

CBA

Smart terminals & apps

eLearning script

Version 1.11

**Savv-e Pty Ltd  
abn**: 710 766 710 13  
Level 7, 33 Chandos St,  
St Leonards, NSW 2065

Paul Delahunty  
**t**: (02) 9901 1212  
**e**: paul@savv-e.com.au  
**w**: www.savv-e.com.au

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# Version control

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date Created** | **Purpose** | **Created/Amended by** |
| 1.0 | 2017.01.19 | Draft | Savv-e (MC) |
| 1.1 | 2017.01.27 | Feedback | CBA |
| 1.2 | 2017.02.01 | Draft scenarios for feedback | Savv-e (MC, SS) |
| 1.3 | 2017.02.06 | Revised draft for feedback | Savv-e (MC) |
| 1.4 | 2017.02.09 | Feedback | CBA |
| 1.5 | 2017.02.10 | Finalise | Savv-e (MC) |
| 1.6 | 2017.02.17 | Feedback | CBA |
| 1.7 | 2017.02.21 | Finalise | Savv-e (MC) |
| 1.8 | 2017.04.19 | Finalise | Savv-e (CD) |
| 1.9 | 2017.04.28 | Round 2 feedback | CBA |
| 1.10 | 2017.05.01 | Implement round 2 feedback | Savv-e (PD) |
| 1.11 | 2020.10.20 | Clean script | Savv-e (KW) |

# How to read this document

This document provides a precise specification to be used for the build of the **Smart terminals & apps** elearning module. Each page in this document represents a single screen in the final module, and specifies all elements to appear on that screen, including:

* The title of the screen
* Screen navigation instructions
* On-screen text exactly as it will appear in the final module, including all grammar and punctuation
* A detailed description of any image/s OR a thumbnail version of images that have been selected (NB: images are placeholders at this stage and will be updated once the Interface Design is signed off).
* Captions for any images exactly as they will appear on screen
* Audio transcript of any audio exactly as it will be recorded (NB: no audio proposed for this module).
* Exact video transcript and detailed production notes for any video to be produced (NB: no audio or videos proposed for this module).
* Any instructions relating to the specific screen, such as timing of images/text, randomisation of questions or description of any flash animations

This document is the master document that will be used in the build of your module. Please return this document to Savv-e, marked up with your requested edits/changes.

It is important that your review and feedback is accurate and complete, and is consolidated from all stakeholders. Where different stakeholders have diverse opinions or questions, these need to be resolved before returning the document to Savv-e. Please do not give general comments or vague feedback, but provide the exact wording you would like to see in your module.

Savv-e will review and accept the edits and forward the final version to you with a sign-off sheet. Any changes to the final version of this document will most likely result in schedule and/or budget adjustments.

# Resources

A ‘Resources’ icon in the header of the elearning component launches a list of resources with links to those resources.

|  |  |  |
| --- | --- | --- |
| **Resource** | **Hyperlink/PDF** | **Description** |
| Albert PPL | <https://ppl.cba/products/Pages/Albert.aspx> | Internal Portal for Albert device information, Flyers, User Guides, Customer Value Propositions, Case Studies |
| Pi Ecosystem PPL | https://ppl.cba/products/products/commbank-pi/pi-ecosystem | Internal Portal for App information |
| Albert App Selector Tool | <https://mts.cba/bpb/CCTools/Pages/Albert-apps-Selector-Tool.aspx> | Internal Tool for App information, App Flyers, App Videos |
| CommBank Albert pages | [www.commbank.com.au/albert](http://www.commbank.com.au/albert)  <https://www.commbank.com.au/business/merchant-services/eftpos-options/in-store/albert-payments.html> <https://ppl.cba/products/products/commbank-pi/albert-apps> | External website |

