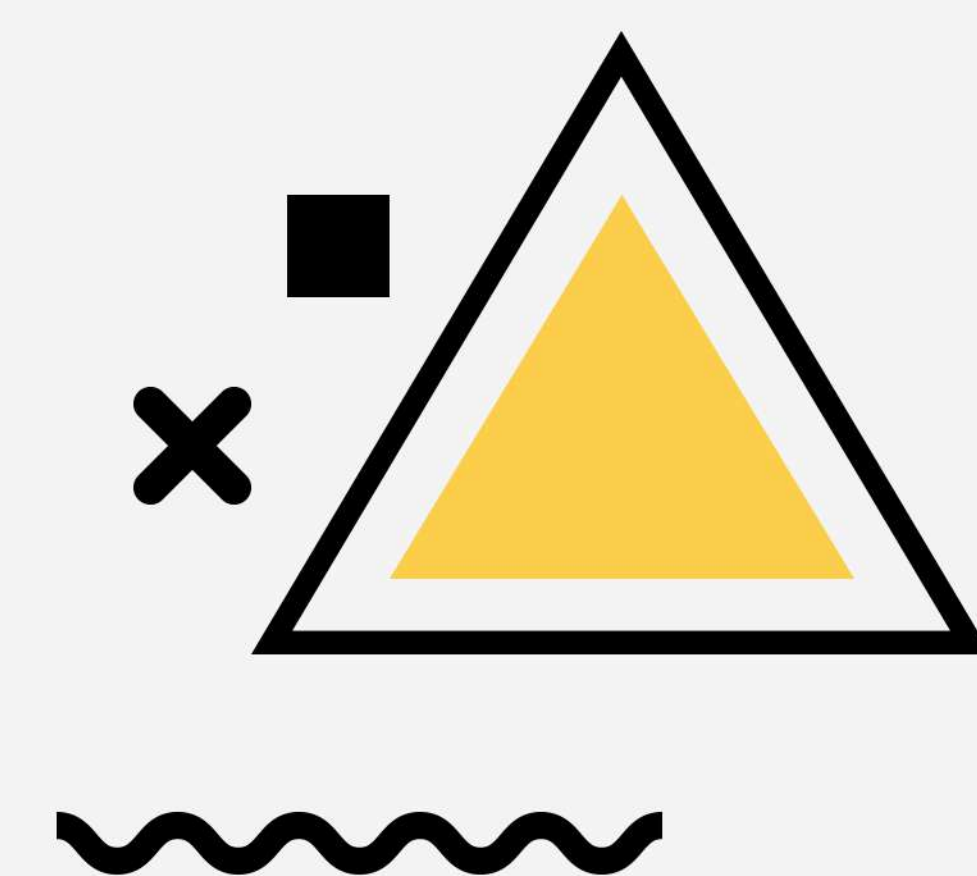


Contact Center Training Software: The Guide



- What is Contact Center Training Software? Call center QA software includes software tools and content that **assist you with training your employees**. Whether a complete learning management system (LMS) or a more simplified program, the tool should help you **online, in-person, or blended training program to manage, track, and achieve your learning goals**.



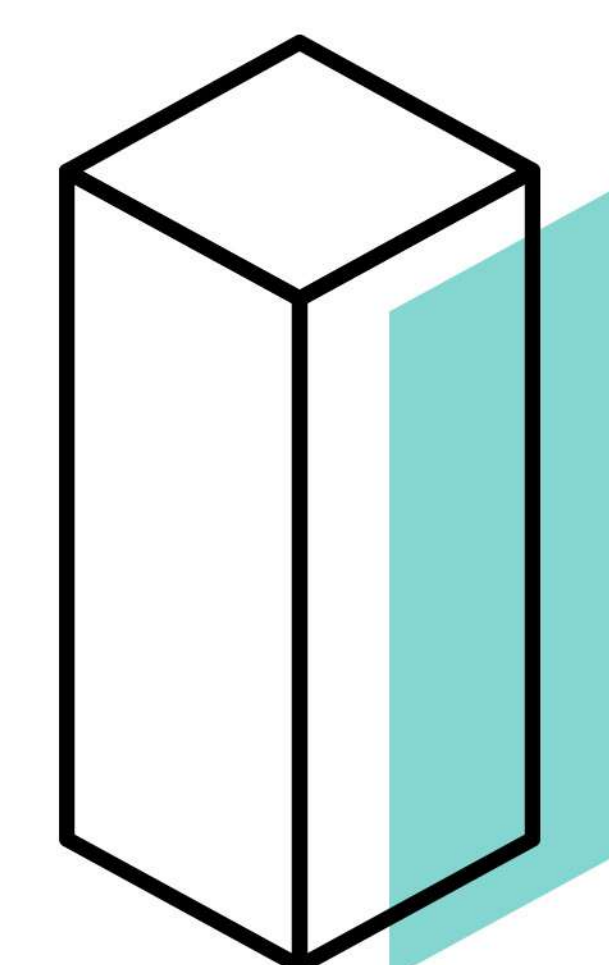
Common LMS Features of Contact Center Training Software

