



Virtual Training Systems prepares individuals with unique employment needs as work at-home call center agents

Providing qualified candidates for at-home call center agent programs requires effective screening and training. For this non-profit organization which prepares disabled or economically challenged individuals, the right tools are critical. Learn how Virtual Training Systems (VTS) was able to serve this population using Knowlagent.

Key Initiative

VTS develops e-learning educational programs for deployment throughout the United States and is a leader in providing these online job training services to disabled veterans, other individuals with disabilities, and economically disadvantaged Americans for home-based employment. These candidates come to VTS through other non-profits, local community groups and military and/or veteran's family groups. Candidates are referred for placement in third-party call centers, private organizations, and government agencies. Key to the success of their program is effective screening and training of the applicants to maximize their chances of employment.

Solution

VTS implemented both Knowlagent's Hiring and Training Solutions as an integral part of their "Agent 101" process, which includes educating and assessing candidates as well as training them in customer service skills. Knowlagent Hiring provides a scalable process that helps ensure that candidates and hiring organizations make informed decisions. Candidates get a realistic preview of what it is like to work in a call center environment, and hiring organizations determine whether VTS candidates have the right skills and traits to work in their environment. Ensuring that VTS candidates have a high probability of success as at-home agents is critical to the program. To further ensure that success, Knowlagent Training prepares them with the information and skills they need to become certified on basic service and service-to-sales call types. The hiring organizations that partner with VTS know that candidates are well-prepared for remote agent roles.

Impact

As a result, VTS provided training to 364 qualified candidates.

Results at a Glance

- Provided opportunity to 364 qualified candidates
- Created a scalable, repeatable process for hiring the right people
- Provided skills training to certify candidates as at-home ready agents