# Detailed script

## Home page

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Home page** | | | | |
| Default text: | | **Slide 1:**  **Have you ever been to a music festival and experienced endless queues every time you wanted to purchase anything?**  The Caloundra Music Festival solved this problem by using a number of Albert terminals to ensure festival goers enjoyed more music and less queuing by paying with card rather than cash.  The Festival Director said, “Imagine not having to stand around in long queues or line up multiple times in order to get a drink – well that's what Caloundra Music Festival goers can look forward to via this new mobile payment tablet”.  **Slide 2:**  **Do you need to pay your council rates but can’t bear the thought of lining up at your local council offices?**  CommBank collaborated with a local council and Surefire Systems, an app developer, to create the Surefire Bill Payment App. Albert terminals were placed in local council libraries, allowing residents to scan and pay their rates and water notices.  The self-service payment kiosk offered a secure, alternative payment to cash.  **Slide 3:**  **Imagine being able to purchase your ticket and a dinner cruise on Sydney Harbour?**  SeaLink developed their own app, Quicktickets, on the Pi platform. The app turns Albert into a mobile ticketing solution that improves the commuter experience and replaces the need for staff to use four separate devices.  **Home screen:**  Welcome to Smart Terminals and Apps  This module introduces you to Pi, CommBank’s unique platform that allows businesses to be more productive and offer a better customer experience.  Please allow 25 minutes to complete this module. | | |
| Prompt text: | | Click a topic to begin. | | |
| **Topic** | **Topic title** | | **Topic text** | **Placeholder images** |
| 1 | Smart Terminals | | Learn about the features and benefits of Albert, Emmy and Leo and the Pi platform that houses a range of business apps.  Time required: 5 minutes | *7L9A4590.jpg*  *Alt text: Albert terminal showing a purchase receipt* |
| 2 | Scenarios | | Identifying customer needs for Albert and its apps.  Time required: 15 minutes | *7L9A6380.JPG*  *Alt text: Split Bill app screen on Albert terminal* |
| 3 | Assessment | | Test your understanding of Smart Terminals and Apps.  Time: 5 minutes  Note: The assessment will unlock when you have completed all of the topics. | *7L9A5764.JPG*  *Alt text: Albert terminal showing payment options on screen* |

## Topic 1: Smart Terminals

### 1.1 Meet the family

|  |  |
| --- | --- |
| **Screen type: Text and button interaction** | |
| **Heading:** | Meet the family |
| **Default text:** | CommBank has developed a number of smart EFTPOS terminals that can solve our clients’ business needs and enhance their customers’ experiences.  **Albert**  Albert supports a series of business apps that enhance the customer experience. Albert is a portable, secure terminal with Wi-Fi and 3G capabilities and a touchscreen interface which means that customers can pay anywhere.  **Emmy**  Emmy is a mobile solution that converts an Apple/Android smartphone or tablet into a secure merchant terminal via the CommBank Small Business App. Emmy is designed for small businesses on the move.  **Leo**  Leo is another mobile device, ideal for larger businesses wanting to build a unique app for their point of sale. |
| **Prompt text:** | Click on each terminal to find out about the features and then click on each of the buttons to learn more. Then click ‘Next’ to continue.  Then click ‘Next’ to continue. |
| **Background image:** | *Images of Albert, Emmy and Leo terminals* |
| **Button** | **Button text** |
| *Payments anywhere in store icon*  *Pay anywhere* | All terminals can accept contactless payments including Apple Pay/Android Pay. Albert can scan bar codes and issue receipts on the spot, through using the in-built printer. |
| *Same day settlement*  *Same day settlement* | All terminals are designed to allow clients to receive same-day settlement into their CommBank business transaction accounts. |
| *Point of Sale* | Integrate with Point of Sale systems to provide a seamless shopping and check-out experience for medium to large businesses that need visibility of sales across multiple stores. |
| *24/7 help desk support* | CommBank provides 24/7 local telephone support for all terminals. |
| *4-hour swap out* | CommBank provides a 4-hour terminal replacement in metropolitan areas for all terminals. |
| *Accessibility**(Albert only)* | Accessible Mode provides a way for people who are blind or vision-impaired to securely complete PIN entry within the Albert payment app via text to speech.  Accessible Mode is standard for Albert terminals and needs to be turned on before each transaction. |

### 1.2 Pi platform – It’s all about apps

|  |  |  |
| --- | --- | --- |
| **Screen type: Text and button interaction** | | |
| **Heading:** | Pi platform – It’s all about apps | |
| **Default text:** | Apps are what differentiates the Pi platform and Albert from the traditional terminals in the market and provide market-leading services on the terminal.  The apps can be downloaded from App Bank marketplace, on the Albert terminal or via a web browser (www.piappbank.com.au), similar to iTunes Store and Google Play Store. Customers and bankers can also use App Bank to search for information about existing apps.  The Pi platform connects the ecosystem of Apps, smart terminals, such as Albert, and App bank to help run their business. | |
| **Prompt text:** | Click on each of the apps below to find out about the different apps that businesses can access. | |
| **Background image:** | *PI platform connected to the three different apps.* | |
| Button title | **Button image** | |
| Commbank apps | *CBA logo* | Launch 1.4 |
| Third party apps | *Shopping logos* | Launch 1.5 |
| Bespoke apps | *The Sealink logo* | Launch 1.6 |

