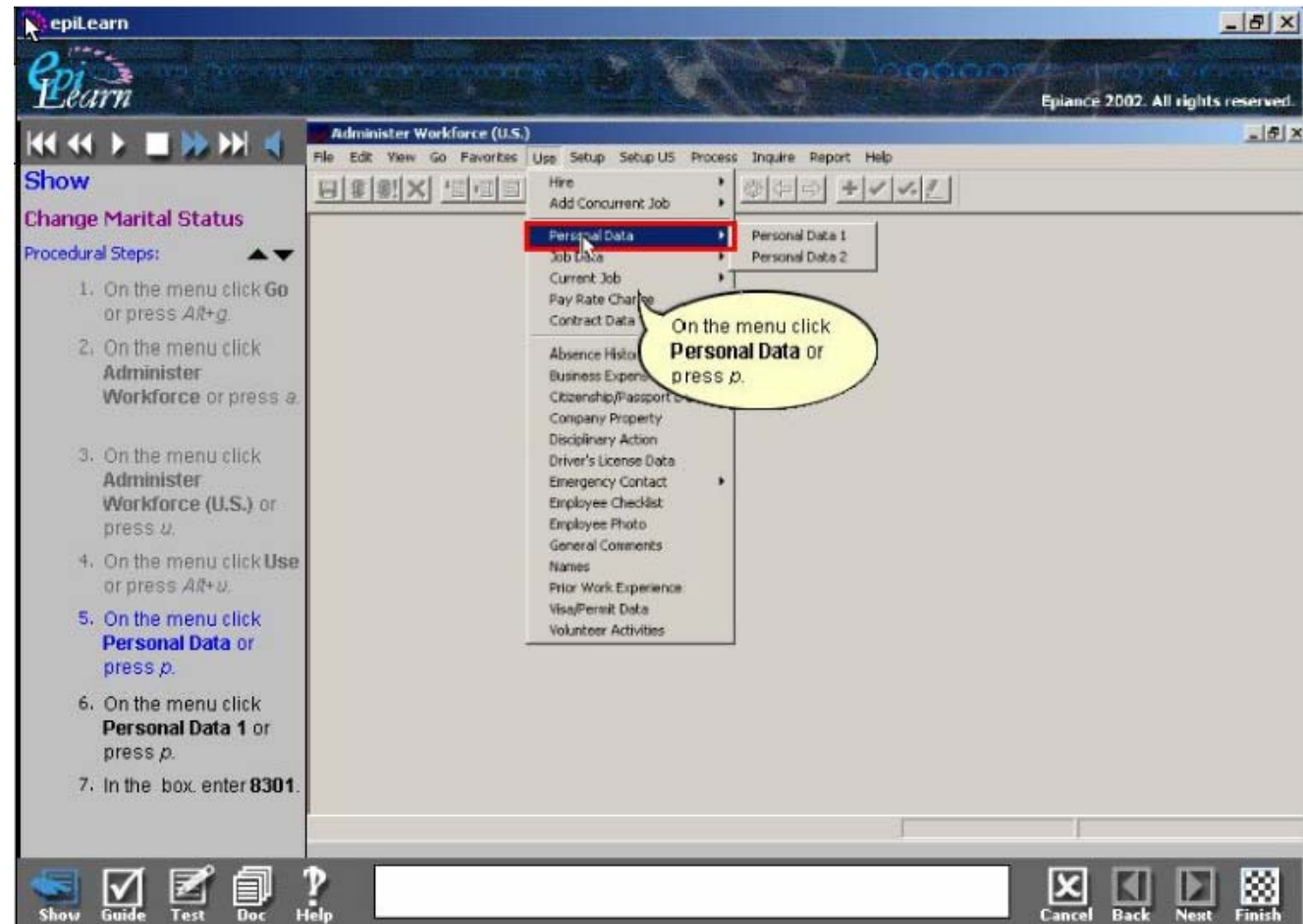
The EpiLearn layout for the *Show Me* animation (currently shown), the *Guide Me* practice simulation, the *Test Me* evaluation, and the *Documentation* is the same.

The left-hand column provides a cue card describing the steps of the current task—in this example, changing an employee's marital status in Peoplesoft.

The application screens are replicated on the right, where users will view the animation (Show Me) or complete the steps themselves (Guide Me and Test Me).

