



## Fact Sheet

# Leverage your Knowledge for Employee Success

## Onboard New Agents 50% Faster

Leverage USU knowledge management to transform your customer service into a consistent, accurate customer satisfaction machine.

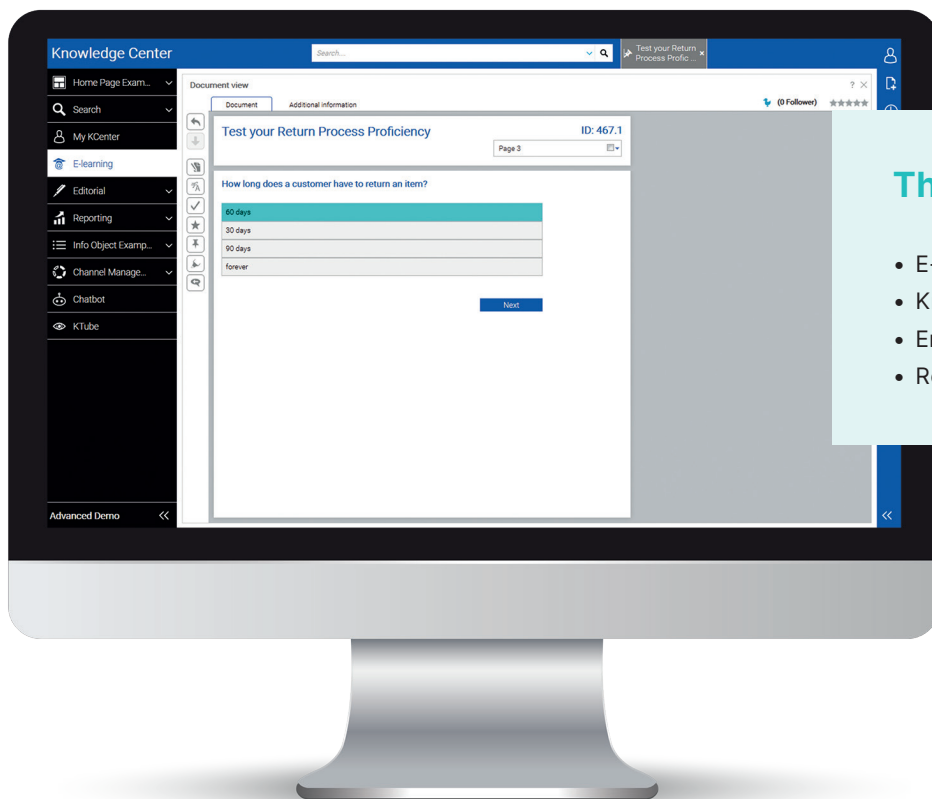
### Align Remote & Global Teams

- Boost skills and agent confidence
- Increase consistency across teams
- Onboard new agents faster with quick, simple e-learning
- Increase employee retention with better training
- Use existing content to easily create courses
- Track progress, results and discover skill gaps

### Your Training Team Will Love It

- Offer weekly quizzes to drive user adoption
- Verify important updates and department news
- Complement your LMS to create knowledge checks
- Use a single source of truth as part of your employee's learning path
- Assign different courses to different skill levels
- Incorporate tutorial videos and training material
- Motivate employees by issuing a completion certificates for successful trainings

USU Knowledge Management offers built-in e-learning to enable service teams to deliver consistent experiences that delight customers and keep them coming back.



### This includes:

- E-learning courses
- Knowledge checks
- Employee assessment
- Reporting & Analytics