### Commbank apps

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Text and buttons with overlays** | | | | |
| **Heading:** | Commbank apps | | | |
| **Default text:** | CommBank has built a range of free apps that can be used on the Albert.  Some of the apps come pre-installed on the Albert, making it easier for businesses to get started. | | | |
| **Prompt text:** | Click on each of the CBA apps to learn more. | | | |
| **Background image:** | *An Albert user. The device is surrounded by five pictograms that represent the apps.* | | | |
| **Button** | **Button image** | | **Button action** | |
| **Split Bill** | *Split Bill* | | | Launch ‘Split Bill’ overlay |
| **Payment** | *Payment* | | | Launch ‘Payment’ overlay |
| **Image Carousel** | *Image Carousel* | | | Launch ‘Image Carousel’ overlay |
| **Open Tab** | *Open Tab* | | | Launch ‘Open Tab’ overlay |
| **Cash Counter** | *Cash Counter* | | | Launch ‘Cash Counter’ overlay |
| Overlay title 1: | | | | |
| Heading: | | **Split Bill** | | |
| Text: | | Split bills, add tips and choose how to pay – via card or cash. Free app, Pre-installed. | | |
| Image: | | Screenshot of split bill app. | | |
| Overlay title 2: | | | | |
| Heading: | | **Payment** | | |
| Text: | | The Payment app has a Receipt Tracker that enables allows you to view previous transactions or find specific receipts. Free app, Pre-installed. | | |
| Image: | | Payment App, entering a dollar amount for payment. | | |
| Overlay title 3: | | | | |
| Heading: | | **Image Carousel** | | |
| Text: | | Image Carousel App lets you use the Albert screen as advertising space when not in use. Free to download from App Bank. | | |
| Image: | | Screenshot of Image Carousel app with selection of images. | | |
| Overlay title 4: | | | | |
| Heading: | | **Open Tab** | | |
| Text: | | Open Tab apps allows you to open and track customer tabs. Free to download from App Bank. | | |
| Image: | | Screenshot of Open Tab app to create customer account. | | |
| Overlay title 5: | | | | |
| Heading: | | **Cash Counter** | | |
| Text: | | Cash Counter app makes it easier to add your cash at the end of the day. Free to download from App Bank. | | |
| Image: | | Screenshot of Cash Counter app. | | |

### Third party apps

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Text and buttons with overlays** | | | | |
| **Heading:** | Third party apps | | | |
| **Default text:** | App Bank also houses a number of third party apps developed by our network of developers and partners. The third party apps provide additional functionality on Albert, such as tracking sales via Point of Sale, capturing customer feedback and other services.  The third party apps can be purchased and downloaded from App Bank. | | | |
| **Prompt text:** | Click on each of the buttons to learn more about third party apps. | | | |
| **Background image:** | *An Albert user. The device is surrounded by three pictograms that represent the apps. Similar to 1.4 - but the user can look different and in a different position.* | | | |
| **Button** | **Button image** | | **Button action** | |
| Point of sale apps | *Cash register* | | | Launch ‘Point of sale apps’ overlay |
| **Customer feedback apps** | *Thumbs up* | | | Launch ‘Customer feedback apps’ overlay |
| Service apps | *Service* | | | Launch ‘Service apps’ overlay |
| Overlay title 1: | | | | |
| Heading: | | Point of sale apps | | |
| Text: | | * **Kounta** – enables businesses to manage their day-to-day operations, including payments, inventory tracking, reporting, staff management and customer relationship management. * **Echidna Pay** – allows merchants to customise payments by offering split billing, the addition of surcharges and job notes. It allows you to track sales, tips and refunds against a salesperson. * **POS Assist** – designed for micro merchants that want an easy way of tracking their sales items and tracking card and cash payments. | | |
| Image: | | Kounta app in use. | | |
| Overlay title 2: | | | | |
| Heading: | | **Customer feedback apps** | | |
| Text: | | * **Local Measure** – uses geo-location data from social media streams to provide businesses with information about their customers. * **TruRating** – a feedback tool that allows customers to rate and comment on their experiences as they pay. | | |
| Image: | | Local Measure app in use. | | |
| Overlay title 3: | | | | |
| Heading: | | Service apps | | |
| Text: | | * **Pascal** – a smart calculator app that lets you calculate totals, add discounts and taxes without the risk of double entering the amount. * **Tanda Time Clock** – the app lets staff ‘clock in’ on Albert, allowing businesses to better manage staff rosters. * **Surefire Bill Payment** – turns Albert into a scan and pay kiosk that allows residents to pay a bill, notice or their council rates. | | |
| Image: | | Calculator function on screen. | | |

