



STAR TELECOM



Training as a Service





Overview

Sometimes contact centers are challenged with finding the right skills for training their agents on Genesys Cloud CX or making trainers available when they are needed. In turn, this can cause performance issues and unnecessary costs.

Star Telecom's Training as a Service provides training professionals who have specialized expertise in Genesys Cloud CX and contact center operations that can be leveraged to improve performance and reduce operational costs. Our experts will provide customized training solutions for agents, supervisors, managers, administrators, IT and other staff, as required. Options are available for instructor led training, topic-based learning and one-on-one training.



Expertise

External professionals have specialized expertise and experience in Genesys Cloud CX training that can be leveraged for better outcomes.



Customization

Professional training services can be tailored to meet specific organizational needs and goals, ensuring maximum value.



Time-Saving

External trainers can save valuable time for internal staff by handling the training process, freeing up time for other tasks.



Standardization

Professional services can standardize training procedures across an organization, leading to a consistent understanding and use of Genesys Cloud CX.



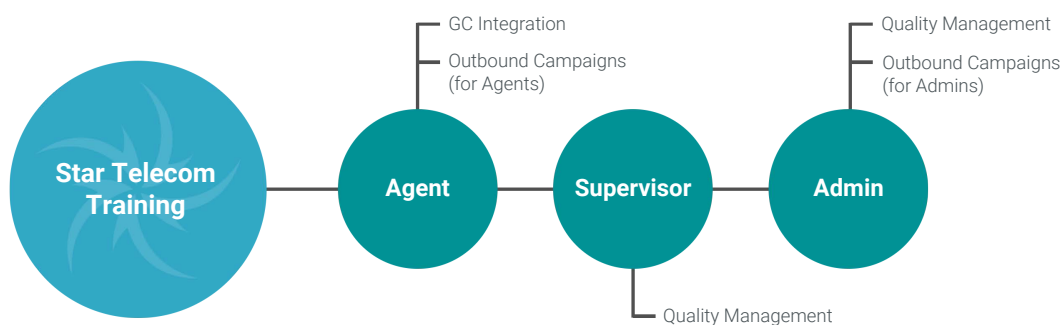
Objective View

An external trainer provides an objective view, identifying areas of improvement and offering solutions, leading to better results.



Cost-Effective

Hiring external trainers can be cost-effective compared to developing internal training programs, as it eliminates the need for internal resources.





Training Program

	Agent	Supervisor	Admin	Quality Management	Outbound Campaigns	GC Integrations
Duration	1.5h	2h	2h	2h	1.5h	1.5
Participants	Agents, Supervisors	Supervisors, Managers	Administrators, IT	Administrators, Supervisors	Administrators	Agents

Training Types



One of the oldest methods of instruction is **instructor-led training**, which is still extremely effective in today's highly technological society. This is why we believe that instructor-led training will always be vital for learning and growth.



Genesys training has a distinct feel thanks to **topic-based learning**. Learners can participate more actively in the discussions, especially if they helped pick the subject.

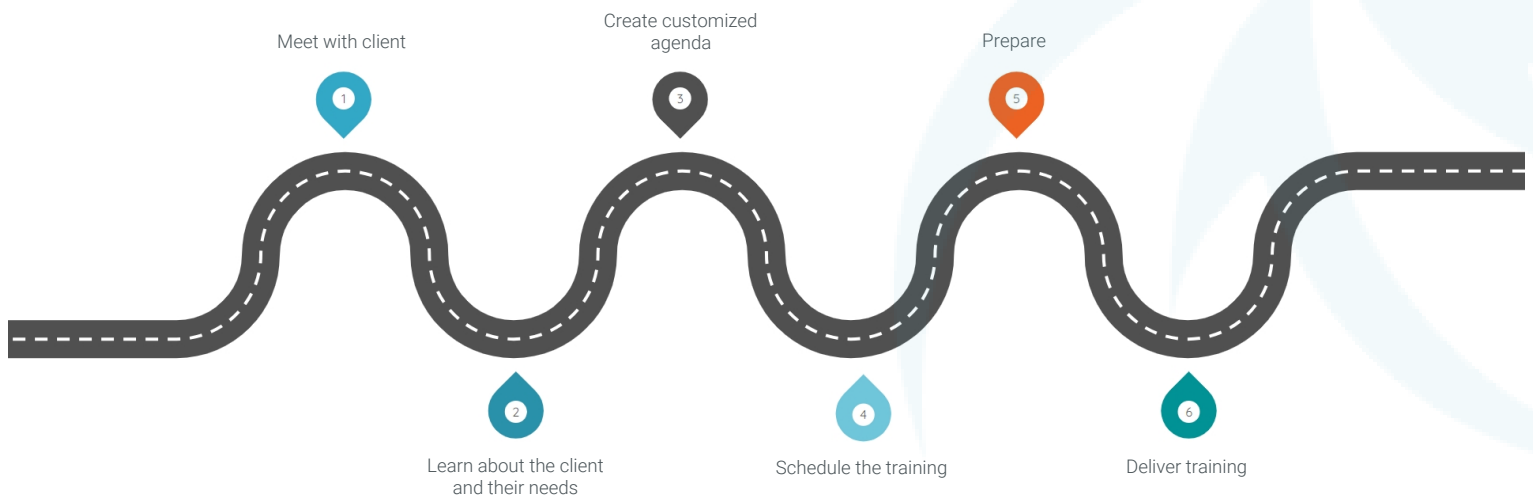


With **one-on-one training**, participants can build confidence in using the software through hands-on training.

Pricing

Under the pay-per-course model, individual members purchase courses as they choose. The number of training participants is limited to 15 users per session. **Get in touch for a quote!**

Roadmap



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