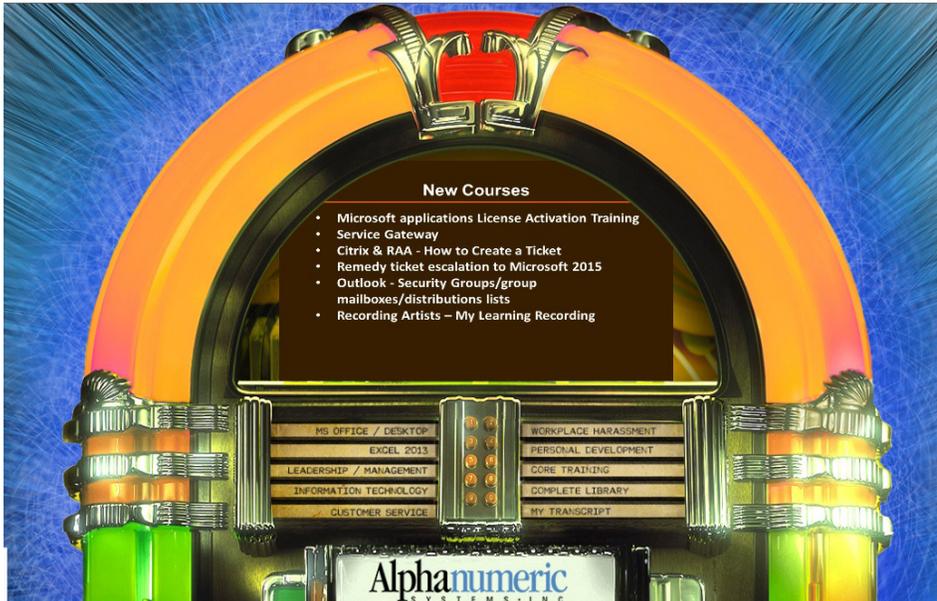# INNOVATING SOLUTIONS TO ACTIVATE TRAINING SUCCESS

By developing an interactive and appealing user interface for agent training, Alphanumeric streamlined training processes and improved service desk resolution rates for a global pharmaceutical enterprise.

Thanks to an innovative training Jukebox, our client's global service desk agents were better trained and able to improve first-call resolution rates.

BACKGROUND

As a long-term partner to a pharmaceutical client, Alphanumeric was presented with the challenge of enhancing service desk agent training to increase first-call resolution and fill gaps within the existing training protocol. By creating an interactive user interface, complemented by a robust learning management system (LMS), and custom e-learning content, Alphanumeric was able to improve utilization and retention of information by making training more visual and interactive. Additionally, agents were able to learn or review content at their own pace, while managers had more detailed oversight for tracking progress. With great success training service desk agents, the new "Jukebox" was rolled out to IT team leads and customer service teams, as well.

CHALLENGE

To meet the client's objectives, Alphanumeric's solution needed to improve upon existing training protocols, support training globally for multilingual service desks, and provide an effective, interactive tool that would encourage end-user adoption and engagement while facilitating easy management. The Jukebox interface was developed with these objectives in mind and was supported by custom content that is implemented and maintained by Alphanumeric's support team.

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SOLUTION

In addition to making the user interface more accessible and engaging, Jukebox encourages rapid e-learning and continuous improvement. The customized menu on the Jukebox front-page acts as a portal to designated training modules and provides a space for bulletins and communications for end-users.

Today, the pharmaceutical giant's Jukebox solution provides end-users with access to over 430 client-specific training modules and over 2,500 additional off-the-shelf modules. These cover a range of topics, from IT application training to customer service and leadership skills.

With Jukebox, the client's training became more visual, and self-paced courseware allows analysts to learn at their own speed. The tool also allows users to redo modules for better comprehension or review.

Several modules can be grouped to form a defined curriculum, facilitating the assignment of pre-determined training packages to new agents.

Jukebox enables managers to track their teams' progress, and also provides end-users with quizzes at the end of the module to evaluate retention of knowledge.

BUSINESS IMPACT

Since implementing Jukebox, the client's service desk agents are better able to remain current on a range of topics and applications. The interface has also been used to share team statistics, high performers and top modules, further enhancing the user experience.

Because of the enhanced efficiency of service desk agent training, first-call resolution rates have increased, making the service desk a more effective resource for incident resolution throughout the organization.

ABOUT ALPHANUMERIC

Alphanumeric Systems, Inc., is a leading information technology and learning services company, helping commercial and government customers apply technology strategically and cost-effectively, so they can exceed their business goals. Our expertise is in finding the right solution to best match our customers' needs and budget and then delivering as promised. We are known for our responsiveness and flexibility.

Alphanumeric has more than 35 years of industry experience and is based in Raleigh, North Carolina, with operations in the U.S., Canada, Spain, Portugal, Poland, and the United Kingdom.

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