### Bespoke apps

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Text and buttons with overlays** | | | | |
| **Heading:** | Bespoke apps | | | |
| **Default text:** | CommBank can partner with your customers and build a custom app for. We provide assistance in designing the solution, selecting your developer, and deploying the custom app.  If you have a customer that wants to build a bespoke app, contact your transactional banking specialist. | | | |
| **Prompt text:** | Click on each of the buttons to learn more about bespoke apps. | | | |
| **Background image:** | *A shop with customers at the counters.* | | | |
| **Button** | **Button image** | | **Button action** | |
| **Sealink** | *Logo of Sealink* | | | Launch ‘Sealink’ overlay |
| **Gold Class** | *Logo of Gold Class* | | | Launch ‘Gold Class’ overlay |
| Overlay title 1: | | | | |
| Heading: | | **Sealink** | | |
| Text: | | A custom ticketing solution for SeaLink that allows staff to issue and print tickets on the SeaLink vessels. The app integrates with the SeaLink systems to make reconciliation easier. | | |
| Image: | | The Sealink logo | | |
| Overlay title 2: | | | | |
| Heading: | | **Gold Class** | | |
| Text: | | A custom app that allows customers to order their food and drink prior to the movie. | | |
| Image: | | The Gold Class logo | | |

## Topic 2: Scenarios

### Client scenarios

|  |  |  |
| --- | --- | --- |
| **Screen type: Submenu with buttons** | | |
| Screen description: | *This screen functions as a landing page in Topic 2. There are three images across the screen; one from each scenario. The learner clicks on a client image to begin and, upon completion of the scenario, they are returned to this screen to click and begin the next client story. The client stories must be completed in sequential order. Each scenario is locked until the preceding scenario has been completed.* | |
| **Heading:** | Client scenarios | |
| **Default text:** | In the following scenarios, you will meet four potential clients, each with a particular business need.  As a banker, you’ll be asked to recommend the best course of action based on your understanding of each client’s needs and circumstances. | |
| **Prompt text:** | Click each client to begin the scenario. | |
| **Background image:** | *Something similar to that:* | |
| Button title | **Button image** | Button action |
| **Costa’s lobsters** | Smiling fisherman using phone in fishing industry royalty-free stock photo | Launch scenario 1 |
| **Ruby & Rose home wares retailer** |  | Launch scenario 2 |
| **Alexander Group - wine and cocktail bars and restaurants** |  | Launch scenario 3 |
| **Pacific office supplies** |  | Launch scenario 4 |

### Costa’s Lobsters

|  |  |
| --- | --- |
| **Screen type: Static text, image and button with multiple choice question** | |
| **Heading:** | Costa’s Lobsters |
| **Default text:** | **Background**  Costa Georgiou runs a fresh seafood business, Costa’s Lobsters, from the fish markets, near a large capital city. His produce has a high turnover, with some buyers visiting the markets every day to buy fresh seafood for their restaurants. Some pay for their produce upfront; other customers pay periodically, usually on a fortnightly or monthly basis.  **Next steps**  In order to find out more about Costa’s business requirements, you need to ask some questions. |
| **Prompt text:** | Click the button to learn more about the key questions you should ask. |
| **Image:** | Image of Costa with the questions in one bubble:   1. How do you collect payments from your customers? 2. How do you keep track of which customers have paid, which owe you money and which you owe produce?   Smiling fisherman using phone in fishing industry royalty-free stock photo |

### Enhancing customer experience

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | Enhancing customer experience | | |
| Questions text: | | **How do you collect payments from your customers?**  Costa says that he does not have a shop front and mostly collects payments from his customers at the markets or at delivery.  **Which two Albert features or apps can support Costa’s business and enable an enhanced customer experience?** | | |
| Answer options: | | Options |  | |
| Albert can connect to existing POS systems and provide a fully integrated solution that is wired to his POS. | **X** | |
| Albert accepts and processes payments using 3G mobility, which means Costa can interact with his customers anywhere. | **✓** | |
| Albert offers same-day settlement, meaning that Costa will see payments into his transaction account on the same day it is processed. | **✓** | |
| Correct answer feedback: | | That’s right. Albert is an all-in-one portable solution that connects with Wi-Fi or 3G. Costa can take payments without leaving his customer’s side, helping to provide better customer service.  Costa is also looking to improve his cash flow and ensuring that payments are received into his business account on the same day is of great benefit to his business. | | |
| Incorrect answer feedback: | | Not quite. Although Albert can connect to existing POS systems, this is not the right solution for Costa’s immediate business needs.  Albert is an all-in-one portable solution that connects with Wi-Fi or 3G. Costa can take payments without leaving his customer’s side, helping to provide better customer service.  Costa is also looking to improve his cash flow and ensuring that payments are received into his business account on the same day is of great benefit to his business. | | |
| **Image:** | | Same background as the 2.2 but without Costa. | | |