- The goal of call center training software (like an LMS) is **to provide a centralized solution for managing, tracking, and achieving your learning goals.**

What LMS features do you need to take your call center training program and customer experience to the next level? Here are a few:

Course Management

Your call center training software should offer ease in building, managing, and distributing courses. Look for LMS features that allow you to drag and drop course content into the system and create content in various formats (Word, PowerPoint, PDF, Video, Audio, etc.).



User Management

You need to quickly organize users into segments by department, team, role, location, and more. This feature should also allow you to create groups, set users as administrators, managers, instructors, or learners, and delegate tasks accordingly.

Intuitive Interface

Your call center training software should be user-friendly with an intuitive interface that works with popular authoring tools such as Adobe Captivate, Articulate Storyline, and Elucidate. You should also be able to upload SCORM and xAPI files.

Blended Learning Options

eLearning should not be the only type of training available in your LMS. You should also be able to schedule and add LIVE training sessions for instructor-led learning across multiple time zones.





Learning Environments

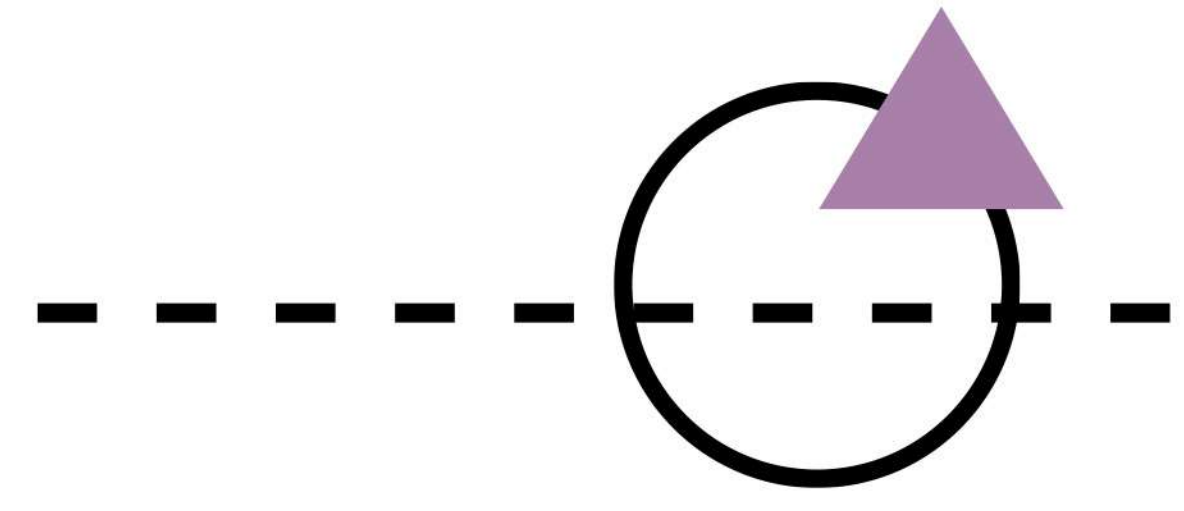
There should be the ability to create a different learning portal that's customizable for each audience type. And those environments should allow for sharing courses, audience management, and group conversations within forums, discussion boards, and topics.

Gamification

To keep learners engaged, a key LMS feature is the ability to gamify the training experience through goals and milestones while recognizing learner achievements. Look for the ability to award badges and points and highlight top performers on leader boards.

