

User Adoption

Admin & User Content



Interactive Courses



Engaging Formats



Guru Sessions



Webcasts

Device Based Content



Manage Progress



Desktop & Mobile Apps



In-depth Functionality



Manage Performance

Adoption Platform



Assign Content



e-Learning Platform Access



Real-time MI

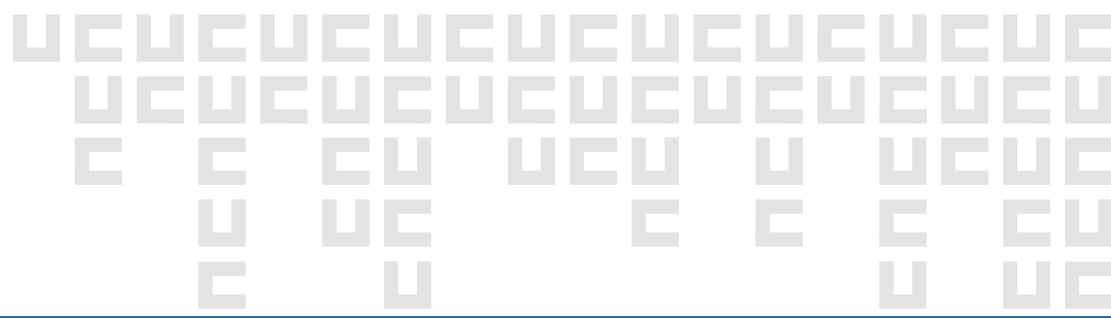


Ai-Powered Search

Unlock Key Features

Adopt Functionality

Deliver ROI



Soft Skills & Business Skills

Get more out of the person behind the phone!



Soft Skills

Personal traits or skills which can significantly affect the productivity and effectiveness of all employees



Business Skills

Specific to a particular role, where following 'best practice' will have a positive impact on business performance

Adoption packages available via the ucSKILLS platform

£10*
SOFT SKILLS

£10*
ADMIN & USER CONTENT

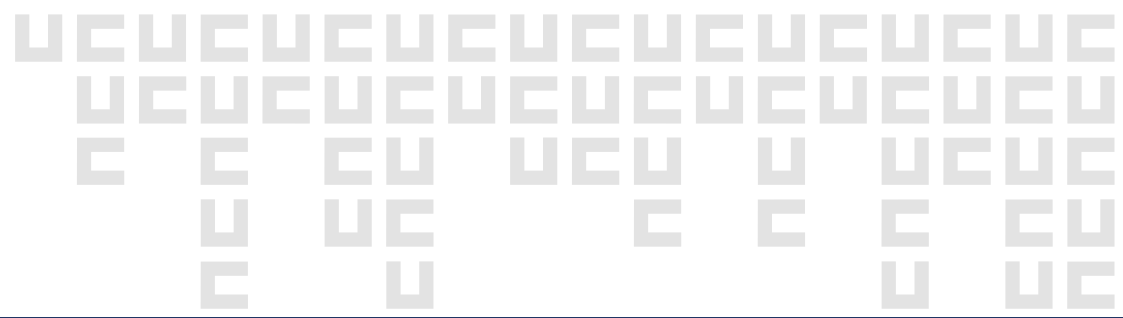


£10*
BUSINESS SKILLS

The ucSKILLS platform was very helpful, we gained a good insight into many features that I was unaware of, and have now taken full advantage.

We would not have been able to manage our system without ucSKILLS. What appeared daunting at first was explained clearly.

Now we know how to provide our users with access to this knowledge, through well-managed learning journeys.



User Adoption Packages

Adoption Platform

Admin & User Content

- An Introduction to Business Portal
- Core Telephony Features
- Auto Attendant & Hunt Groups
- Call Centre Administration
- User Admin & Features
- Call Analytics - Insight
- Call Analytics - Report
- Call Analytics - Premier

Device Based Content

- We cover handsets from the following manufacturers: Poly, Yealink & Cisco

In addition:

- Webex Desktop Application
- Webex Mobile Application

Soft Skills

- Customer Service Skills
- Management & Leadership Essentials
- Communication Skills
- Time Management
- Telephony Skills
- Managing Performance
- Sales Effectiveness
- Conducting Impactful Sales Presentations
- Health & Well-being
- Leading Change

Business Skills

- HR Essentials
- Fire Safety
- Finance for Non-Finance
- Leading Virtual Teams
- Project Management Fundamentals
- Health & Safety
- Understanding G.D.P.R.
- Excel Essentials
- Effective Remote Working
- Equality & Diversity
- Transitioning to the New Normal
- Continuous Improvement
- Returning Back to the Workplace
- Supporting your Team back to the Workplace