



## Data Sheet

# LEARNING INNOVATION SOLUTIONS

## Video Learning

TeleTech utilizes a complete end-to-end IP solution to drive our video network architecture, which is scalable, reliable, secure, and delivered in a multi-site environment.

### Overview

Distance learning is not just about leveraging technology – there is a refined practice that needs to be implemented well to ensure that learning is effective. Through TeleTech’s Video Learning product, we have trained thousands of employees around the globe simultaneously and asynchronously on complex products and behavioral changes. Learning through our high definition video infrastructure is conducted as if learners are together in a single, intimate classroom. This not only dramatically reduces training costs but increases trainer utilization. TeleTech delivers learning solutions via high definition video across the world for leadership, product, and process training modules.

### Features / Benefits

TeleTech’s Video Learning product has the following features and benefits:

- Saves on travel, hardware, telecom, and various logistical costs while maintaining top quality training delivery, regardless of location or time.
- Utilizes the best facilitator for learning sessions across the world, and dramatically increases trainer utilization, efficiency, and effectiveness.
- Reuses content by saving, editing, and posting video sessions for collaboration using TeleTech’s Social Learning product. The social aspect helps leverage the best facilitators from anywhere in the organization by delivering specialty video training while subject matter experts support them remotely.
- Enables 50 different participants to join a video call, regardless of where they are located through TeleTech’s sophisticated delivery platform.
- Advanced video delivery certifications for facilitators ensure that they are able to convey learning content accurately and seamlessly to a mass audience, while maintaining the integrity and personalization of a small training class. Video Learning has led to less than five percent attrition in multi-week new hire training programs compared to the industry average of 12 percent for contact center employees.
- Any client with a video system can dial into one of our training environments.

With a video infrastructure in over 40 sites across the world, TeleTech has delivered 36,000 hours of video training over 58,000 call connections around the world.

## Uses

- Train-the-trainer sessions
- New hire training
- Up-training and re-skilling
- Focus groups
- Conferences
- Face-to-face and interactive trainings

## Key Differentiators

- **Technology Infrastructure:** We utilize a complete end-to-end IP solution to drive our video network architecture, which is scalable, reliable, secure, and delivered in a multi-site environment. TeleTech utilizes an industry-best network management process to ensure that all video systems are fully operational and available. We have supported more than 58,000 call connections through this robust infrastructure.
- **Playback and Collaboration:** TeleTech uses the latest video content recording capabilities to allow on-demand playback of virtual sessions whenever and wherever they need to be accessed. When these are shared on our social platform they are enriched by feedback and collaboration from seasoned trainers and tenured employees.
- **Trainer Orientation:** TeleTech trainers receive formal instruction in the delivery of content in a virtual environment. Through completion of a seven-course "Virtual Video Facilitator's Program", our instructors become subject matter experts in areas ranging from virtual classroom management, facilitation techniques in a virtual environment, to troubleshooting their classroom-based video equipment.

## Why TeleTech?

Since TeleTech's investment in Video Learning, over 36,000 hours of video learning and 58,000 call connections have been facilitated on our network. Having leveraged our platform to deliver learning solutions for over 40,000 employees across the world, we have 136 cameras that are leveraged by clients, trainers, subject matter experts, and sales and support professionals.

## Related Products and Services

- Simulated Learning
- Social Learning
- Mobile Learning
- Leadership Learning

## More Information

Please visit [www.teletech.com](http://www.teletech.com) for additional details about our Learning Innovation products.