



The Challenge

The Western Ohio Division of Time Warner Cable differentiates itself from competitors with exceptional customer service in its 2 call centers.

CSR (customer service representative) training on call center software initially occurred in the classroom. However, once on the job, there was no efficient method with which to provide on-going training without pulling reps off of the phones.

The Solution

Time Warner Cable realized it needed an easy way for CSRs to refresh their knowledge about software processes without going back to the classroom or digging through manuals.

After an extensive search, Time Warner Cable selected Softsim to easily create simulations and documentation of software processes employed by CSRs. The simulations are available on the company's Intranet and can be readily accessed by CSRs while on the job.

Results

Time Warner Cable can now train its CSRs on new software applications and processes in an online environment. CSRs no longer have to spend time away from their jobs for training. CSRs can also access training at their own discretion, when they need it.

SoftSim also provides testing and assessment functionality to allow Time Warner Cable's management to certify proficiency on the software by users, as well as to identify users that require more extensive training.

Travel and facility costs for the classroom training sessions has been greatly reduced and there has been a significant reduction in the amount of time spent creating documentation in the training organization as well. At the same time, service in the call center has improved due to higher proficiency by the CSRs.