### Keeping track of customer payments

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | Keeping track of customer payments | | |
| Questions text: | | **How do you keep track of which customers have paid, which owe you money and which you owe produce?**  Costa says that he writes all his customer details and transactions in a notebook, but this relies on him remembering and recording each sale.  **Which of the following apps can assist Costa to keep track of his customer payments?** | | |
| Answer options: | | Options |  | |
| Image Carousel | **X** | |
| Surefire Bill Payment | **X** | |
| Open Tab | **✓** | |
| Correct answer feedback: | | That’s right.  The Open Tab app allows you to open and track customer tabs and provide an alternate payment mode. This allows Costa to add purchases to a customer account and assists him to manage his cash flow on an ongoing basis. | | |
| Incorrect answer feedback: | | Not quite.  Costa does not need Image Carousel to advertise his produce.  The Surefire Bill Payment app is not suited to Costa’s business as he takes payments directly from his customers and does not offer a self-serve option.  The Open Tab app is the best option as it allows Costa to add purchases to a customer account and assists him to manage his cash flow. | | |
| **Image:** | | Same background as the 2.2 but with Costa who looks concerned. | | |

### Ruby & Rose home wares retailer

|  |  |  |  |
| --- | --- | --- | --- |
| **Screen type: Static text, image and button with pop-up speech text** | | | |
| **Heading:** | Ruby & Rose home wares retailer | | |
| **Default text:** | Ruby & Rose’s vision is to provide an easy way for their customers to shop and browse for home wares and furniture, whether it be online or in-store.  The company was the first to launch the “flash sales” model in the furniture and home wares category in Australia.  Ruby & Rose have Albert terminals in all of their stores. | | |
| **Prompt text:** | Click Ruby and Rose to learn more about the company’s situation. | | |
| **Image:** | Or similar to that with a homeware shop in the background | | |
| Pop-up speech bubble | | |
| **Ruby’s and Rose’s speech bubble:** | | The model is based around presenting our members with weekly sales events from a wide range of Australian and international home wares and furniture suppliers. We are working with more than 750 Australian suppliers.  We have had some challenges in terms of fulfilment and delays in customers receiving their purchases. We responded by re-engineering our back-end processes so that we can split shipments and improved our communications to our customers. |

### Digging deeper

|  |  |
| --- | --- |
| **Screen type: Static text, image and button with pop-up speech text** | |
| **Heading:** | Digging deeper |
| **Default text:** | In order to find out more about Ruby & Rose’s business needs, you need to ask some questions. |
| **Prompt text:** | Click the button to learn more about the key questions you should ask. |
| **Image:** | Image of Ruby and Rose with the questions in two separate bubbles:   1. How do you manage your stock items, especially those items that are NOT selling? 2. How do you keep track of your customer feedback? |

### Managing stock and numbers and quality

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | The right question | | |
| Questions text: | | **How do you manage your stock items, especially those items that are not selling?**  The Operations Manager tells you that they have an existing system that they have used since starting the business, but it is not suitable now as the business has grown so rapidly. They do not feel that they are moving their stock as quickly as they could.  **What app can assist Ruby & Rose to manage their stock numbers and quality?** | | |
| Answer options: | | Options |  | |
| Kounta | **✓** | |
| Local Measure | **X** | |
| Custom App | **X** | |
| Correct answer feedback: | | That’s right.  Kounta is a cloud-based Point of Sale (POS) system that enables businesses to manage their day-to-day operations, including payments, inventory tracking, reporting, staff management and customer relationship management. | | |
| Incorrect answer feedback: | | Not quite.  The Local Measure app provides businesses with information about their target customers. It would not help Ruby& Rose to manage stock numbers and quality.  A Custom app is not needed here as the Kounta app can provide Ruby & Rose with the functionality that they need to track inventory and stock quality. | | |
| **Image:** | | Same background as the 2.6 but with Ruby who looks concerned. | | |

### Seeking customer feedback

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | The right question | | |
| Questions text: | | **How do you keep track of your customer feedback?**  Information about what their customers are saying about the stores would be very useful to Ruby & Rose as they are looking to open new stores in the next 6 months.  **What apps can provide Ruby & Rose with customer feedback and business insights through social media? (Note: There is more than one answer).** | | |
| Answer options: | | Options |  | |
| Open Tab | **X** | |
| Local Measure | **✓** | |
| TruRating | **✓** | |
| Correct answer feedback: | | That’s right.  Both of these apps can provide Ruby & Rose with the business insights they need. | | |
| Incorrect answer feedback: | | Not quite.  The Open Tab app allows you to open and track customer tabs and provide an alternate payment mode. This will not help Ruby & Rose to access local customer intelligence and insights.  The Local Measure app and the TruRating app can both provide Ruby & Rose with the business insights they need. | | |
| **Image:** | | Same background as the 2.6 but with Rose who looks concerned. | | |

