



CCaaS User Adoption Training

Helping customers succeed in their new contact centre.

Overview

CCaaS user Adoption Training ensures customer success by optimising return on investment and empowering buyers and users with the full benefits of their CX platform (CCaaS) deployments from day one.

Using CCaaS user Adoption Training at the implementation stage provides the perfect foundation for maximising customer lifetime value: increasing their satisfaction and NPS, reducing support calls, stoking appetite for future applications and solutions, and solidifying trust in their chosen partner.

Specialist training for CCaaS

CCaaS user Adoption Training covers the full portfolio of market-leading CX platform vendors with specialist content for each solution, delivered by world-class CX/CCaaS trainers.

CCaaS-specific adoption training is highly recommended for CX/CCaaS implementations.

Training participant options

Align training to each CX platform deployment to ensure successful adoption throughout the customer organisation:

- For agents
- For supervisors
- For admins
- Train the Trainer

Training component options

The primary purpose of CCaaS user Adoption Training is to introduce customers' users to their new service and make them self-sufficient as quickly and efficiently as possible.

- Overview and orientation
 - Defined session specific to the CX platform and feature set
 - Scope includes high-level introduction to the CX platform interface, its key features and integration with workflows, demonstration and guidance through core tasks, tips for efficiency and troubleshooting, Q&A
 - One-hour session (max. 10 participants per session)

- Virtual classroom
 - Defined session of enhanced end user training that goes beyond that required for simple setup.
 - For example, a deeper focus on a specific CX/CCaaS feature or application

CCaaS user Adoption Training can be delivered either virtually or on site.

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