



## OneContact eLearning Training Management System

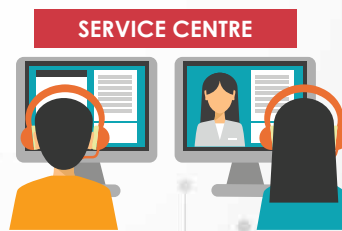
Contact centers are usually the first point of contact for customers, especially in emergency cases and in complex situations like technical support, complaints, product information, among others. To respond effectively to increasingly high expectations, agents need to be constantly updated on products, services and campaigns. Therefore, training and upgrading of individual / collective skills is critical, not only for contact centers, but for all organizations that adopt continuous improvement methodologies.

### However, it is difficult for contact centers 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;



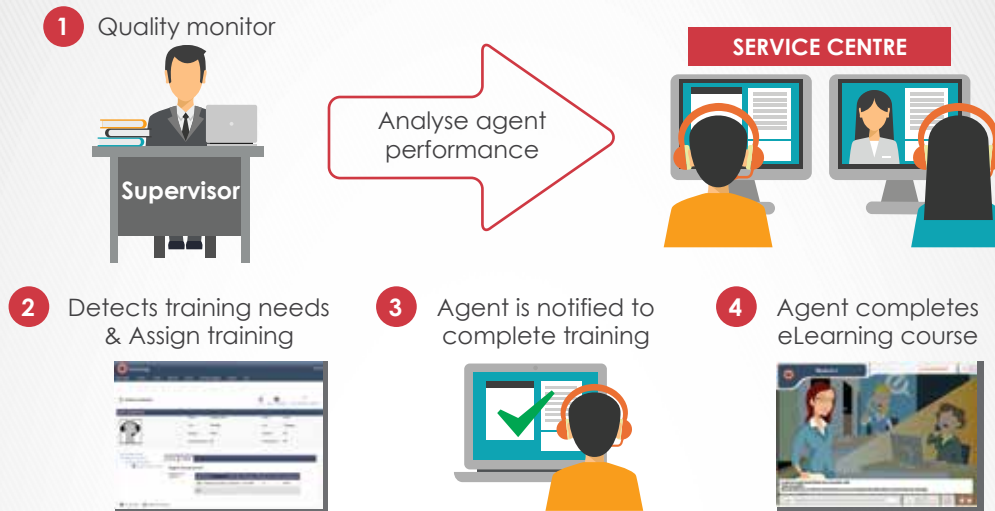
How can I identify their training needs?



### Collab has a built-in eLearning tool designed to:

- Offer **quick training** to a greater number of employees;
- Provide the **appropriate coaching** in the right moment;
- **Engage** and **motivate** agents with **interactive** learning;
- Manage entire agents's training curriculum during their careers;
- **Reduce high costs** of the face-to-face training;

When potential gaps are discovered in agent's performance (detected by quality monitoring or customer score evaluation), supervisors can assign **eLearning modules** (during or after work), according to the **specific needs** of each **employee**.



**OneContact eLearning** enables organizations to deliver an **interactive** learning experience, combining eLearning with face-to-face training management. When an agent has a set of skills that should be improved, the quality monitoring system sends a notification to the supervisor, and he can access **OneContact eLearning's Training Catalogue** to request generic or specific training modules for this agent. These online courses may, in the end, have an assessment, whose results may change the agent's skills.



## Features at a glance

- **Courses** that include different distribution methodologies (eLearning, face-to-face training and Blended Learning)
- Curriculums, supporting the creation of **modular offerings**
- **Classes and Sessions** (Timetables)
- **Training** resources such as class rooms, trainers and equipment
- **Conflicts management**
- **eLearning contents**
- **Certification** (assessments)
- **Training** evaluation surveys
- **Profiles**
- **Notifications** and **alerts**
- **Reports**



## Simple interface and intuitive navigation

The application interface is based on **consistent navigation** and **usability standards**, easily perceived by trainees and agents in general.

