SKILLSET

DESIGN · DEVELOP · DELIVER

Face to face training

Delivered for LIVEPERSON

AT A GLANCE

- In-depth training for professionals who manage messaging software
- Undertaken in 7 different countries in 3 different languages

LIVEPERSON | INSTITUTE

THE CLIENT

LivePerson makes life easier for people and brands everywhere through trusted conversational AI. The Conversational Cloud, the company's enterprise-class platform, empowers consumers to message their favourite brands just as they do with friends and family. More than 18,000 customers, including leading brands like HSBC, Orange, and GM Financial, use LivePerson's solutions to orchestrate humans and AI at scale and create a convenient, deeply personal relationship with their millions of consumers. This helps them to reduce costs, drive revenue, and create meaningful connections.

LivePerson Institute offers in-depth training and certification courses for professionals who manage messaging programmes using the Conversational Cloud. SkillSet partnered with the LivePerson institute in 2018 to help design, develop and deliver the Institute's global training offering.

FEEDBACK FROM BRANDS:

"Excellent training course. Right pace, right level."

"Really enjoyed it and was very useful. I hope there is further training similar to this."

"LivePerson Institute brought to my team the knowledge, expertise and tools to optimize and scale the messaging programmes in our company's projects. Looking forward to attend the next course!"

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Tailored learning solutions

skillset.co.uk   +44(0)1252 810 061   info@skillset.co.uk

OUR APPROACH

In partnership with the LivePerson Institute, we designed and developed a suite of courses covering both the mindset/behaviour changes needed as well as the system knowledge necessary to ensure a brand successfully implements a messaging programme.

The courses jointly designed and delivered by SkillSet cover;

• Messaging foundation

• Conversational design

• Messaging programme optimisation

• Integrating Conversational Cloud with mobile applications

These courses combine SkillSet's learning and development expertise and deep understanding of software technology. For example, this helped developers to use LivePerson's software development kit to embed messaging within mobile applications.

The **Conversation Tester** tool requires the entire pipeline for messaging to be in place and ready with an online agent connector.
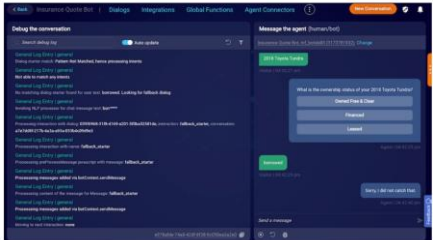

THE RESULTS

The training programme developed by SkillSet and the LivePerson Institute has been rolled out to LivePerson's operations in North America and Asia Pacific. Delivery has been undertaken in seven different countries in three different languages by SkillSet.

To learn more, please visit
https://institute.liveperson.com.
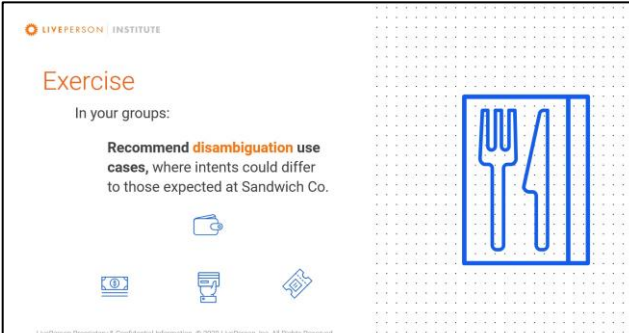
OUR CLIENT'S FEEDBACK

"As part of setting up LivePerson Institute, we were looking for a company that we could partner with to give us the flexibility to develop into completely new areas (for us), as well as finding ways to keep servicing the work that was part of business as usual. Working with SkillSet has allowed us to do this and even more. The partnership between LivePerson and SkillSet is the way a partnership should be: getting the work done, finding new and better ways to identify and resolve the task at hand."

Rolph Danko, director at LivePerson Institute

ABOUT SKILLSET

SkillSet has been designing, developing and delivering training programmes since 1992. We work closely with our clients to make sure we understand their needs and deliver the most effective solution. We work hard to develop long-lasting partnerships - that's why we have clients that we've worked with for more than 25 years.

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