### Alexander Group - wine and cocktail bars and restaurants

|  |  |  |  |
| --- | --- | --- | --- |
| **Screen type: Static text, image and button with pop-up speech text** | | | |
| **Heading:** | Alexander Group - wine and cocktail bars and restaurants | | |
| **Default text:** | The Alexander Group has been operating wine bars and restaurants in 7 metropolitan locations for the past 5 years. They started with one restaurant and gradually expanded to include wine bars. The expansion has been a challenge for the business in terms of operations, staff management and maintaining customer expectations.  The owners wanted to ensure that the reputation they built with their first two restaurants was maintained when the wine bars were opened. There are expansion plans and they want to ensure that their previous issues are not repeated.  The Alexander Group have Albert terminals in all of their locations. | | |
| **Prompt text:** | Click on the owner of the Alexander Group to learn more about the company’s situation. | | |
| **Image:** | Or similar to that with a restaurant in the background. | | |
| Pop-up speech bubble | | |
| **Alexander Group’s speech bubble:** | | We were focused on maintaining the quality of food and wine that our regular customers expected from us.  We took some time to get to know the location before we opened a restaurant or wine bar and that helped us to roster the right number of staff to cover the busy times. |

### Digging deeper

|  |  |
| --- | --- |
| **Screen type: Static text, image and button with pop-up speech text** | |
| **Heading:** | Digging deeper |
| **Default text:** | In order to find out more about the Alexander Group’s business needs, you need to ask some questions. |
| **Prompt text:** | Click on each of the following questions to see how their Operations Manager responds. |
| **Image:** | Image of the Alexander’s Group with the questions in two separate bubbles:   1. How do you track and monitor the sales from your 7 restaurants? 2. How do you capture feedback from your diners?   Or similar to that with a restaurant shop in the background and speech bubble. |

### Managing staff at different locations

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| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | 2.11. Managing staff at different locations | | |
| Questions text: | | **How do you track and monitor the sales from your 7 restaurants?**  The Operations Manager tells you that they do not have an effective solution to manage their managers and staff. They currently can only see the totals per restaurant per day but would like a better way to track and report on what is working across the different restaurants and bars.  **What app can support the Alexander Group to more manage staff more efficiently at different locations?** | | |
| Answer options: | | Options |  | |
| POS Assist | **X** | |
| Kounta | **✓** | |
| TruRating | **X** | |
| Correct answer feedback: | | That’s right.  Kounta is a cloud-based Point of Sale (POS) system that enables businesses to manage their day-to-day operations for one store or many stores. Merchants can view sales from all stores and assign different levels of access for different users. | | |
| Incorrect answer feedback: | | Not quite.  The POS Assist App allows merchants to accept different forms of payments, however, it is not a staff management tool.  The TruRating app is a customer feedback tool, however, it does not allow merchants to manage staff at different work locations.  Kounta enables businesses to manage their day-to-day operations for one store or many stores. Merchants can view sales from all stores and assign different levels of access for different users. | | |
| **Image:** | | Same background as the 2.10. | | |

### Providing instant customer feedback

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| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | Providing instant customer feedback | | |
| Questions text: | | **How do you capture feedback from your diners?**  The Operations Manager tells you that they get ad hoc feedback from the restaurants. They are looking for something that will enable them to quickly see if their customers are happy with their dining experience.  **What app can provide the Alexander Group with instant feedback from their customers?** | | |
| Answer options: | | Options |  | |
| Image Carousel App | **X** | |
| TruRating App | **✓** | |
| Surefire Bill Payment App | **X** | |
| Correct answer feedback: | | That’s right.  TruRating allows customers to rate and comment on their experiences as they pay. Ratings are linked to customer spend, allowing the Group to understand which business area drives the best customer satisfaction and highest revenue. | | |
| Incorrect answer feedback: | | Not quite.  Image Carousel will not provide the Alexander Group to get immediate feedback from their customers.  Surefire Bill Payment is suitable for organisations that want to offer simple, self-service bill payment. This app is not suited to the Alexander Group as they take payments directly from their customers. | | |
| **Image:** | | Same background as the 2.10 but with the Operations Manager who looks concerned. | | |

### Pacific Office Supplies

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| --- | --- |
| **Screen type: Static text, image and button with pop-up speech text** | |
| **Heading:** | Pacific Office Supplies |
| **Default text:** | Pacific Office Supplies is a chain of over 150 market-leading stationery and office supplies stores, established over 20 years ago. Their logo is “the best price, everyday”, and they will beat any competitors’ price by 5%. Pacific Office Supplies has expanded over the years to include a number of departments, including printing and copying, technology, office furniture and stationery.  Pacific Office Supplies have Albert terminals in all of their locations, including their warehouses.  In order to find out more about the Pacific Office Supplies’ business needs, you need to ask some questions. |
| **Prompt text:** | Click the button to learn more about the key questions you should ask. |
| **Image:** | Image of the CFO with the questions in two separate bubbles:   1. How do you manage your employee timesheets in different locations and different roles? 2. How do you reward your loyal and regular customers?     Or similar to that with an office supply shop and the CFO in the background and two bubbles. |

