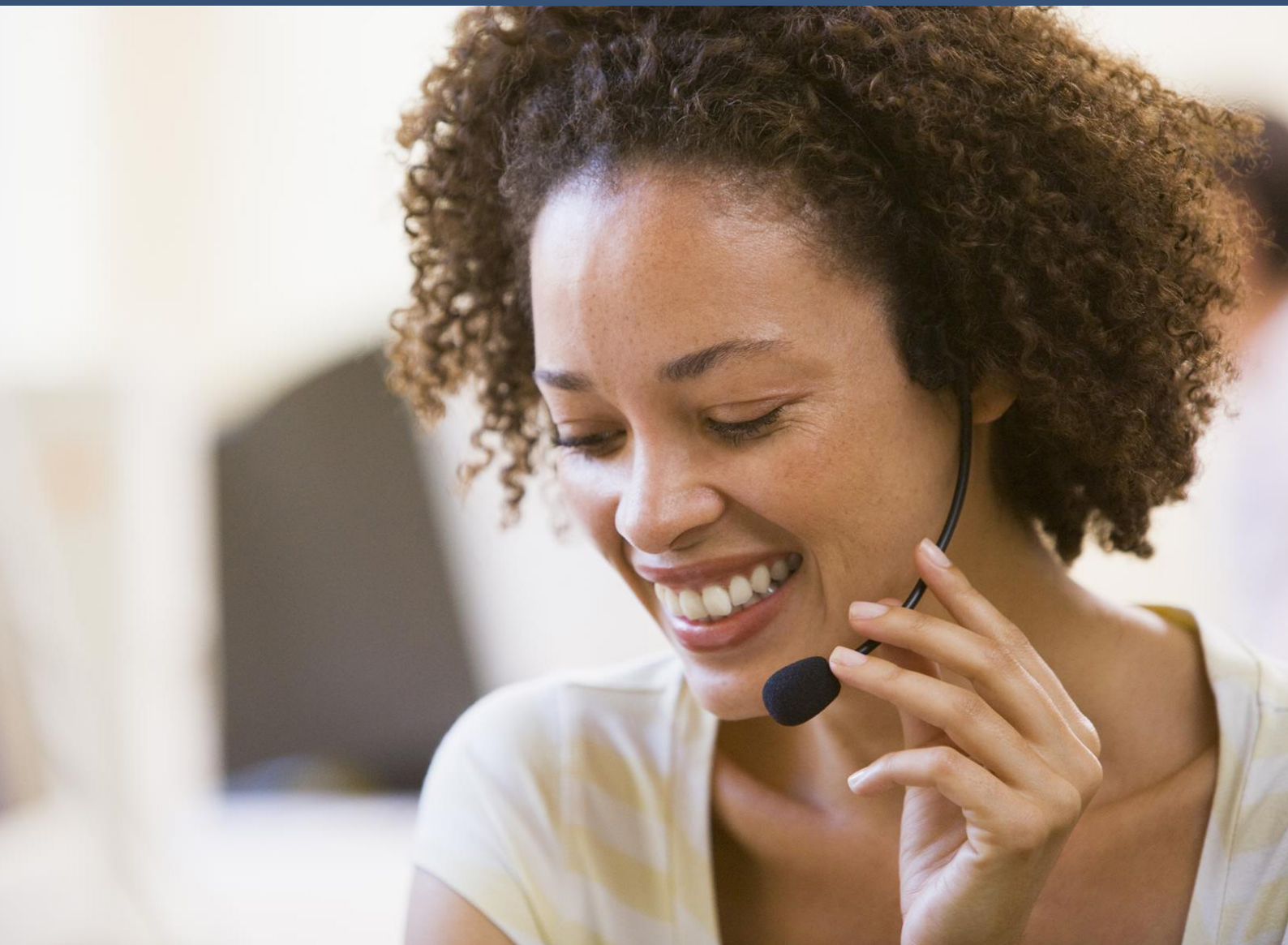


Call Center Workforce Development



Services Data Sheet – Call Center Workforce Development

What we Offer:

Conduent Learning Services understands that your call center business challenges often stem from scalability, integration of learning to in-place systems, management of globally dispersed contact centers, and effective evaluation of metrics. As a trusted partner and global services provider with deep expertise, we can help you achieve your business objectives efficiently. We provide complete end-to-end learning services, which focus on your current needs, such as onboarding, upskilling, or leadership development.

