liveops

Equip flex and distributed workforces with ongoing skill development

As companies leverage highly skilled flexible workforces alongside their own full time employees, consistent training and ongoing skill development is critical.

Unfortunately, many organizations don't have training departments with the necessary experience or bandwidth to create learning content that leverages sound instructional methods based on adult learners ideal learning style. On top of that, they are unable to scale and efficiently deploy impactful online skill building curriculum.

A FRESH APPROACH TO SKILL DEVELOPMENT

Built on over seventeen years experience in the virtual call center space, Liveops Skill Builder is a customizable distance learning and development solution. It equips flex and distributed workforces with application and soft-skill development, delivered as a service.

Leveraging our experience creating award-winning learning content, we work with you to define a curriculum offering in conjunction with your business needs. Then we'll write instructional content and develop it into the appropriate delivery method. This may consist of any number of the following:

- eLearning
- Instructor-led online (ILO)
- Facilitator guides
- Student guides
- Classroom presentation materials
- Reference guides
- Assessments
- Videos

Liveops award-winning learning content

EMPOWER AGENTS TO MEET PERFORMANCE GOALS

The key to building a successful team of agents is to provide not just training, but confidence. Improve performance in a way they actually enjoy.

Skill Builder engages your learners, providing contextual practice to retain the material and better apply the skills they've learned with self-assurance. We'll even make sure your trainers are ready as well, with train-the-trainer sessions.

MAKE LEARNING ACCESSIBLE FROM ANYWHERE, ANYTIME

With Skill Builder, you can deliver on-demand, impactful learning, regardless of geographic location. Does your organization already have a Learning Management System (LMS)? If so, we'll work with you to deploy the new skill development. If not, no worries. We'll host your content on our LMS complete with user login and your organization's branding.

Learners can access course content, complete it at their own pace and track their performance while you can easily view your learners results.

SKILL BUILDER IS DESIGNED TO:

- Reduce learning time
- Provide greater speed to performance
- Scale to several or thousands of learners - even when they are distributed around the country
- Improve agent performance

Liveops offers an on-demand skilled workforce of onshore virtual agents for customer service and sales. With no call center overhead or wasted idle time, our pay-per-use model scales to meet seasonal or time of day spikes in demand.

More than 400 organizations across service industries including retail, health care, insurance and telecom trust Liveops to deliver an enterprise-grade workforce, with faster program readiness, increased revenue, and greater customer satisfaction scores than traditional call centers.