



>> Case Study

Training Audit Plus Improves Training Process and Ensures Higher Level of Customer Satisfaction for a Leading US Radio Broadcasting Company

Background/ Scope

The customer is a leading broadcasting company that provides three satellite radio and online radio services across the United States. The organization's customer support operations were contracted to a leading call center services provider and Avaya was the primary platform that was used to elevate customer experience, increase productivity and enhance financial performance. The solution helped correlate different data such as people timecard, HR, and finance. The customer was managing 4-6 TB of data annually with Type-2-dimension modeling along with analysis and visualization, with dynamic options.

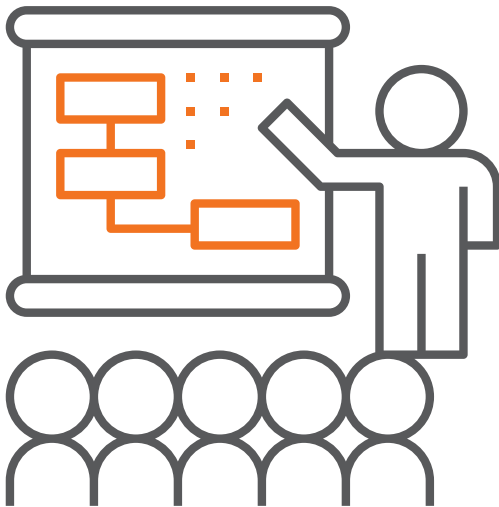
The Business Need

The customer was looking to improve the Return on Investment on the training initiative of its employees. The traditional training audit process posed to be a major roadblock and the customer wanted to move to an intelligent suite of solutions.

The Solution

Netlink's Training Audit Plus platform re-engineered the customer's training process with the use of technology. Traditional auditors were replaced with Netlink's patent pending process. Training Audit Plus used a combination of audio-video technology, voice analytics and skilled training analysts to help audit trainings.

Netlink used advanced technology to help evaluate training curriculums, trainers and trainee performance in one easy-to-use platform. The comprehensive Training Audit Plus solution included installing cameras in training classrooms across the globe and combining voice analytics with expert human analysis and interactive dashboards.



Challenges

The customer's existing traditional training audit process was slow and time consuming. Auditing a large number of classes was challenging and cost-intensive. The manual process further opened doors for human or cultural bias by auditors. Another major challenge was the lack of future references of audit observations as recreating the observation scenes was not possible.



Impact

The customer conducted new hire training for call center agents in over 60 locations. They were looking to extend the reach of the audit team responsible for ensuring curriculum compliance as traditional audits were neither cost-effective nor scalable.



Resolution









Training Audit Plus helped solve the problem for the customer. Cameras were installed in training classrooms around the globe and voice analytics were combined with expert human analysis and interactive dashboards, which in turn helped the customer reduce their expenditures by (up to) 40%.

Business Benefits/ Results

Netlink's Training Audit Plus helped the client optimize their training audits, maintain consistency across all their training classes, and gain valuable insights into the effectiveness of their training programs and curriculum. The solution helped the client reduce their expenditures by (up to) 40%. The business intelligence platform also helped track the trainee for the first 90 days. And upon completion of training it correlated their performance back to the effectiveness of the training curriculum and training delivery.

The Training Audit Plus further helped determine the trainer's adherence to the curriculum and roadmap, and gauge the trainee's performance. The solution enabled the customer to adjust the training curriculum as needed and share feedback with the trainers within 24 hours. Audit results were presented in a web-based-interactive dashboard with video time stamps for easy access to insights and analytics.

The customer noticed the following business benefits:

-  Gained valuable insights into the effectiveness of their training programs
-  Provided user-friendly interface and visualization
-  Accurate capacity planning
-  Enabled proactive decisions to reduce financial impact due to non-compliance of service levels
-  Provided agent level view of performance
-  Offered a single platform to access different KPIs
-  Allowed drill-down up to the raw level of data to analyze the root cause of performance issue
-  Brought about high levels of satisfaction among its 800+ users and ensured live collaboration

To know how the solution can be implemented for your business, contact our team of experts.

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