



# Custom-Made Self-Paced Learning Solutions

Access targeted knowledge anytime, anywhere

# Get the complete package!

We know that your business is unique, and one-size-fits-all training programs do not necessarily fit all of your needs or align with your organizational culture. Customized training provides practical and professional training options aligned with your organizations mission, values, and goals.

LivePerson customized training is developed with your specific needs and objectives in mind.

LivePerson offers this custom-made learning solution, designed to address your unique and specific business challenges. Integrate your day-to-day business processes with the LivePerson solution in your organization and enable efficient and easy access to training material relevant for your agents and administrators.

The complete package includes the following components:



## 1. Customized portal

A customized web portal, accessible via your LivePerson account only. The portal hosts all customized training content specific to your company.



## 2. Customized training for agents

Training materials of various types, designed to teach chat agents how to best use the LivePerson tools



## 3. Customized training for administrators

Web-based training, designed to teach administrators how to configure and maintain the LivePerson system.

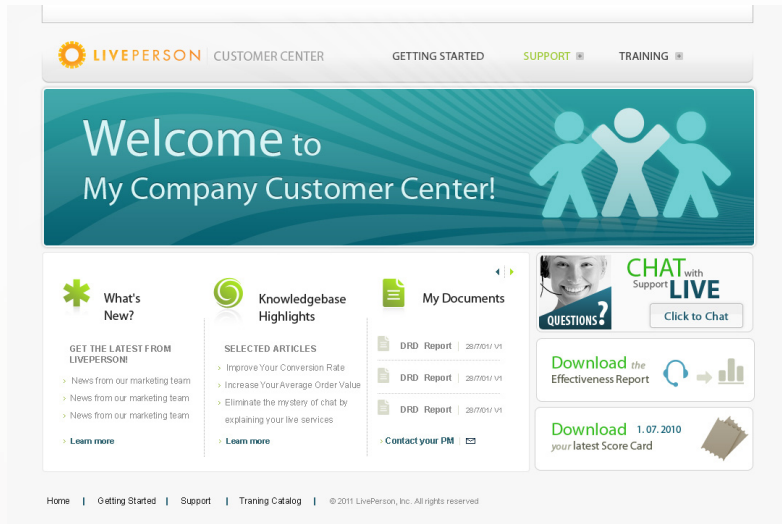
## Key Benefits

Learn at any time, in any place

Use the material as many times as necessary

Train agents and administrators, no matter their location

# 1. Customized Portal



A hosted web portal, accessible only from within your organization. The portal serves as a one-stop shop that hosts all customized content created by LivePerson. It can be used to display any pertinent information you want your agents and administrators to know and access.

The portal's homepage will be branded with your company's name and logo.

## Included in the portal:

### Homepage

Displays the latest from LivePerson, enables you to strategically place links to specific, important training material. The homepage includes options to access training and support pages within the portal.

### Test Environment

A test page enabling agents to take practice chats before they handle live chats from the website.

### Training pages

Separate pages for agents and administrators, hosting the relevant customized training for each sector.

### Support Pages

Includes access to the support Knowledgebase, process documentation, as well as internal documents and processes you would like to have available.

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## 2. Customized training for agents



Our training for chat agents is designed to teach agents how to apply LivePerson tools and features to their daily business process, maximizing the value of Chat in your organization.

The solution for agents includes the following training types:

### Web-based training

Online flash tutorials that include an overview of the subject, explanations, process, views and an interactive exercise using a business scenario specific to your company.

Tips and best practices are incorporated when relevant.

#### **Covered topics:**

- Reviewing the Agent Console
- Customizing the workspace
- Managing chat queues
- Handling multiple chats
- Transferring chats
- Using canned responses
- Sending visitors links
- Monitoring customer information

### Reference card

A Two-sided page delivered as a printable PDF file. Contains a structured summary of the most common tasks that agents need to perform. Simplify and speed-up the implementation process, as well as new hire training, by providing agents with all the necessary information in one place. They can post it next to their workstation for quick reference.

#### **Covered topics:**

- Getting to know the Agent Console workspace and its various areas
- Performing chat functions
- Using chat tools
- Using shortcut keys
- Knowing the Agent Console icons

### Test-your-knowledge Online quizzes:

Online quizzes and questionnaires, containing a pool of 50 questions, designed to test agents' knowledge on the topics covered in the agent web-based training. Maintain a standard of excellence by measuring and analyzing your agents' knowledge, progress and performance! Our experts will work with you to decide what are the most pertinent topics and subjects for your agents.

## Key Benefits

Handle agent turnover by reducing the need to repeat sessions

Apply the knowledge right away: Exercises and scenarios are derived from your own workflows and processes

Enable agents to learn LivePerson features and their business application at the same time

## 3. Customized training for Administrators



Our solution for chat administrators includes online, self-paced material. Learn how to set up and configure your account to optimize agent performance.

### Administrator training includes:



#### Web-based training

Online flash tutorials that include an overview of the subject, explanations, process views and an interactive exercise using a business scenario specific to your company.

Tips and best practices are incorporated when relevant.

#### Covered topics:

- Creating and editing Canned Responses
- Searching for Chat transcripts

### Key Benefits

configure and independently maintain the LivePerson application.