

VILT Slide and Timing Changes

New Slide No.	Old Slide No.	Slide Title	Old -Time taught as designed	Old -Lesson Cum	Old - Course Cum	New - Estimated Time	New - Lesson Cum	New - Course Cum	New - Activity
Slide 1	1	Course Title	0	0	0	0	0	0	
Slide 2	3	Participant Sign In (Switched order)	5	5	5	3	3	3	Chat - Required
Slide 3	2	Course Overview Title (Switched order)	0	5	5	0	3	3	
Slide 4	4	Annotation Tools	5	10	10	2	5	5	
Slide 5	5	*Pointer - Guide Activity	0	10	10	1	6	6	Pointer
Slide 6	6	Class Agreements	1	11	11	1	7	7	Check/X, Chat - anything else that needs to be added
Slide7	NA	Course Introduction	0	11	11	1			
Slide 8	7	Course Objectives	1	12	12	1	8	8	
Slide 9	8	Lesson 1 Title	0	0	12	0	0	8	
NA	9	Chat – What do you know about {New Product Name} vs. {Old Product Name}?	6	6	18	0	0	8	
Slide 10	10	Lesson 1 Intro	1	7	19	1	1	9	
Slide 11	11	Lesson 1 Objectives	1	8	20	1	2	10	
Slide 12	12	{Old Product} vs. {New Product}	2	10	22	1	3	11	
Slide 13	13	{Old Product} Customer Favorites	2	12	24	1	4	12	Question - You know your Customers better than I do, what features of {New Product Name} do your Customers currently love?
Slide 14	14	{New Product} Enhancements	1	13	25	1	5	13	
Slide 15	15	WIIFM for Sales Person	7	20	32	2	7	16	Hand raise; Question - {New Product Name} is a new initiative. What's in it for you to be here today?
Slide 16	16	{Company Name} Benefits	2	22	34	1	8	14	
NA	17	Poll – When to give Customer WIIFM	5	27	39	0	8	16	
Slide 17	18	Customer Benefits	1	28	40	1	9	17	
Slide 18	19	{New Product Name} Equipment	2	30	42	2	11	19	
NA	20	Whiteboard – Resonate "Customer Experience"	7	37	49	0	11	19	
Slide 19	21	Complete {New Product Name} Experience	3	40	52	3	14	22	
Slide 20	22	{New Product Name} Host	15	55	67	3	17	25	Check/X, Chat - Question - Do you notice something different?
Slide 21	23	{New Product Name} Client	10	65	77	2	19	27	
Slide 22	24	*Network	0	65	77	5	24	32	
Slide 23	25	Questions Customer may Ask	2	67	79	1	25	33	
Slide 24	26	{New Product Name} Remote	2	69	81	2	27	35	

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NA	27	Using the Guide Video Title Page	1	70	82	0	27	35	
NA	28	Using the Guide Video Chat Activity	3	73	85	0	27	35	
Slide 25	29	Using the Guide 3 Questions	5	78	90	1	28	36	
Slide 26	30	{New Product Name} Demo	10	88	100	20	48	56	Demo
NA	31	{New Product Name} Demo 3 Questions	3	91	103	0	48	56	
NA	32	Using the DVR Video Title Page	1	92	104	0	48	56	
NA	33	Using the DVR Video Chat Activity	3	95	107	0	48	56	
NA	34	Using your DVR Video	5	100	112	0	48	56	
NA	35	DVR Demo Title Page	10	110	122	0	48	56	
NA	36	DVR Demo 3 Questions	3	113	125	0	48	56	
NA	37	KidsZone Demo	5	118	130	0	48	56	
NA	38	KidsZone 3 Questions	3	121	133	0	48	56	
NA	39	Smart Search Demo	3	124	136	0	48	56	
NA	40	Smart Search 3 Questions	3	127	139	0	48	56	
NA	41	Daily Apps Demo	10	137	149	0	48	56	
NA	42	Daily Apps 3 Questions	3	140	152	0	48	56	
NA	43	What Makes {New Product Name} Great Activity- Instructions	15	155	167	0	48	56	
Slide 27	44	What Makes {New Product Name} Great Activity/Debrief of Demo	6	161	173	5	53	61	Annotation - 1. What are you most excited? 2. Least excited? 3. How would you sell the Customer the least exciting feature?
Slide 28	45	Key Things You Need to Know	1	162	174	1	54	62	
Slide 29	46	Lesson 1 Summary	1	163	175	1	55	63	
Slide 30	47	Lesson 2 Title	0	0	175	0	0	63	
NA	48	Annotation – Top 2 packages / Why Customer Like Them	5	5	180	0	0	63	
Slide 31	49	Lesson 2 Introduction	1	6	181	1	1	64	
Slide 32	50	Lesson 2 Objectives	1	7	182	1	2	65	
Slide 33	51	Key Things to Remember	1	8	183	1	3	66	
Slide 34	52	Video Offerings Diagram	3	11	186	3	6	69	
NA	53	Chat- Why helpful for customer profile?	5	16	191	0	6	69	