### Tracking employee time and attendance

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| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | Tracking employee time and attendance | | |
| Questions text: | | How do you manage your employee timesheets in different locations and different roles?  The CFO tells you it has been a challenge to track employee time and attendance. They currently rely on the managers completing weekly timesheets and sending to head office. This covers over 300 employees across 5 shifts per day.  What app will ensure that Pacific Office Supplies can accurately track employee time and attendance? | | |
| Answer options: | | Options |  | |
| POS Assist | **X** | |
| Tanda Time Clock | **✓** | |
| Local Measure | **X** | |
| Correct answer feedback: | | That’s right.  Tanda Time Clock live streams employee clock-ins, making it easy to track employee time and attendance. All data is transferred automatically to timesheets, so there is a record of when staff are working. | | |
| Incorrect answer feedback: | | Not quite.  The POS Assist App allows merchants to accept different forms of payments, however, it does not track employee time and attendance.  The Local Measure app provides businesses with key, real-time information about their target customers, however it will not track employee activity.  Tanda Time Clock live streams employee clock-ins, making it easy to track employee time and attendance. All data is transferred automatically to timesheets, so there is a record of when staff are working. | | |
| **Image:** | | Same background as the 2.12 but with the CFO who looks concerned. | | |

### Valuing customers

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| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | Valuing customers | | |
| Questions text: | | How do you reward your loyal and regular customers?  The CFO tells you they currently do not have a loyalty program, but want to able to recognise their regular customers and reward them with special offers as soon as they enter the store.  How can you assist Pacific Office Supplies to identify valuable customers and provide them with individualised experiences? | | |
| Answer options: | | Options |  | |
| Suggest Pacific Office Supplies uses the Pascal app, which provides a smart calculator tool on Albert. | **X** | |
| Recommend that Pacific Office Supplies speaks to a transactional banking specialist, who can work with them to create a bespoke app to solve their specific business need. | **✓** | |
| Suggest Pacific Office Supplies accesses the Echidna Pay app, which is designed to enhance the customer payment experience. | **X** | |
| Correct answer feedback: | | That’s right.  If you detect a specific business need when speaking to your client, contact your transaction banking specialist. CommBank partners with clients and our community of developers to assist in the solution design, selecting the right third-party developer, and with the creation and the deployment of the app. | | |
| Incorrect answer feedback: | | Not quite.  The Echidna Pay App enhances a customer’s payment experience, however, it will not assist Pacific Office Supplies to monitor competitor prices and provide a great customer experience.  Pascal is a smart calculator tool, however, it will not help Pacific Office Supplies to monitor competitor prices and provide a great customer experience.  If you detect a specific business need, contact your transaction banking specialist. CommBank partners with clients and developers to assist in the solution design, selecting the right third-party developer, and with the creation and the deployment of the app. | | |
| **Image:** | | Same background as the 2.12. | | |

## Topic 3: Challenge

### Challenge

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| --- | --- |
| **Screen type: Static text & images** | |
| **Heading:** | Challenge |
| **Default text:** | It’s time to check your understanding of Smart Terminals & Apps.  In this assessment you will   * Attempt five questions * Receive final feedback when you have finished   To pass the quiz you need to achieve a score of at least 80%. You must pass the assessment to complete this module. You have unlimited attempts. |
| **Prompt text:** | Click 'Next' to begin the challenge. |
| **Background image:** | *Someone using the Albert terminal.* |

### Question 1

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| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | **Question 1** | | |
| Questions text: | | The *Epic Cinema Group* has 10 independent cinemas in different metropolitan locations. They recognise that their customers expect to be able to transact fast – anywhere and at any time and they want to sell and take payments at point of sale purchase decisions.  During summer the *Epic Cinema Group* is screening new release movies in local parks. They already uses the Albert technology in their cinemas and they want to be able to sell tickets onsite at outdoor movie screenings.  **What Albert features would help the *Epic Cinema Group* to provide a seamless experience for their customers?** | | |
| Answer options: | | Options |  | |
| Albert’s mobility and in-built printer means that patrons can pay for their tickets from pop up ticket stands or on the go. | **✓** | |
| The Image Carousel app means that the *Epic Cinema Group* can advertise where they will be screening their movies to ensure maximum attendance. | **X** | |
| The Epic Cinema Group will receive same day settlement into their business transaction account. | **X** | |
| Correct answer feedback: | | That’s right.  Albert’s features mean that cinema patrons can pay for their ticket from pop up booths. | | |
| Incorrect answer feedback: | | Not quite. | | |
| **Image:** | | Outdoor cinema of the Epic Cinema Group | | |