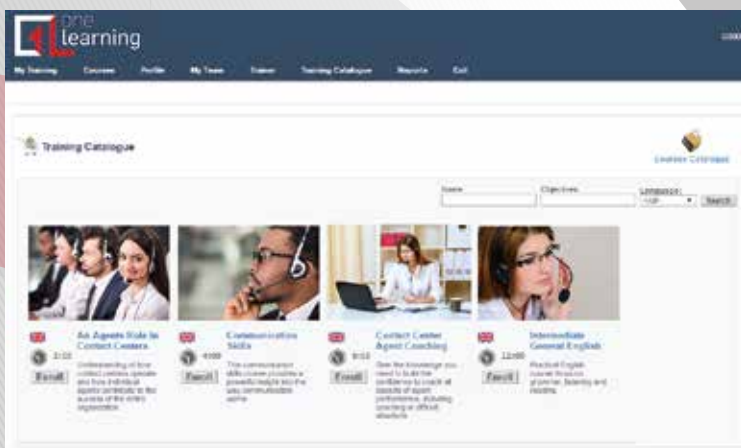
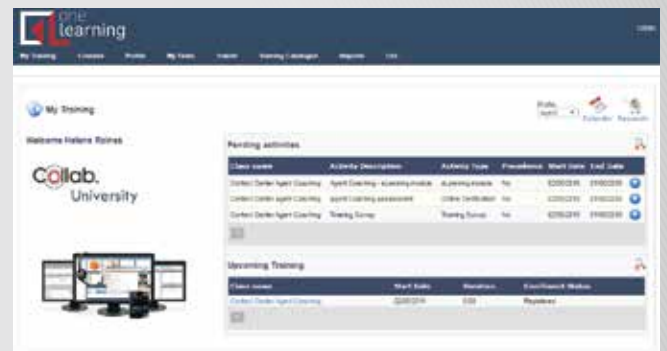


## eLearning, assessments and surveys

Agents can access the **list of training activities** to perform, such as launch an eLearning course, submit assessments, surveys and view electronic documents such as PDFs or images and videos. OneContact eLearning manages assessments and surveys, having the possibility to create pools of various types of questions (multiple choice, fill spaces, etc.).

## Blended Learning Management

**Manage details** regarding each **training**, such as dates, duration, start time, end time, location, participants. After scheduling the training with all logistical resources allocated, the system allows the enrolments process, testing in advance any conflict with the schedule of the trainee. At the end of the class, it is possible to record the attendance in all sessions, as well as edit and enter certification results, if applicable.



## Training Catalogue Management

Agents or Supervisors can make requests for courses or schedule classes (with **workflow approval**) in the public catalogue. Managers can approve training requests or enroll their direct reports into training classes, through the training list.



## Agent Profile and Training Curriculum Management

**OneContact eLearning** manages the **details** regarding each **agent** (booked trainings and training plan). The user registration information is very **complete**, gathering personal and professional data. These include data concerning the employee's skills, function and its development plan.

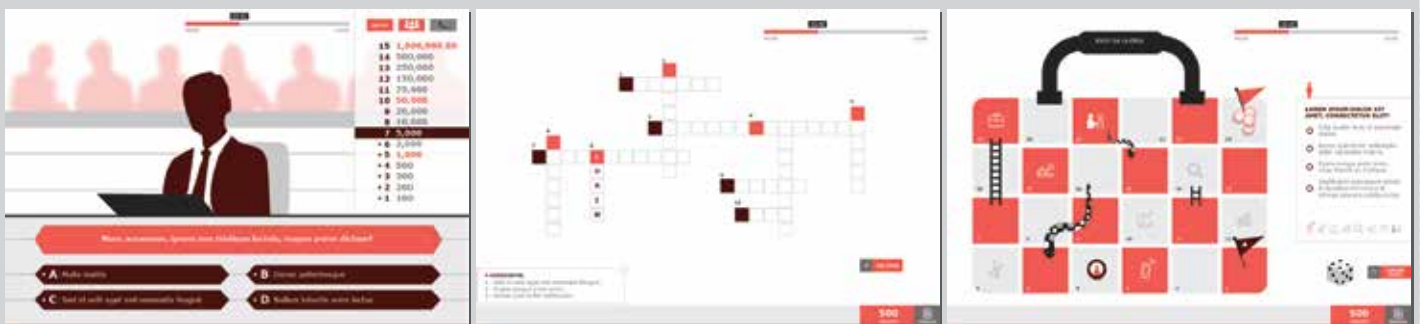
## Reporting

There is a set of **standard reports** available for the various **profiles**. Ex. List of attended trainings per employee per year (training curriculum) or average training days per employee per year. In addition to the standard reports, there is a possibility to create custom reports.

## OneContact eLearning in Collab Ecosystem

This solution can be **integrated** with our products: **OneContact CC**, **OneContact WFO** or with **Collab Gamification** engine. When incorporated with the solutions mentioned before, the benefits will increase, allowing to:

- 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 SLA;
- **Guarantee** on time the proper training;
- **Motivate** and **engage** agents to learn through gaming strategies;
- **Increase** first contact resolution rate;
- **Enhance** employee satisfaction;
- **Improve** operation performance;
- **Reduce** operation costs.



Available for **in-house installation** or in our **cloud offerings**. Need additional information? Contact us at [marketing@collab.com](mailto:marketing@collab.com). Ask now for a **free test**.



**Collab.**

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