

Ask Amy Tutorial



0:00 Hi there. My name is Amy.



0:03 I'm Shaw's new Virtual Assistant. Think of me as guide to our website. It's my job to make finding the answers to your questions easier than ever.



0:11 Whether you're wondering about billing, channels included in your TV package, how to use Webmail, or anything else, I think you'll find me just as helpful as a human customer-service representative.

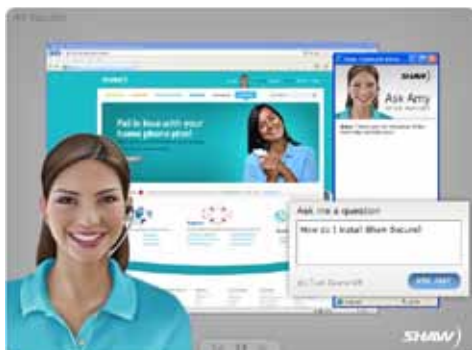
SHAW INTERNET VIDEOS



0:24 To find me at www.shaw.ca, just click the orange "Need help? Ask Amy." link on the right side of the blue bar at the top of screen.



0:32 Once you see me in the chat window, simply type your question using the same words you'd use with a human representative.



0:40 For example, if you'd like to know how to install Shaw Secure, just ask me.

(Input: How do I install Shaw Secure?)



0:46 To answer your question, I'll bring up the web page with the most relevant information and give you a written response. If you have my sound on, I'll even tell you what I know in my own voice. Below my answer in the chat window, you'll often find additional links with other relevant information.

SHAW INTERNET VIDEOS



1:04 Want to know how to order a video on demand? No need to navigate the website looking for the correct information. Let me help.

(Input: How do I order a video on demand?)



1:13 If you change your mind and want to learn about our personal video recorders instead, I'll help you learn more.

(Input: I want to learn about personal video recorders instead.)



1:20 Shaw is committed to making it as easy as possible for you to enjoy all that our cable television, phone and Internet services can offer, and I'm looking forward to showing you how..