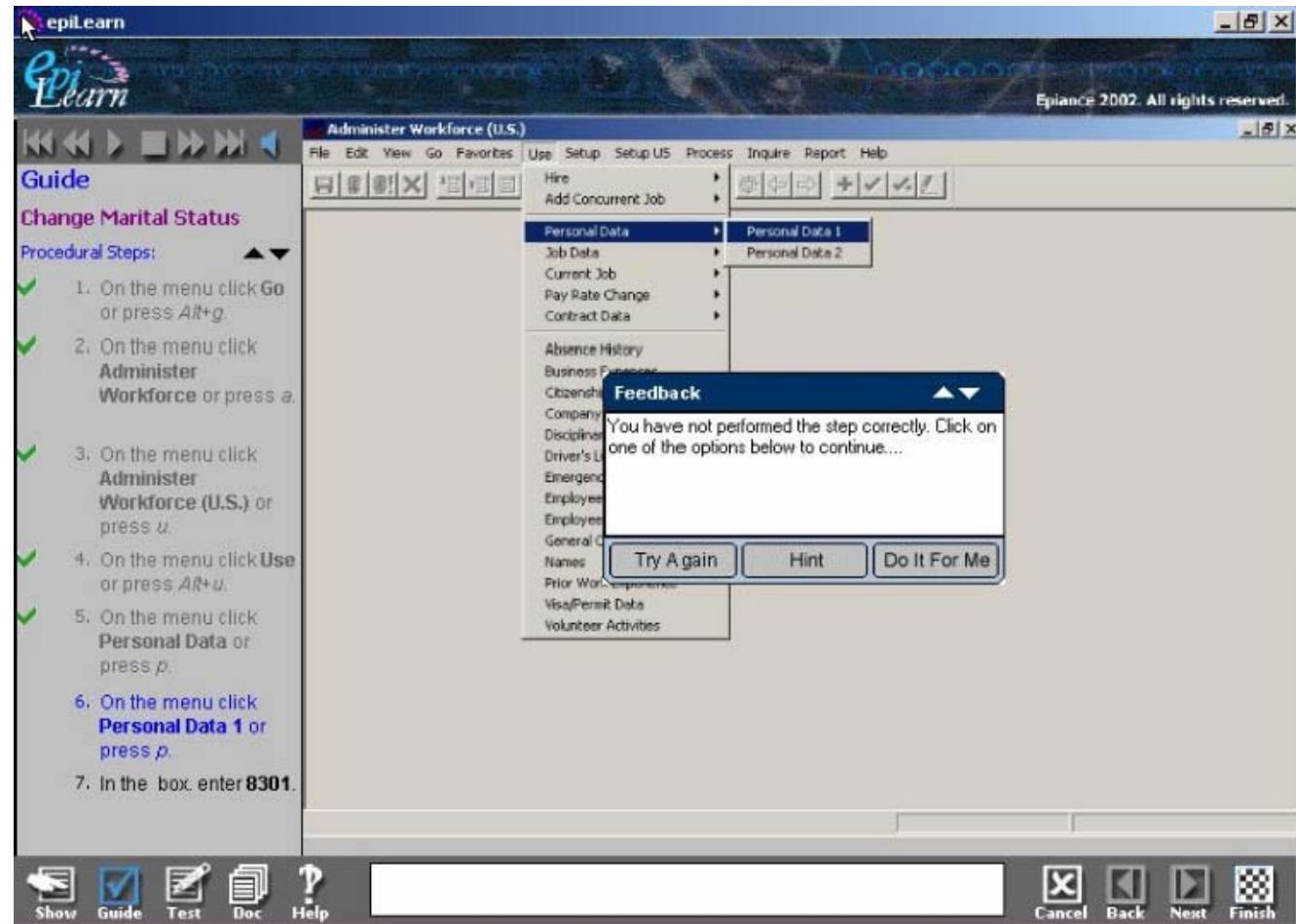
Some tasks and fields may have notations in help "balloons." The text box at the bottom can also provide additional information.

The icons at the bottom left of the screen allow users to choose which of the four levels of support they need.



## Sample EpiLearn Lesson: Guide Me

The Guide Me displays the same layout and cue card as the Show Me, but at this level, users are expected to actually do the steps. Feedback is provided for incorrect actions.



Epiplex was awarded the Extraordinary Product award by the 2000 Online Learning Conference sponsored by VNU Learning. In 2002, Epiplex was awarded the Gold Award for Innovative Products at the 2002 Excellence in E-Learning Awards, sponsored by Online Learning, Brandon-Hall.com, and EPSScentral.com (see <http://www.brandonhall.com/public/awards2002/>). In 2003, Epiplex was a winner in the Extraordinary PCD Tools category at the annual PCD Awards sponsored by EPSScentral.

For additional information, demonstrations, and evaluations, please contact us:



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