



VIDEOTEX USED AS TRAINING AID FOR NEW PHONE SYSTEM

Videotex is a natural medium for training and development. The Government of Canada is using NAPLPS videotex to help train its more than 110,000 employees in Ottawa on how to get the most out of a new state-of-the-art telephone system.

The system, which includes such features as automatic call transfer and automatic re-dial, provides for better time use and reduces many of the frustrations experienced by callers.

Until the recent introduction of videotex, employee training programs made extensive use of printed material and audio-visual presentations.

These media, however, are relatively expensive to produce, and any updating of material requires reprinting, a time consuming and costly process.

The training package takes the student through a step-by-step approach. For example, each component and application of the new phone system will be displayed on pages using detailed colour graphics and text. At the same time, the package is programmed to answer the user's questions.

Changes to the training package can be made instantaneously at an almost negligible cost.

Not only will trainers be better able to convey information to users, the system is also programmed for individual instruction. This is particularly important in the face of significant employee turnover.

It also means that training can be standardized.

An additional feature of the Telidon-NAPLPS system is that it allows for feedback and monitoring to determine what areas are being accessed most frequently.

The Telidon terminal can also be used for other work station applications such as accessing statistics from other departments, other graphic presentations, and information on government regulations and legislation.

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