



CRISES CONTROL

WHAT IS THE CRISES CONTROL ACADEMY?

The Crises Control Academy offers a library of training videos for users of all levels. Whether you're new to the platform or looking to brush up on advanced features, these on-demand resources will help you navigate Crises Control with ease. By building user competence, the Academy empowers you to maximise the platform's potential and fosters long-term customer satisfaction.

OBJECTIVES

- **Improve User Competence:** Ensure that users have the skills and knowledge to maximise the potential of Crises Control's features.
- **Enhance Learning Process:** Structured step-by-step guides to help users of all levels learn or refresh their knowledge.
- **Facilitate Effective Training:** Enable users to train new hires efficiently using The Crises Control Academy videos.
- **Promote Continuous Learning:** Ensure users have access to content on any module or extension whenever needed, fostering ongoing development of their skills.
- **Standardise User Practices:** Consistently training can help ensure users across the organisation approach tasks and utilise features in a standardised way.





CRISES CONTROL

The image shows a smartphone screen displaying the 'Login to Continue' interface of the Crises Control application. At the top, the Crises Control logo is visible. Below it, the text 'Login to Continue' is centered. The form includes three input fields: 'Customer ID' with a placeholder 'Enter your unique Id' and a link 'Change Customer ID'; 'Email' with a placeholder 'Enter your unique @email'; and 'Password' with a placeholder 'Enter your unique Password'. A 'Remember me' checkbox is located below the password field. A blue 'SIGN IN' button is positioned below the form. At the bottom of the screen, there are links for 'Use Biometric', 'Use QR Code', and 'Forgot Password?'. The footer displays 'Version 6.0.0.0' and a statement: 'By Continuing you accept our Privacy Policy and Terms of Use'.

TARGET AUDIENCE

- **Current Users:** Ensuring they are fully utilising all available features.
- **New Users:** Assisting them in quickly getting up to speed with the software.

KEY FEATURES

- **User-Friendly Interface:** The videos are structured in a way to make it easy to follow with each lesson.
- **Comprehensive Coverage:** Topics range from basic navigation to advanced features, ensuring users at all levels benefit.
- **High-Quality Production:** The videos are produced with clear audio and visual aids, making learning intuitive and engaging.

SUMMARY

The new training videos in The Crises Control Academy represent a significant enhancement to our user support ecosystem. These resources will enable users to train new users effectively and provide access to content on any module or extension whenever needed, ensuring continuous learning and proficiency.

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