

TRAINING HARD FOR SUCCESS


Digitised training time
and improved certification process.

One of the largest integrated delivery systems revamped agent training processes to introduce simulation-driven self-learning and significantly reduce onboarding time.



CHALLENGES

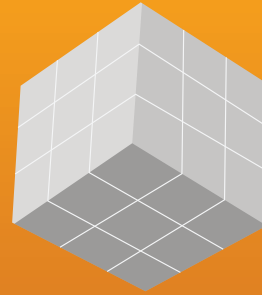
The client was trying to address the following concerns:



- Traditional classroom training sessions with a multitude of process documents, hosted in a SharePoint site

- Navigating through SharePoint cumbersome and time consuming

- Demand for more user-friendly, efficient, and standardised way of training employees and vendors on business processes



SOLUTIONS

Infosys BPM digitized training along the following lines:

- ▶ Deployed a 'Flipped Classroom' strategy to reduce the agent go-live time

- ▶ Introduced a bespoke learning management system (LMS), involving simulations, to substitute the bulk of classroom training

- ▶ Engaged with the client's subject matter experts to create content, and upload on LMS

- ▶ Replaced theoretical pedagogy with scenario-driven practical sessions

- ▶ Enforced mandatory assessments after every module to reinforce learning



BENEFITS

Infosys BPM's solution helped the client:

- ▶ Reduce overall training time by 50% and onboard agents into production sooner

- ▶ Empower agents to complete training and certifications at their own pace, with minimal trainer participation

- ▶ Equip agents, via hands-on exercises, with relevant skills for solving real-world problems



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