Analysis

Call center workforce development is dependent upon an organization's expectations for the various roles that support your customers. Our talented learning consultants will work with your learning and business leaders to establish a baseline for exemplary performance, and create the best approach to learning to achieve that level.

Strategy

Whether you're starting from scratch with your call center learning programs or you have an infrastructure for learning in place but need fresh strategies for upcoming initiatives, we craft agile solutions that are right for your organization.

Evaluation

Since our measurement consultants work with you from the beginning through the end of a project, they ensure that metrics to evaluate your call center employees are properly aligned to high levels of performance, employee expectations, and business objectives.

Measurement Alignment

Our team of measurement experts will identify call center metrics aligned to your business objectives through the use of a Learning Strategy Map. Further, using our knowledge of call center agent best practices and enabling competencies, we can quickly identify standard measures of agent performance. These measures are then used to define current agent competency, and to assist in measuring potential improvements and areas of focus that were defined as a part of the Learning Strategy Map.

Program Design

We design high-quality content for the most optimal learning delivery formats to meet your call center employees' needs and drive exemplary performance. Our effective design for call center training often includes a challenge-based learning framework that offers extensive practice with authentic scenarios, relevant to your specific business objectives.

Gamification design and development, aligned to learning objectives and progression to proficiency

Our unique point-of-view on gamification stems from how it can effectively be used to evaluate capabilities across large numbers of call center personnel. Our learning consultants will use tactical and strategic objectives, as defined within the Learning Strategy Map, to develop a gamification framework tied to key metrics and expectations. This framework will provide you with deep insights into employee, and potential employee, skills and capabilities. Analysis Strategy

“This Learning Strategy Map should hang in every hallway, and even become a placemat on all our call center agents' desks.”

Change Management and Communications Planning

With any new initiative, the success is dependent upon how successfully you manage the pending changes. We build buy-in and sponsorship, with key stakeholders, and ensure that your organization understands the potential impact, and is ready for the pending change. Further, key to managing the change, our talented team of communications experts can help devise a plan to proactively share both current and future tactics, so that employees can better prepare for these initiatives.

