

Agent Training Case Study

Problem: A major Global Service Desk organization faced significant challenges with Help Desk Agent performance and consistency.



What Were the Pain Points?

Limited Training Standardization:

Team leads managed training ad-hoc (timing & format) resulting in inconsistent quality, duration and frequency.

Inconsistent Training Delivery:

Lack of centralized training materials across the varied client accounts created skill gaps through the diverse agent population.

Non-Standard Tools/Processes:

Ad-hoc resources hindered actionable improvement plans from performance measurement analytics.

Solution:

- **Centralized Training Model:**
 - Ensured consistent training through standardized, automated processes
- **Customized Content:**
 - Delivered tailored videos, articles, lessons, and assessments for specific needs
- **Advanced Features:**
 - Built System to receive recorded call metrics and scoring models
 - Created Automated Training Releases aligned by Account
 - Audio response assessments
 - Tonal analysis for personalized feedback



Outcome:

- **Improved Performance:** Agents sustained corrections and compliance through time.
- **Increased Efficiency:** Enhanced service quality across 20 accounts with over 5,500 courses completed and 108 repeatable courses.
- **Manager Time Release:** Automation enabled team leads to concentrate on leadership and mentoring.
- **Enhanced Learning Experience:** Self-paced modules integrated with real-world application increased adherence
- **Account Metrics:** Accounts with over 70% training completion saw QA score increases, with up to 35% improvements.



Agent Metric Improvement: 78% of agents passed evaluations post-training with 77% sustaining scores over multiple evaluations and success across desk geographies (Lat Am, India and USA).



Process Improvement: The optimal evaluation window coupled with automated remediation training ranged from 7-14 days providing agents with the repetition and feedback needed to increase their overall performance.

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