

One Contact eLearning

Improve Skills and
Efficiency of employees



with a highly scalable, configurable and easy to use training management system that can manage the training processes of any organization.

Challenge and Solution



Contact centers face several **difficulties** to:

- ✓ Access when **agents** need **training**;
- ✓ Know which **skills** should be **improved**;
- ✓ Relate **agent` skills** with **key performance indicators** (KPIs);
- ✓ Invest in expensive **coaching** sessions;

OneContact eLearning **solution**

is used by several customers, managing thousands of training hours, annually.

- ✓ Directly contributes to **improve the skills and performance** of employees;
- ✓ Support the **decentralization of processes** and accountability of all its stakeholders;
- ✓ Enables eLearning training models, including the **deployment and management of eLearning courses** (SCORM compliant);
- ✓ Promotes and enhances **communication and collaboration** between the organization and the trainees, trainers and managers;

AVAILABLE



Available for **Cloud Based Hosting** or as a **in-house installation**, capable to deliver an interactive learning experience, combining eLearning with face-to-face training management.

Features & Functionalities

at a glance



SIMPLE AND INTUITIVE

eLearning . face-to-face training . blended learning

Consistent navigation and usability standards, easily perceived and presents standard and intuitive navigation controls fully web-based.



TRAINING CATALOGUE

classes . sessions . conflicts management

Employees or their managers can make requests for courses or schedule classes (with approval workflow) in the public catalogue.



ASSESSMENTS AND SURVEYS

training evaluation surveys . eLearning contents

Trainees can access the list of training activities associated with classes to perform (Launch an eLearning course, submit assessments and surveys, view electronic documents such as PDFs or images and videos).



TRAINEE PROFILE AND CURRICULUM

curriculums . creation of modular offerings profiles . certification

Manage details regarding each trainee. The user registration information is very complete, gathering personal and professional data.



TRAINING MANAGEMENT

timetables . class rooms . trainers . equipment

Manage details regarding each training namely dates, duration, start time, end time, location and the time agents spent in eLearning modules and the scores they achieve.



NOTIFICATION MODULE

alerts . notifications . reports

Using the notifications module, templates for notifications can be created. There is a set of standard reports available for the various profiles defined.

Collab Ecosystem Synergy

Extended Learning Experience

Flow

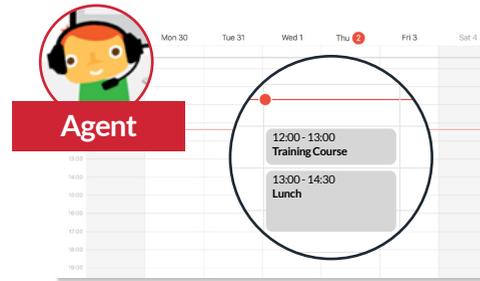
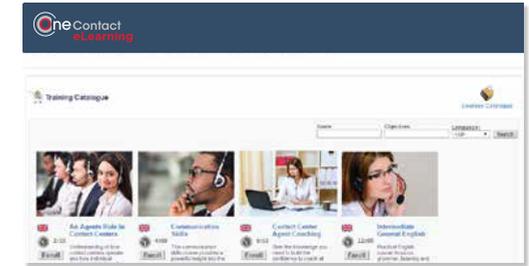
Benefits



- Identify** in an agile way the agents who need training
- Schedule the immediately on **off peak** contact center periods in order to **maximize** the contact center SLAs
- Guarantee **on time** the **proper training**
- Motivate and engage agents to learn through gaming strategies
- Maximize the success of learning journeys
- Enhance employee satisfaction
- Improve operation performance



1. Quality Monitor
Supervisor analyse agent performance.



Skill up your team and boost company results.

COLLAB HEADQUARTERS

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