

ENGAGE<sup>'09</sup>

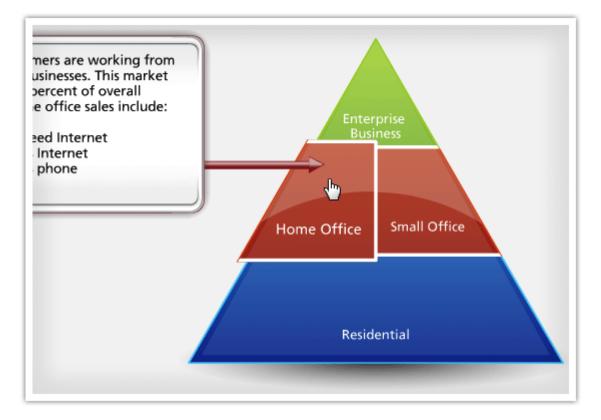
ARTICULATE ENGAGE<sup>'09</sup> Easily add stunning interactive content to your e-learning courses.

With Engage's easy-to-use features, you'll never want to produce

passive e-learning again.

# **Stunning output**

Produce dazzling interactions that turn your viewers into active learners.





## Easy form-based authoring

Create rich-media interactions in minutes with easy-to-use templates.

Process H	ielp	01 Pro	ocess.intr - Arti	iculate Engage 'O	)9
	Edit Introduction Add Summary Intro / Summary	Properties	Colors + Spelling +	Preview Publish Publish	
List  Introduction 1. Deliver Greeting 2. Identify the Customer Issue 3. Restate Is Introduction Text Title: Introduction					estate Is
Articulate $\checkmark$ 12 $\blacktriangle$ 20         B       I <td>Ω</td>				Ω	
In this lesson, you will become familiar with <u>Comstar's</u> call handling procedure.					

### **Seamless integration with Articulate Presenter '09**

Add Engage interactions to your Articulate Presenter '09 presentations with one click.

ENGAGE <sup>'09</sup>	ARTICULATE INTEGRATE YO PRESENTER     WITH ARTICU
ARTICULATE     PRESENTER	Publish Location Select a document to publish into
WEB	C:\Users\Kristen\elearning content files\Customer Service T
	Insert Interaction As     Insert as a slide in the presentation
LMS	Insert as a tab in the player



#### Add interactions to Presenter '09 as slides

Your interactions can become slides in your Articulate Presenter '09 presentations. Want to make sure your learners go through the entire interaction before moving to the next slide? Set interaction completion controls.

e Thumbnails Notes Search duction	Take Ownership	I 🕑
urse Menu	The customer wants someone to take	
Handing Procedure	responsibility for resolving her issue.	
Product Information	responsibility for resolving her issue.	
Sales Opportunities	Do one of the following:	
Customer Segments	bo one of the following.	
FAQs	Take personal ownership	
iduct Information	Identify a manager who can	la a
entity Key Competitors		
sh Simuation		
les Opportunities		
ernstar CSR Quiz		
eraction		
and Quiz		
	Take Ownership	

#### **Offer interactions as Presenter tabs**

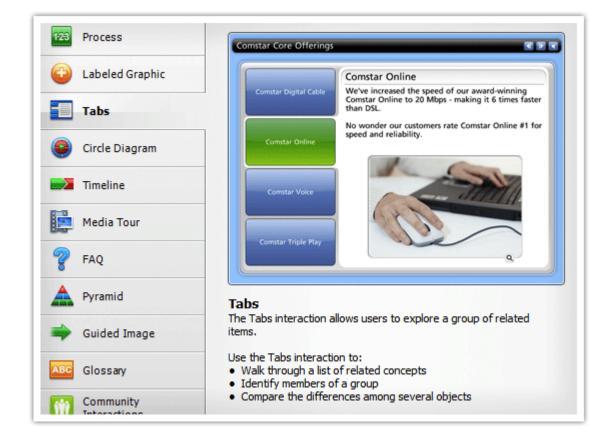
You can also insert interactions as player tabs so they're always available. It's great for interactive FAQs and glossaries.





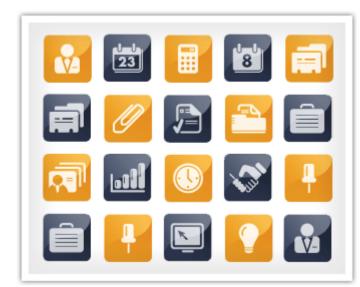
## **Compelling interaction types**

Choose the perfect interaction type from a wide range, including process, timeline, pyramid diagram, labeled graphic, interactive FAQ, and more.



# Any kind of activity can become an interaction

Now any type of interaction can become part of Engage. We've made the Engage SDK available, which means that Flash developers can build any kind of activity and share it with all Engage users.





# Three playback modes

How much control do you want to give your learners? Choose from fully interactive, linear, and presentation modes.

Playback	Playback Mode
3 Process	Interactive - user can advance in any order
a	Show previous/next buttons
Colors and Effects	Show start tip: Click next to continue
Quality	Linear - user must advance in order
	Show start tip: Click next to continue
	Presentation - interaction advances by itself
	Display slides without audio or video for 5 - seconds

#### Customize the look and feel

Make your interactions your own by customizing their look and feel. Choose from a variety of colors and animation effects.

