

Q. Does RealCall™ support SCORM and AICC standards?

Yes. RealCall™™ supports these open standards in interacting with other training and learning systems.

Q. How long will it take to learn how to use RealCall™?

Agents can get up to speed in 20 minutes thanks to RealCall™'s intuitive, user-friendly interface. Training the trainers requires two days. It takes roughly five days for simulation creators to become thoroughly versed in the methodology behind effective simulation creation and adult learning through RealCall™. BankersEdge offers certification for simulation creation and training, along with complete knowledge transfer at all levels.

Q. How much technical knowledge do I need to create or edit a simulation?

RealCall™ has been designed so that no technical knowledge is needed. If you have a firm understanding of your business, a creative mind, and the ability to use a mouse and a keyboard you have all the skills required.

Armed with this, creating a new simulation takes roughly four to six hours. Editing an existing simulation requires only a few minutes.

Q. What is the Knowledge Center?

It is a repository of additional information for agents who require deeper learning than the Real-Time Coach can provide or desire additional practice. Agents are able to access the Knowledge Center from their web browser, independent of the simulations. While there, they can acquire a better understanding of what to say by reviewing best practices, taking quizzes, reviewing good and bad examples, and using other study guides.

Q. What kind of reports do I get?

RealCall™ tracks more than 110 metrics which are incorporated into 12 different reports. These reports provide information on the performance of individual agents, agent teams, specific issues within the contact center, single contact centers, and the enterprise. The information within these reports will help you determine the actual value of your training efforts, identify areas of need, and provide proof of compliance with government regulations. In addition, the speech recognition component allows you to track which key words and phrases were used and missed, and identify the use of prohibited words and phrases.

Q. How does the Real-Time Coach work?

RealCall™'s advanced speech recognition engine actively "listens" to agent responses, allowing the Real-Time Coach to automatically interact with the agent. It's always there, pausing the call if an incorrect response is given or an important point is missed. It provides immediate feedback and remediation so agents can learn as they go through the simulation, rather than waiting until it's completed and then having to look to see if they made any mistakes. The Real-Time Coach also directs agents to the Knowledge Center for additional practice if a segment proves more troublesome to the agent. This immediacy provides a more thorough learning experience, and ultimately helps shorten the learning curve. It also meets the National Training Laboratory's criteria for best learning-simulations with coaching.

Q. What hardware do I need to implement RealCall™™ in my contact center?

While server requirements depend on the number of concurrent users accessing RealCall™; most implementations only require a multimedia (mic/headset) PC with high speed network connectivity for the agents. No additional telephony equipment is required

Q. Does RealCall™ interact with my production floor data applications?

No. RealCall™ creates a complete simulation of your organization's production applications that is totally independent of your live data. This method provides agents with practice in your production environment without jeopardizing customer data.

Q. How long does it take to get RealCall™ up and running?

An effective implementation takes roughly 60 days from signing of the contract to a completed rollout.

Our experts work with contact center trainers and business leaders within your organization to analyze corporate needs and customer requirements. They then spend the time working with these experts to develop the initial simulations, and train their creators on optimum techniques for future development rather than simply loading the software and leaving a manual behind. The program includes certification courses on simulation creation and facilitation. Additionally, there is complete knowledge transfer in order to assure that RealCall™ continues to provide optimum ROI after rollout. In addition, our experts are available through service packages should a new need arise.

Q. What kind of ROI can I expect from RealCall™?

Payback depends on the size and structure of your organization and how your metrics are tracked. As a general rule, however, RealCall™ should pay for itself within the first year of implementation by reducing agent training time, improving retention, lowering average handling time, increasing first call resolution, and speeding continuous training efforts. Our specialists will help you develop a business case customized to your organization that takes these factors into account.

Beyond these hard, measurable data points, RealCall™ also provides ROI by improving customer satisfaction with your contact center. Many customers will judge the quality of your organization by the quality of your contact agents. RealCall™ gives you the ability to improve that experience immensely. Agents will be better prepared to answer customer questions, and will have improved telephone skills. They will be able to enter data more accurately from day one, and pull up relevant customer information. And, they will be trained to offer up-sells and cross-sells in order to improve the profitability of captured customer contacts. In short, your organization will be better able to distinguish itself on the contact center floor.

Q. How is RealCall™ different from other products in the market?

There are several key differences. One is the advanced speech recognition engine. It allows RealCall™ to listen to agent responses during the simulation and provide immediate, automatic feedback and remediation when important points are missed via the Real-Time Coach. Learning takes place throughout the simulation, and agents are given the ability to re-try and make corrections before continuing, thereby reinforcing the desired responses. Other simulation products use silence detection that simply waits for the agent's speech to pause before continuing with the script, with no regard for the content of the response. In addition, with other products agents may not know they have made a mistake until they compare their responses to the appropriate ones after the simulation has been completed.

Another difference is that RealCall™ is able to create a simulated replica of the organization's live data systems, allowing agents to practice skills such as data entry and information lookup without putting customer data at risk. Together with RealCall™'s advanced speech recognition engine, it totally immerses the agent in an interactive simulation that closely mirrors the actual contact center floor

Unlike other simulation products, RealCall™ doesn't require any programming skills to create or update simulations. Our intuitive SimGen™ tools allow anyone who has a firm understanding of the business issues, a creative mind, and the ability to use a mouse and a keyboard to create complete voice and system simulations. Subject matter experts no longer have to involve the IT department for development and changes, saving time and resources.

The Knowledge Center provides an online resource that includes best practices, quizzes, and other study aids to promote deeper learning.

Finally, the reporting suite measures more than 110 metrics to provide detailed reports on everything from the agent level to the enterprise level.

Q. What is the value of simulations over other training methods?

While learning can take place in a number of ways, simulations are the best method because they totally immerse agents in the environment in which they are expected to perform. They provide the type of experience normally gained on the job, but without risking live customers or data.

Research by the National Training Laboratory (NTL) bears out the effectiveness of simulations. According to their studies, 90 percent of all learning comes from the ability to simulate a real experience - practice, with coaching.

Another study by the Harvard Business School states, "The experts in learning gathered at the (Adult Learning Workshop) were clear that no matter what the medium through which the educational materials are delivered, students must have time and opportunity to practice what they are learning. Simulations obviously offer the kind of almost real-world experience combined with the potential for rapid feedback that motivates learning.* "

Simulations simply offer a level of learning not achievable through other training methods.

* DeLacey, Brian J., and Dorothy A. Leonard. "Designing Hybrid Online/In-Class Learning Programs for Adults," Harvard Business School Working Paper Series, No. 03-036, 2002.