Exams

Your call center training software should allow you to test learners and gain performance metrics via exams automatically. There should also be multiple question types, including multiple-choice, true or false, and fill-in-the-blank.



Reporting

Fully functional reports are critical for tracking your company's training progress and user progression. You should have the ability to apply data filters to customize your reports and automate the daily, weekly, or monthly basis.

Integration Abilities

Your training software should integrate with other popular tools within your call center to eliminate repetitive tasks and automate training. Look for integration with webinar tools, HR systems, task management tools, customer service tools, social media, CRM, and Payment gateways.

Learner Feedback

The system should allow you to gain insightful learning feedback through surveys about the course experience and trainers.

Mobile-Friendly Capabilities

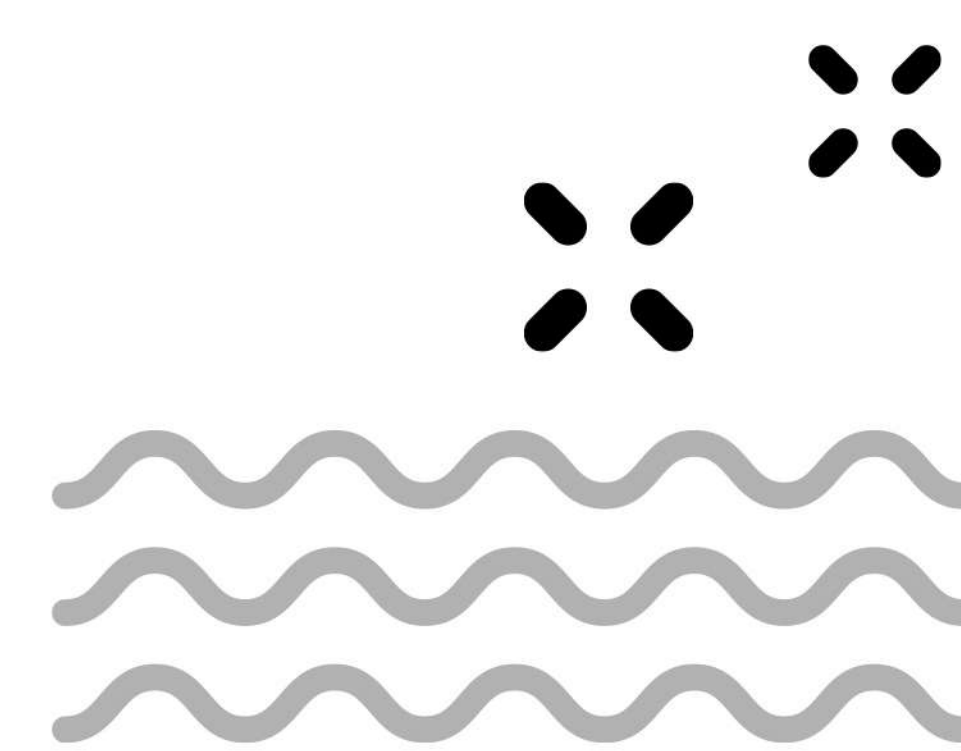
The software should be mobile-friendly so that learners can train anywhere and at any time with an on-the-go learning app that functions just like the desktop environment.

Branding and White-Labeling

Your call center LMS should reflect your business by being configurable with your logo, colors, images, and custom URLs.

