

Video Support Force (with)

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Finally, Discover How You Can Quickly and Easily Create Video Training Centers For Your Products...That Will Lower Support Tickets, Lower Refund Rates, Create High Stick Rates, And Let You Run Your Business On Autopilot! It doesnt matter if youre not video tech savvy. Simply watch over my shoulder, step by step and click by click, to see how you can create video training centers that will make your customers happy and build relationships on autopilot. You will learn straight from a video training veteran with seven years of experience what works and what doesnt...so you dont have to make the same mistakes. As long as you can point and click with your mouse, understand your product and your customers, and you can simply follow me over my shoulder, then you will have no problems being able to achieve these results through this video course. Ill even show you how to use video ninja style to close deals with prospective buyers. Heres a quick list of this 8 Part video series in more detail: Video #1: Introduction to Video Support Centers In this specific video you are introduced to video support centers, how they work, and how you can get started immediately. Youll also be given an overview of the video series as a whole so you understand what you are getting into, as well as a brief overview of the three stages. These three stages are crucial to answering questions your customers will have about your product. Most people create only the middle stage, leaving the outer two layers and thus creating confusion for customers. Confusion, as you know, ultimately leads to irritation which leads to angry support tickets and higher refunds. Video #2: Planning and Customer Analysis Before you jump in and start creating your video training center you need to do a little planning and customer analysis. In other words, you need to understand your customers, from their desires to their problems. This will allow you to understand what they expect as an end result from your product. While you may not be able to fulfill all these desires you can fulfill the ones your product may portray to the customer. Believe it or not, its easy as a product owner to fall into the trap of forgetting about your customers needs and focusing too much on the areas of less importance. Video #3: Beta Testers and How to Find Them Before you go out and find beta testers you yourself better know your product inside out, because youre going to be teaching the videos. Now you cant just go out and find any beta tester, there are specific ones that you need to find

and Ill show you who to look for. These types of people will make your product almost perfect. This step will help you decrease your refunds and will help you give your customers what they want. Video #4: Screen Capture or PowerPoint Slides and the Technical The big question you may have while creating training videos is should you do screen capture videos which show what is happening on the screen or simple PowerPoint slides? There is a time for screen capture and there is a time for PowerPoint slides. How do you be the most effective in teaching your customers? Youll also learn what software tools and resources to use to be as effective as possible. Video #5: Stage 1 Get Ready This is the first stage of videos that will allow your customers to get ready to use your product. Most product owners skip this step because they presume that their customers already know certain things. While that is true, you should always assume a worst case scenario. Its better to provide more videos than less because if you provide more, then the expert viewers have the freedom to skip certain videos. Video #6: Stage 2 How To This is the second stage and the stage most product owners start at. This is the meat of the product and usually shows people how to use it. While this is a necessary stage, without Stage 1 and Stage 3 you are setting yourself up for an increase of questions and increase of irritated customers. In this video, we will guide you step by step through the whole process. Video #7: Stage 3 - Maximize This is the third and final stage. It is crucial to building a relationship with your customers and can often lead into your other products. In other words, this stage will make the customers understand how to use your product effectively and maximize its potential. Provide these videos and you will have a surefire formula for happy customers and that is what youll learn in this video. BONUS Video #8: Becoming a Support Consultant Videos 1-7 are the meat of this whole video series and you can leave it at that. But, how would like to go about finding product owners and creating training centers for them by becoming a Support Consultant? This bonus will show you how to find product owners that need someone like you and are willing to pay large sums to get these created. But as I always say, implement the system first and youll learn its value and then youll learn how to help others with it.

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