Reporting

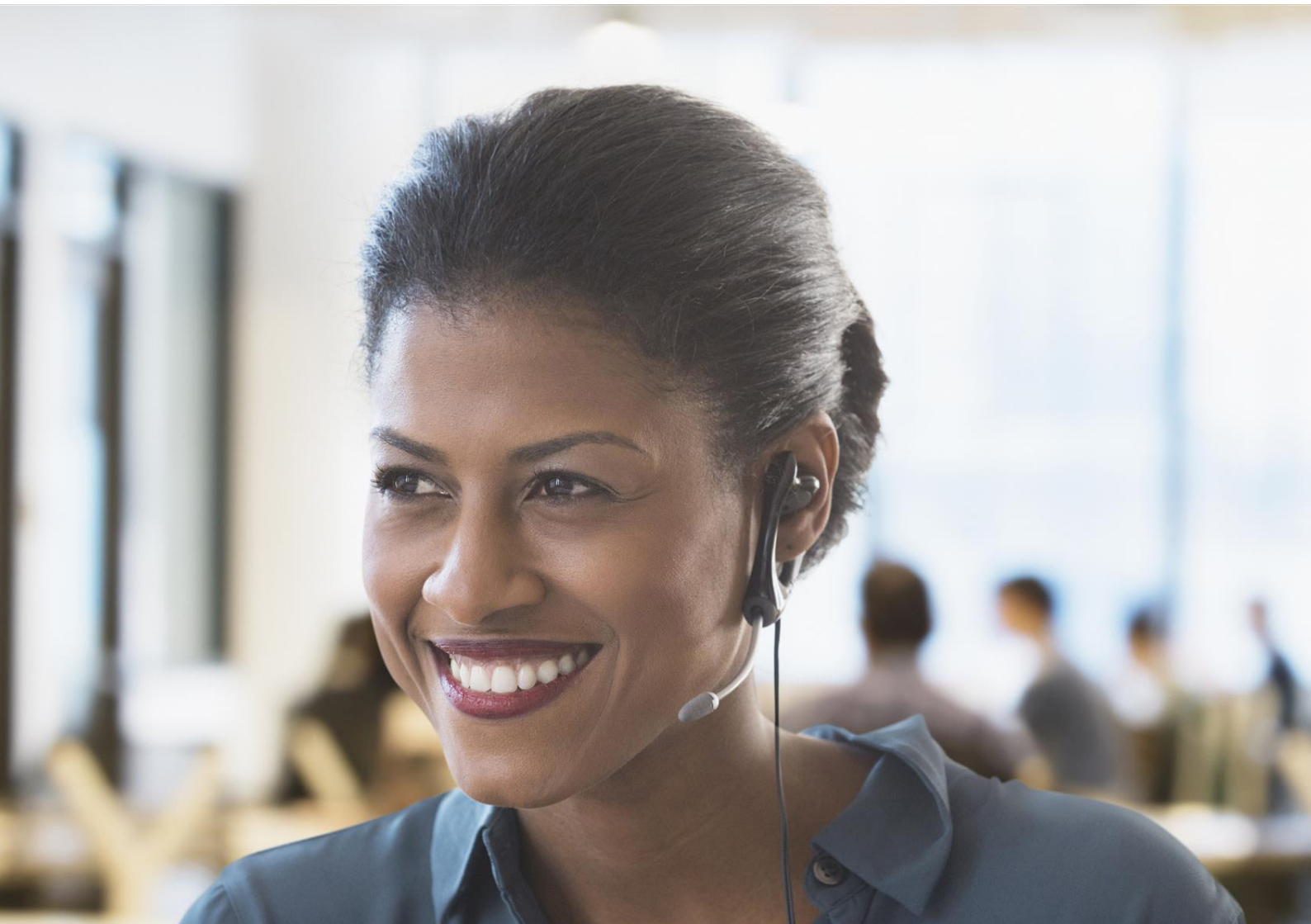
We understand that insights into performance, knowledge, and capabilities validates the effectiveness of any learning program. Our talented team will work with your business and learning leaders to report on these key indicators, as well as completion metrics.

Conduent Embedded Agent Support (C-EAS)

Beyond learning program services, our global teams also provide a service that brings learning and support into the workflow to reduce agent reliance on memory to perform. Conduent Embedded Agent Support (C-EAS) uses single-source workflow documentation to reference materials at the moment of need for all call center personnel.

Conduent Learning Portal

Even further, we understand how essential it is for call center personnel to use relevant information, delivered at a specific point of need. To service this need, we have designed a Conduent Learning Portal specifically for call center agents and management personnel. The portal is a customized learning interface to support simple, effective instruction using short form content, applied skill practice, and social features familiar to new agents.



How can you benefit

Our extensive global consulting and services teams will work with you to create a sustainable call-center workforce performance model. Through the use of this model, you can experience benefits such as those experienced by our other clients:

- Reduce time to agent competency by 35-45% using a challenge-based methodology; using the simulated production environment, the methodology engages the learner to resolve challenges for multiple scenarios from common to complex, pushing relevant information at the time of need.
- Reduce attrition 10-20% as a result of increased satisfaction and increased competence in system task support. In class attrition rate improved by 67%.
- Improve call resolution for system usage 30-50% by providing more relevant information more quickly to callers at the step level.

Work with a knowledgeable team.

We at Conduent Learning Services are knowledgeable about documents and workflows; we also know that your business is unique. Our engagement process includes qualitative and quantitative assessments to uncover your unique processes so we can deliver a best-of-breed solution for you. From initial engagement and design, to deployment and rollout, to training and ongoing support, Conduent Learning will be with you every step of the way.

