

LIVE WEBINAR

World-Class Training Initiative In Action

Today's Speakers



Lamont Exeter

Vice President and Partner, Global
Innovations
TTEC



Colin Daymude

Director of Product Marketing
mLevel



Jake Miller

Product Marketing Manager
Allego

Integrated Technologies



TTEC

- Instructional designers created and implemented the program in just 60 days
- Used previous ILT management certification material
- Incorporated science-backed methodology



mLevel

- Engaging and fun learning games throughout the training
- Leaderboards for friendly competition
- Powerful analytics to show knowledge gaps



Allego

- Short videos allowing coaches to provide one-on-one feedback

State-of-the-Art Program

3 Objectives



Visually Engaging

- Game-based activities
- High definition graphics
- Personalized user path
- Leaderboards



Methodically Sound

- Backed with science-based learning techniques
- Reinforcement and spaced repetition
- Personalized coaching



Financially Beneficial

- Over 24 hours saved per trainee
- 1.34 Million saved first year

Powerful Results



Over 24 hours saved
per trainee



Over 90 total hours
saved per training
leader



Ramp up time just 60
days



Millions saved in
training costs

To Map

ttec

teletech

Oracle Manager Self Servicee

CLICK TO START

FULL COURSE



Visually Engaging

Bus route themed learning path

User-directed pace and pathway

mLevel learning games and leaderboards

High-definition graphics

Short and engaging videos

MANAGEMENT
CERTIFICATION



Module	Duration	Prerequisites	Completion
Module 1	15 minutes	None	Completed
Module 2	20 minutes	Module 1	In Progress
Module 3	10 minutes	Module 2	Not Started
Module 4	25 minutes	Module 3	Not Started

When should you review post-event surveys in TTEC University?

During training

After training



Methodically Sound

Instructional designers looked to science-backed methods to develop questions

Including Bloom's Taxonomy, reinforcement, spaced repetition

Backed by real-time data and analytics to track user knowledge



The Methodology



3D Business Environments



Responsive Assessments



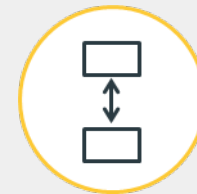
On-Demand



Interactive Micro-Content



Social Collaboration



Asynchronous



Interactive and Social Videos



Gamification



Lower Support Ratio

Start Here

Financially Beneficial

Over 24 hours saved per trainee compared to ILT training

PRO Team leaders each save 19 hours

Coaches each save 24.2 hours

4.75 hours saved nesting

= 1.34 million saved in time, planning, and effort recovered

Q and A

Thank You!

Join the discussion:



/mLevelLearning
/ttec
/allego-inc-



@mLevelLearning
@ttec_com
@allegosoftware

Contact our presenters:



Colin.daymude@mLevel.com
Lamont.Exeter@ttec.com
Jmiller@allego.com