World-Class Training Initiative In Action

LIVE WEBINAR
Today’s Speakers

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TTEC

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mLevel

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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
Visually Engaging

Bus route themed learning path
User-directed pace and pathway
mLevel learning games and leaderboards
High-definition graphics
Short and engaging videos
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

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Financially Beneficial

Over 24 hours saved per trainee compared to ILT training

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
Thank You!

Join the discussion:
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