	Background and T	'ext ⊧	
	Buttons	-	Header Normal
	Tooltips	• F	Header Hover
	Callouts	- • 🚺	Navigation Normal
	Glossary	- F	NavigationHover
	Timeline	- F	NavigationActive
4 5 6	Labeled Graphic	• T	
	Tabs	- F	
Choose an item to edit:	FAQ	) e	



#### Publish in several formats

Publish your content to several formats, including Articulate Presenter '09, the Web, your LMS, CD-ROM, and even Microsoft Word. <u>View a sample</u> of an interaction published to Word. (Great for hard-copy reference manuals!)

<ul><li>ARTICULATE PRESENTER</li><li>WEB</li></ul>	Publish Location         Folder:       C:\Users\Kristen\Documents\Process Document.doc
	Properties
LMS	Items:       7 Steps (Including Introduction)         Quality:       Custom settings (Bitrate: 48kbps, JPEG: 80%)         Color Scheme:       Orange
CD CD	Playback mode: Interactive
WORD	

#### Rich content with audio and video

Add narration with the intuitive recording tool, or import existing audio as .WAV or .MP3. Dazzle your learners with imported video and Flash movies.

00:00 / 00:11	
	o ady 16.79s



#### **Build branches and creative connections**

Add hyperlinks to create branching, let learners skip a step in a process, link related terms in the glossary... the possibilities are endless.

Text to display:	How to take ownership	
rext to display:		
Link to:	URL O Step	
	Introduction	Remove Link
	Introduction Deliver Greeting Restate Issue and Empathize	Cancel
	Take Ownership	
	Gain Customer Agreement Close Call	

## **Reinforce important points**

The new summary screen makes it easy to reinforce the key points at the end of any interaction.

Playback	Player Features
123 Process	Select whether to include the following
Colors and Effects	Summary
Quality	Volume control



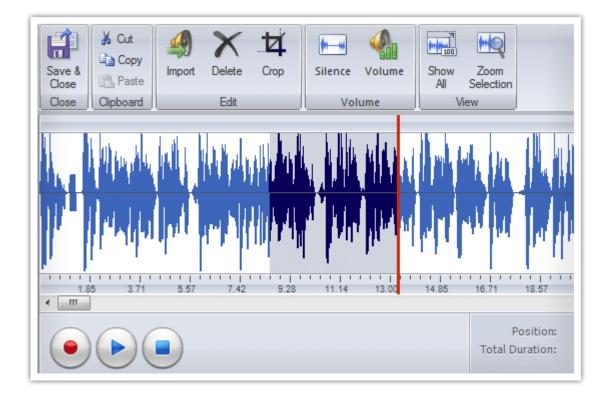
#### Enjoy greater control over richer colors

Create your own color scheme, specify your exact brand colors, and create transparent backgrounds. All colors are now brighter and richer than ever.

[	Background and T	Text ▶
	Buttons	Header Normal
	Tooltips	Header Hover
	Callouts	Navigation Normal
	Glossary	NavigationHover
	Timeline	NavigationActive
4 5 6	Labeled Graphic	>
	Tabs	•
Choose an item to edit:	FAQ	

#### Edit audio with click-and-drag ease

Add audio or silence just by clicking where you want it to go, and zoom in on pesky "ums" to zap them—the greatly improved audio editor makes it easy.





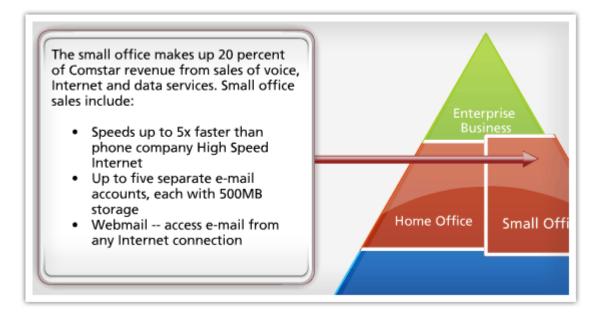
# Find any tool instantly

All the tools you need are in plain view in the ribbon toolbar that you're familiar with from Office 2007.



## Use bulleted lists with confidence

Use a lot of bulleted lists in your content? Not a problem with Engage '09. Hanging indents look just right.





#### Let users resume where they left off

Users of standalone interactions don't have to start at the beginning again unless they want to.

Interaction Properties Customize the features and op	tions of your interaction
Playback	Player Features
A Pyramid Diagram	Select whether to include the following
Colors and Effects	<ul> <li>✓ Introduction</li> <li>── Summary</li> </ul>
Quality	Volume control       Image: Allow resume

## Add playback controls to SWFs

When you add a Flash movie that doesn't have its own player controls, tell Engage '09 to add a playbar. Perfect for screen recordings.

	-Position and	Size
CSD	Position:	Bottom
KTR	Size:	Auto-size 💌
MCA	Options	
	🔽 Indude	Playbar
	Auto	Start
ی ک	Display:	Full size (default)
Remove Remove	Thumbnail:	1st frame of Flash movi 💌 📖
		•
		<u> </u>