



SkillSet - the SAP and training specialists since 1991

Customer Service Centre: Blended Training

Blend of traditional training and eLearning for SAP

The Challenge

A major multinational oil company was establishing a new Customer Service Centre in Prague to replace existing centres located throughout Europe. They were expecting a relatively high staff turnover and so required a training solution that would cover ongoing training and support needs as well as initial roll-out.

SkillSet Approach

SkillSet was contracted to develop and deliver SAP training for front and back office roles for the new centre. We recommended and implemented a blended solution comprising a mix of PowerPoint, eLearning “simulations”, and hands-on exercises in SAP. All three of these methods were used in the classroom but students also practiced on the eLearning simulations at home and outside the classroom.

Users first learned the process (PowerPoint), then the basic transactions in the safe, simulated eLearning environment before moving onto the system itself. Students found great benefit from the eLearning both during the training and afterwards when they could easily refer back to it if they needed to refresh their knowledge.

Two other important outputs of the eLearning development were user documentation and “in application support” where instructions pop-up to assist users when in the live SAP system. These two features saved considerable time and money in manually producing user handbooks and on-line help.



Multinational Oil Company

Value delivered

Blended Training

Combining traditional classroom training with other methods can increase cost-effectiveness.

eLearning is an extension of computer based training and can be used in self-learn or instructor led situations. The latest eLearning tools allow high quality content to be produced rapidly.

Remote training using tools such as LiveMeeting, Net Meeting and WebEx, allow instructor led training to users in distant locations.

Integrating these elements with an effective **operational support** environment—ongoing training, discussion forums, documentation, etc.—leads to operational excellence.

Outcome

The organisation successfully trained incoming staff who enjoyed their initial training. The organisation used this programme as a flagship for other training programmes and adopted the eLearning approach as a global standard.

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Employing 250 local graduates to staff a new pan-European B2B customer service centre presented an interesting challenge. We used eLearning combined with traditional presentations and exercises to achieve success