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NA	54	Poll - Familiar with High Value Customer Interaction Model	3	19	194	0	6	69	
NA	55	Selling Model - Who	2	21	196	0	6	69	
NA	56	Selling Model - Why	2	23	198	0	6	69	
NA	57	Selling Model - How	2	25	200	0	6	69	
Slide 35	NA	Selling Model		25		2	8	71	
Slide 36	58	Building Rapport	5	30	205	3	11	74	
Slide 37	59	High Impact Discovery Questions	7	37	212	2	13	76	
Slide 38	60	Attributes of High Impact Discovery Questions	4	41	216	2	15	78	
Slide 39	61	*Create Questions Activity	0	41	216	7	22	85	Hand raise, Use text tool to write on board
Slide 40	62	Examples of High Impact Discovery Questions	2	43	218	2	24	87	
Slide 41	63	Chat - Communicating Value	5	48	223	3	27	90	
Slide 42	64	Examples of High Value Statements	3	51	226	3	30	93	
Slide 43	65	Presenting the Offer with Confidence	2	53	228	2	32	95	
Slide 44	66	Activity - Last Man Standing	20	73	248	10	42	105	
Slide 45	67	Scenario 1	0	73	248	0	42	105	
NA	68	Scenario 2	0	73	248	0	42	105	
NA	69	Scenario 3	0	73	248	0	42	105	
Slide 46	70	Lesson 2 Summary	1	74	249	1	43	106	
Slide 47	71	Lesson 3 Title	0	0	249	0	0	106	
Slide 48	72	Lesson 3 Introduction	1	1	250	1	1	107	
Slide 49	73	Lesson 3 Objectives	1	2	251	1	2	108	
Slide 50	74	Sales QRG - Pricing Information	2	4	253	2	4	110	
Slide 51	75	Sales QRG - {Old Product Name} vs. {New Product Name}	2	6	255	2	6	112	
Slide 52	76	New {New Product Name} Codes / Call Codes	5	11	260	5	11	117	Question - chat, hand raise, etc. Why wouldn't a {New Product Name} client not require a Service Code 2750?
NA	77	Key Differences	2	13	262	0	11	117	
NA	78	Things to Remember	1	14	263	0	11	117	
Slide 53	81	Order Entry Demo Title Page	5	19	268	5	16	122	Order Entry activity
Slide 54	79	Order Entry Customer Scenario	5	24	273	5	21	127	
Slide 55	80	Order Entry Customer Scenario Answers	5	29	278	5	26	132	

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Slide 56	82	Order Entry Activity Instructions	5	34	283	5	31	137	
Slide 57	83	Lesson 3 Summary	1	35	284	1	32	138	
NA	84	Thanks	1	1	285	0	0	138	
Slide 58	NA	Course Summary	0	1	285	1	1		
Slide 59	85	Assessment	15	16	300	15	16	153	

Totals by Lesson	Old	New	Round to 5
Course Intro	12	8	5
Lesson 1	163	55	55
Lesson 2	74	43	45
Lesson 3	35	32	30
Course Wrap Up	16	16	15
Total	300	154	150