

Clarity Gets Call Center Representatives Up-to-Speed on New Software

Challenge

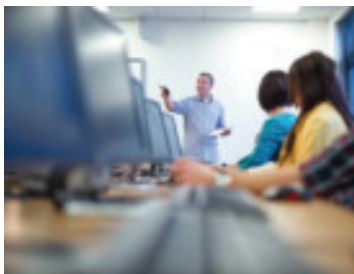
An international health information management systems provider needed to update its call center software. The software helped the company respond to customers' service and support questions.

Opportunity

The information technology (IT) professionals who staffed the call center needed training to enhance their effectiveness. They needed to fully understand the imaging equipment and information management systems that they discussed with various healthcare professionals and administrative personnel. Clarity provided an experienced instructional designer who developed a series of instructor-led training programs and accompanying materials.

Results

The programs, developed over a five-month period, focused on how the imaging products were used, the interface with the information management systems, and the workflows used by both healthcare professionals and hospital administrative personnel. The programs also raised awareness about the



importance of communicating effectively and building on the company's reputation for providing excellent customer service. The instructional design consultant attended the first several training sessions to adjust the content as needed.

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Clarity enabled the client to:

- Get IT professionals up-to-speed on new call center software.
- Improve the communication and customer service skills of its call center employees.