

Experience Success Program

Your Success Is Our Goal

Experience is all about empowering you, our client -- giving you **our** best so you can in turn give your customers **your** best.

Doing our best means making our implementation and training process as stress-free and uncomplicated as possible through our **Experience Success Program**. The Success Program, along with your eLoyalty Success Engineer and training curriculum, will help guide you through a smooth implementation, getting you up and running quickly.

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Success Training

As part of your **Experience** services, eLoyalty has a self-paced "train-the-trainer" eLearning curriculum to train your management, supervisors and agent trainers - delivered through our TeleTech Technology Online Training College. Our program also includes two 2-hour instructor-led virtual classes via web conference to answer questions and provide additional live assistance from our contact center training experts.

Success Engineer

Every **Experience** client is assigned a Success Engineer who will be your point of contact for the Success Program. This contact will participate in the kick-off call, provide technical consultation after completion of the Program Workbook and assist in go-live readiness preparation.

Success Value-Add

Although **Experience** is designed to provide easy self-service training, setup and configuration by the client, we offer value-added service packages for clients desiring enhanced training and implementation assistance.

Experience *Success Steps*

Step 1: Getting Started

- Complete onboarding training
- Project kick-off
- Validate environment access (*icPortal*[®])
- Complete Success Program Workbook

**Implementation
Made Easy with
Our Guided
Success Steps**

Step 2: Setting Up

- Complete pre-build configuration tasks
- Import agents into *icPortal*
- Configure in-scope components

Step 3: Gaining Knowledge

- Trainers complete eLearning training curriculum
- Trainers receive instructor led WebEx training

Step 4: Training the Users

- Distribute software to end user workstations
- Train end users

Step 5: Deployment

- Execute application validation
- Complete pre-deployment checks
- Go Live!
- Transition to Day 2 Support

Customer Satisfaction: Pass It On!

Experience is all about a great customer experience – the experience you **receive** as our client, and in turn, the one you **provide** to your customers. Our Success Program gives you the tools and support needed to help make you a happy customer, enabling you to pass it on to the customers you serve.

Why eLoyalty?

eLoyalty, a TeleTech company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation, has received the Cisco Advanced Technology Partner Certification for Contact Center Enterprise and Customer Voice Portal, and the Cisco Customer Satisfaction Award every year since 2007. We are the only Cisco Cloud Partner offering a solution with this type of increased flexibility and capability incorporated directly into the HCS platform. With a 95 percent client renewal rate, eLoyalty has proven itself a deserving partner as it helps chart customer experience technology roadmaps, implementing cloud systems to provide safer, faster, smarter, and more agile service interactions. For more information, contact us at solutions@eloyalty.com or visit eLoyalty.com/midsize.

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