

Clarity Helps Telecom Company Get in Compliance

Challenge

The sixth largest wireless telecommunications network in the United States needed to change two of its billing systems because of a change in Federal Communications Commission (FCC) regulations.

Opportunity

Sales and customer service representatives needed to learn how to implement the new systems. Because the workforce was dispersed across the United States, company executives opted to use an eLearning format. Clarity provided a seasoned eLearning consultant to design and develop the training modules.

Results

Over an eight-week period, a Clarity consultant designed and developed two eLearning modules demonstrating the step-by-step procedures for the new billing systems. The consultant wrote text for different scenarios, designed graphics and developed two versions of an eLearning module, including



a quiz to see whether additional training was necessary. Thousands of sales and customer service representatives were trained nationwide.



Clarity enabled the client to:

- Get customer service and sales employees up-to-speed quickly on the new procedures.
- Demonstrate compliance with the new FCC regulation.

► Do you have critical projects to complete, but lack the necessary resources to get the job done? [Contact us.](#)