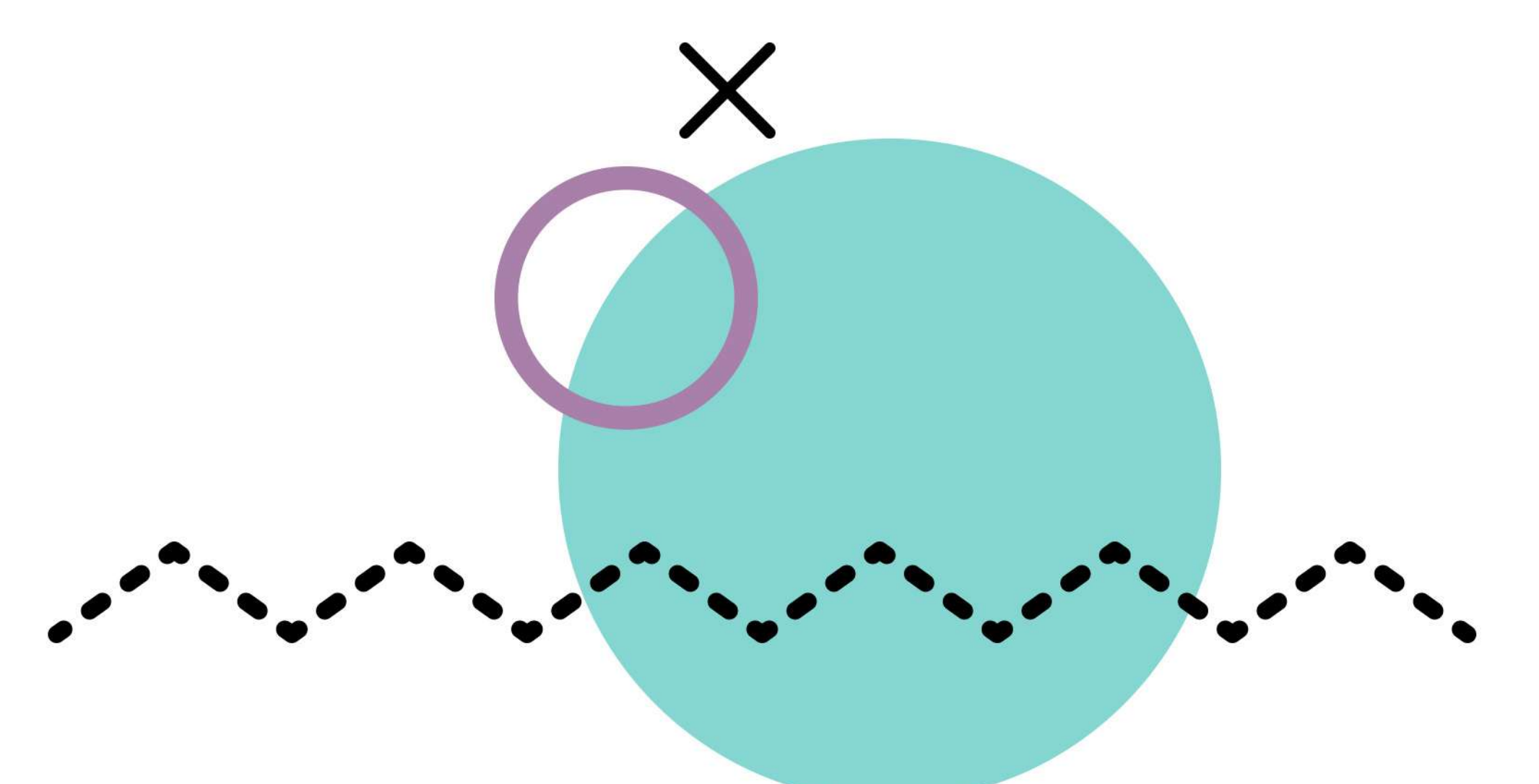
Language Support

For global call centers, the LMS should offer training in multiple languages, including English, French, Chinese, German, and Spanish.

