

Resolving Shipping Issues

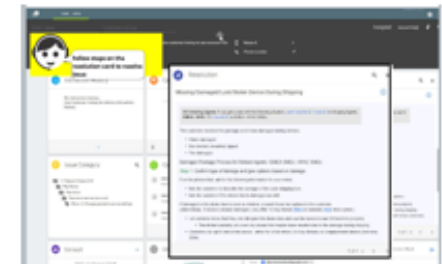


Hardware: Packing & Shipping Issues

This module will cover packing & shipping issues that occur with hardware products.

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

- Identify shipping issues
- Resolve shipping issues



Knowledge Check

Shipping Issues

Identify the shipping issues below. Drag shipping issues to chart on the right.

- Customer didn't receive package
- Customer dropped device
- The speaker in the phone stopped working
- Customer is missing contents of the package
- Package was lost in transit
- Customer can't hear phone

Challenge: Help over 400 customer service agents to identify & quickly resolve shipping issues.

My Role: Developed an eLearning module in Storyline 2 that addressed most common shipping issues.

Solution: This eLearning module included scenarios that provided immediate feedback and reinforcement to help the agents with understanding shipping issues and the correct resolution.

End Results: Project was delivered on-time. Agents gave positive feedback and liked the scenarios.