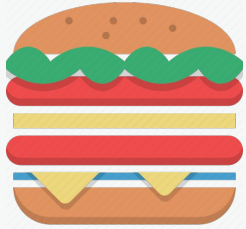# Your Hosts:

Kristyn Emenecker 👋🏼

Chief Product & Strategy Officer
Playvox

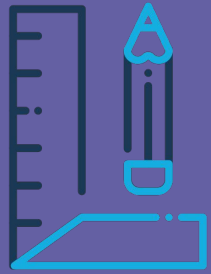**Jennifer Waite** 👋🏼

VP of Product Marketing
Playvox

LESSON # 1

No matter how big the meal, I'll still be hungry tomorrow

- Not enough on-going training

- Cost vs. benefit

- How much does it cost to lose a customer?

- eLearning can be a good tool

LESSON # 2

You can't manage what you don't measure

○ Measure training effectiveness by class, recruiting method, instructor, content, etc.

○ You don't measure what you don't value. You don't value what you don't measure

○ Training effectiveness should be a key performance measure in the contact center

○ eLearning reports, QA reports

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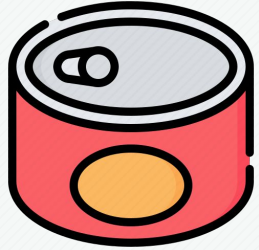
LESSON # 3

Canned training, much like canned meat, often fails to whet the appetite

○ Training materials from outside sources can be useful, but be sure they are relevant to your environment

○ Your culture needs to come through

○ Advice that does not apply or is impossible for business reasons undermines the messages that **are** valid

LESSON # 4

Be careful, your priorities are showing

- Time spent per topic should be in appropriate context to your goals

- What would senior level management say is most important role of trainees?

- Again, are you sending mixed messages?

LESSON # 5

Trainers and content:
Creators need training too

○ Your best representative or supervisor will not automatically be your best trainer

○ As a trainer or content developer, take time out for your own professional development
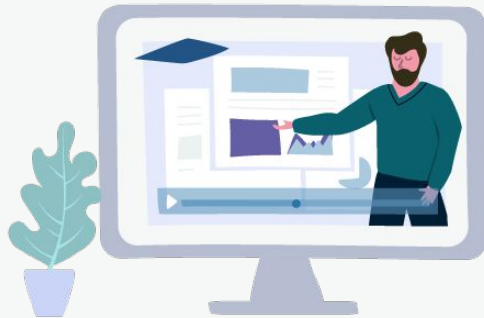
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Emily Gray 👋🏼
SVP Customer Success, Playvox

How Does Playvox Work?

Playvox gives you tools to manage your entire agent life-cycle.

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Easily identify and prioritize areas for skill development in your customer service teams.

Learning

Easily create and provide your customer service teams with online courses and quizzes to ensure continual skill development.

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Recognize and reward your agents with points that they can exchange for gifts, based on their Quality, Coaching, Learning and overall Playvox results.

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