



EASY TO USE AND AFFORDABLE
ARRANGE A DEMO TODAY

LearnLode's Easy To Use Software will help your Contact Centre to:

Increase Agent Productivity by enabling them to find the right information quickly.

Improve Customer experience and key metrics by resolving queries on the first call.

Reduce escalations and call handling times.

Accelerate Staff training with our innovative knowledge base, assessment and decision support tools.

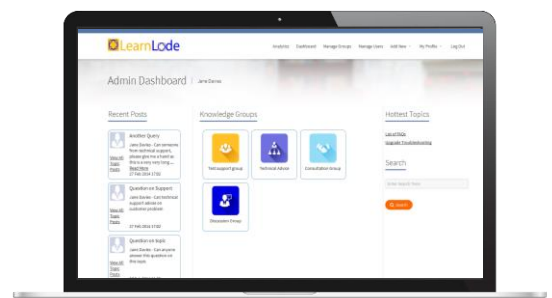
Create all of the custom workflow scripts and knowledge resources that you need.

Track all of your knowledge activities and transactions using our realtime analytics panel.

Save on operational costs.

Making sure that your staff can get the right information quickly is key to helping your customers. At LearnLode, we know that this is critical from a new agent's first day – this is why our system combines a highly dynamic knowledge base, with training functionality and integrated decision support.

While our system is powerful, it is affordable and easy to use with clear and uncluttered screens. The system is self-deploy, with no set-up costs and is designed to be administered by your team lead or operations manager. This allows you to quickly create the custom decision support and knowledge tools that you need, and gives you the flexibility to change them whenever you like.





Features For Your Contact Centre:

Knowledge Base

- Unique Personalised view - each agent only sees content relevant to them
- Easy to add/edit content
- Powerful search tool
- Supports all content types including external links
- Create quick notes in a native text editor

Real Time Interactions

- Agents can connect with the team in real time to share solutions
- Conversation threads are linked to specific topics so they are easy to find
- No more searching in forums or email inboxes for answers
- Agents can access all previous discussions on topics, so they are never out of the loop

Smart Updates

- Agent sees relevant priority updates as soon as they log in
- Smart Trending feature tells agent about current hot topics and issues in centre
- Content specific updates pushed to users within the system, without emails

Decision Support Tools

- Easily create custom workflows as required
- Change and optimise scripts – fully flexible
- Takes agents step by step through complex transactions
- Gets new agents up to speed from Day 1
- All transaction steps fully tracked by analytics and logged in the system

Rapid Induction

- Easily add a new agent with drag and drop interface.
- Personalised environment, each agent accesses the training content they need
- Logs what training content has been viewed
- Easily create and assign agent assessments
- Assessment results automatically fed back to administrator

Knowledge Analytics

- See exactly what's happening in your contact centre in real-time
- Track every click to optimise processes with granular analytics
- Business Process Teams can see issues that agents are encountering in real time

Contact us today to arrange a demo, to see what LearnLode can do for you.