



Data Sheet

LEARNING INNOVATION SOLUTIONS

Simulated Learning

TeleTech's Simulated Learning product provides one-on-one opportunities and associate proficiency identification.

Overview

Simulated Learning is the next generation of role-playing and will dramatically speed time to competence and quality for associates worldwide. By utilizing TeleTech GigaPOP® infrastructure, learners from anywhere in the world perform live call simulations with their peers, trainers, team leaders, and the client management team. The call simulations are captured using TeleTech's eyeQ360™, an audio and video recording system, and scored by quality specialists. Call metrics are analyzed and reported through OneView, TeleTech's metrics dashboard, and pushed to the learners via Empower®, TeleTech's performance management tool. There is no difference between the service platform in a live, production environment and TeleTech's training environment. Traditional blended learning best practices and learning management system (LMS) assessments remain essential in the learning process. Simulated Learning accurately reflects on the job performance and ensures learners are ready to perform on day one.

Features and Benefits

- Learning is more practical and 'hands on' with real life scenarios completed in a simulated environment
- Operational performance is predicted throughout the on-boarding process, providing clients with an opportunity to assess challenges, opportunities, and re-define operational goals
- Performance metrics and feedback through the use of eyeQ360, Empower, and OneView are used to gather data and subsequently identify early proficiency
- Learners start performing live call simulations on the first day of training to become intimately familiar with the systems, processes, and overall structure of interacting with customers, which accelerates speed to proficiency
- A gradually progressive training curriculum begins with simple customer situations and then evolves to more complex and intricate scenarios ensuring learners build confidence while advancing through the program
- An introduction to top call drivers and key performance metrics are established prior to starting the program
- Learning encompasses the principles associated with nesting
- Enable team leaders to deliver real performance-based one-on-one early coaching to enhance leadership and coaching skills

Simulated Learning can reduce learning time 15 percent and nesting time by 50%.

Uses

Simulated Learning is best suited to meet the following training requirements:

- Mission critical projects with zero tolerance for failure,
- Pilot or test to drive a customer support project with the right tools, techniques, and associates,
- Reduced nesting and training time and improved overall speed to performance,
- Learning program requiring a more complex metrics driven project, and
- Need to identify successful associates early in training.

Requirements

Simulated Learning requires the use of TeleTech GigaPOP® technology.

Key Differentiators

Collaboration Enabled by the TeleTech

GigaPOP Network Infrastructure: Our GigaPOP infrastructure provides a platform enabling peer-to-trainer to subject matter expert (SME) collaboration from anywhere in the world. This allows top call driver-based simulations with their fellow learners, trainers, or client management team. Clients are able to participate in the simulations by logging into our network.

Analytics/ Operational Metric Reporting:

By tracking all call data, training, operations and quality can identify learners at different levels during training sessions and coach them appropriately for future success. This will help refine any operational goals before the program is launched.

Business Domain Knowledge: TeleTech has trained over 40,000 employees around the world and delivered an average of 8.48M hours of training to its employees and clients in over 25 different languages. These learning solutions have been tested and refined for more than three decades.

Complementary Services:

- Consulting: TeleTech's consultants are domain experts who can help build customized blended learning solutions based on the client's business goals, budget, and situation. This includes a roadmap with clearly defined success criteria
- Customer Sales and Support: Customer care and sales consultants typically handle an average of 3.5 million interactions per day and drive \$5 billion in client revenue annually

Why TeleTech?

Our extensive operational heritage over the last three decades, coupled with training experience, makes TeleTech the partner of choice for Global 1000 companies requiring innovative learning practices.

Related Products and Services

- Social Learning
- Video Learning
- eLearning

More Information

Please visit www.teletech.com for additional details about our Learning Innovation products.

Overall speed to performance for associates by 30%.



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