### Question 2

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| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | **Question 2** | | |
| Questions text: | | The *Epic Cinema Group* has contacted you again to discuss how they can use Albert to integrate the activities of all 10 of their cinemas and interface with their existing back-end ticketing and inventory system. They want to be able to reconcile the activities of the individual cinemas.  How can Albert support the *Epic Cinema Group* to manage this aspect of their business? | | |
| Answer options: | | Options |  | |
| Ensure all of the cinema sites have individual Albert terminals. | **X** | |
| Make sure that the Payment app is installed on all Albert terminals so that ticket sales in all cinema sites can be recorded. | **X** | |
| Refer Epic Cinema Group to a transactional banker to explore the potential to create a customised app. | **✓** | |
| Correct answer feedback: | | That’s right.  If you detect a specific business need when speaking to your client, contact your transaction banking specialist. CommBank partners with clients and our community of developers to assist in the solution design, selecting the right third-party developer, and with the creation and the deployment of the app. | | |
| Incorrect answer feedback: | | Not quite. | | |
| **Image:** | | Outdoor cinema of the Epic Cinema Group with a focus on the Albert Smart terminal | | |

### Question 3

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| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | **Question 3** | | |
| Questions text: | | Avenue 52 is a lifestyle brand for women, men, children and home, with over 100 stores nationwide. They are looking to streamline their business processes and update their Point of Sale systems. They have contacted you to investigate this further.  **How can Albert help Avenue 52 to manage their customer transactions more effectively?** | | |
| Answer options: | | Options |  | |
| Albert can integrate with Point of Sale systems, such as Kounta, to provide a mobile and seamless shopping and check-out experience. | **✓** | |
| The Image Carousel app can provide customers with special offers and latest merchandise. | **X** | |
| The Surefire Bill Pay app can allow customers to make purchases through a kiosk. | **X** | |
| Correct answer feedback: | | That’s right.  Albert can integrate with Point of Sale systems, such as Kounta, to provide a seamless shopping and check-out experience for medium to large businesses that need visibility of sales across multiple stores. | | |
| Incorrect answer feedback: | | Not quite. | | |
| **Image:** | | Front of the Avenue 52 shop | | |

### Question 4

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| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | **Question 4** | | |
| Questions text: | | Avenue 52 are also looking to improve their customer service by providing customers with convenient ways to exchange and/or refund unwanted purchases.  Which of the apps on the Albert terminal can enable Avenue 52 to support customers when refunding or exchanging goods? | | |
| Answer options: | | Options |  | |
| Cash Counter app | **X** | |
| Payment app | **✓** | |
| Split Bill app | **X** | |
| Correct answer feedback: | | That’s right.  The Payment app has a receipt tracker feature allows customer receipts to be emailed to customers to provide electronic record if a refund/exchange is required. | | |
| Incorrect answer feedback: | | Not quite. | | |
| **Image:** | | Inside of the Avenue 52 shop with a focus on the cash desk and the Albert Smart Terminal. Add a client and a salesperson. | | |

### Question 5

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| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | **Question 5** | | |
| Questions text: | | Parkview Motor Mechanics, is a specialist car repair business. They often undertake complex repairs over a number of appointments and their customers want to pay for the work in flexible instalments.  **Which of the apps on the Albert terminal could Parkview Motor Mechanics use to keep track of their flexible payment options?** | | |
| Answer options: | | Options |  | |
| Open Tab app | **✓** | |
| Surefire Bill Payment app | **X** | |
| Pascal app | **X** | |
| Correct answer feedback: | | That’s right.  The Open Tab app allows you to open and track customer tabs and provide an alternate payment mode. This allows Parkview Motor Mechanics to add car repair or body work costs to a customer account and assists them to manage their cash flow on an ongoing basis. | | |
| Incorrect answer feedback: | | Not quite. | | |
| **Image:** | | The front of the Parkview Motor Mechanics car repair business with a mechanic repairing a car. | | |

### Assessment results

#### Assessment pass

|  |  |
| --- | --- |
| Title | Assessment results |
| Default text: | Congratulations!  You scored [#]. You have passed the Assessment and have completed the **Smart Terminals & Apps** module.  Your successful completion status will be updated in PeopleLink. |
| Prompt text: | Click ‘Exit’ to close this screen and exit the module. |

#### Assessment fail

|  |  |
| --- | --- |
| Title: | Assessment results |
| Default text: | Thank you for attempting the assessment.  Unfortunately you have not answered enough questions correctly to pass.  Review the topics within this module and then have another go.  You can try as many times as you need to. |
| Prompt text: | Click ‘Reattempt’ to retake the assessment. |