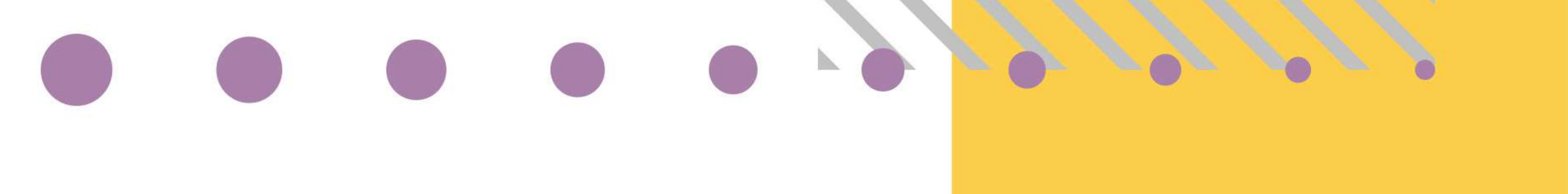


10 Benefits of Using Software for Your Call Center Training Program

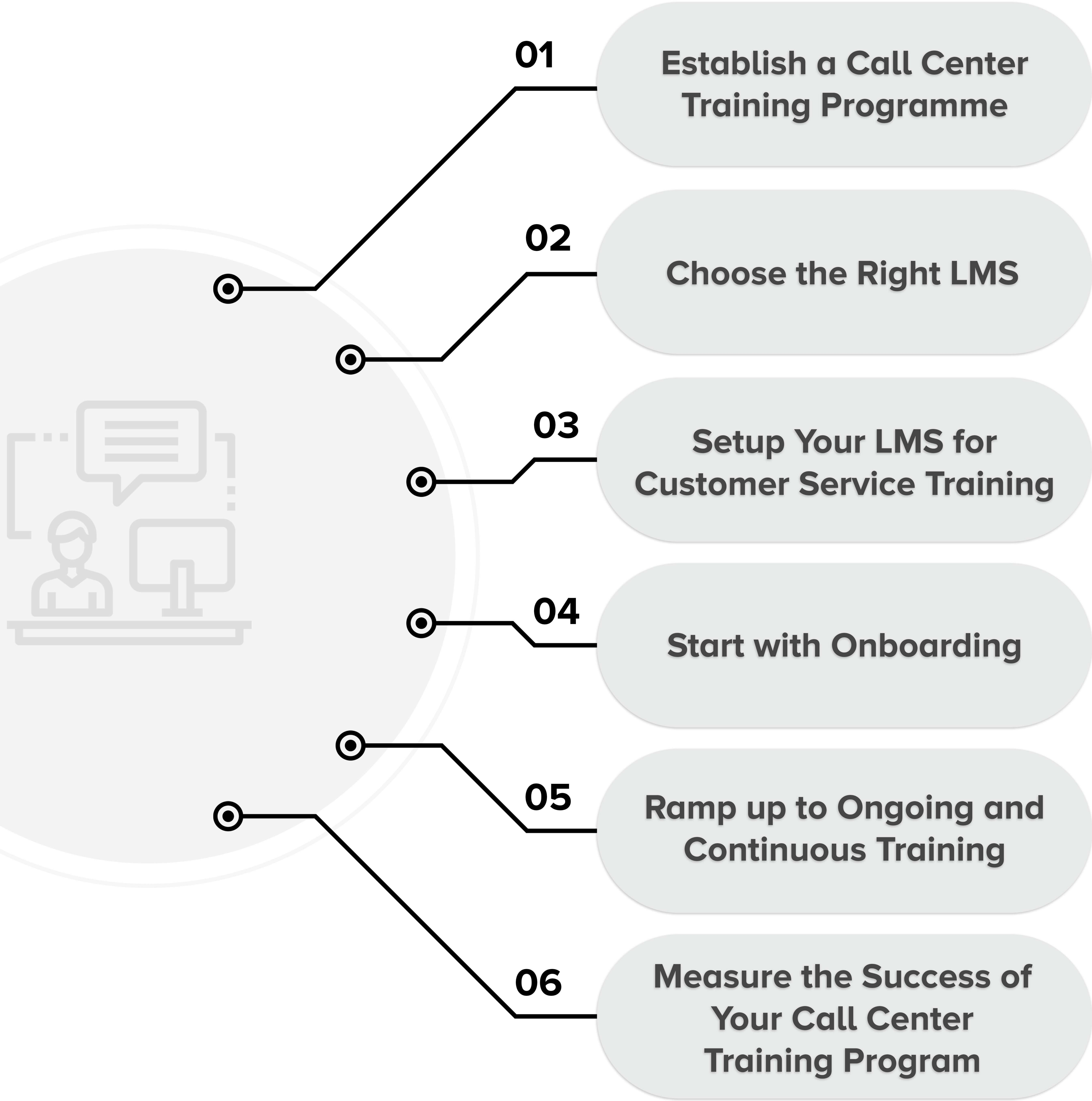
- **Centralized Automated Training Solution**
- **Anywhere and Any Time Training**
- **Efficient and Effective Employee Onboarding**
- **Highly Specific Training per Employee**
- **Training Based on Learning Gaps**



- **More Engaged Employees with Less Turnover**
- **Nurture Learning Through One-on-One Engagement and Gamification**
- **Increased Customer Satisfaction**
- **Track Training Progress and Effectiveness with QA Metrics**
- **Cost-Effective Training**



6 Steps for Implementing a Call Center Training Software



[Read More !\[\]\(919a2cb85b99741a73c0c31a427236a8_img.jpg\)](#)