

# AI Training for Call Center Agent: Your Top 5 Questions Answered

*More and more call centers are turning to artificial intelligence (AI)-powered training, since it can be more engaging, impactful, and cost-effective than traditional one-on-one training*

## Will it integrate easily with my existing systems?

### Question

Our call center already relies on a large number of systems, solutions, and tools. I'm worried that adding an AI-based training solution will cause more problems than it solves, especially since we have many legacy platforms and disparate technologies.

### Answer

Second Nature's AI-powered training platform is designed to play well with your existing tech stack, with baked-in native integrations for the major LMS, CRM, and HR tools. You won't need any workarounds or extra tools.

## Will my agents actually use it?

### Question

My agents aren't enthusiastic about using AI tools. Some are scared that AI could take away their jobs, or nervous that they won't understand how to use the technology. If the new solution has a steep learning curve or isn't user-friendly, my agents simply won't use it.

### Answer

While the fear is understandable, this is where Second Nature's AI solution shines. In our experience, agents prefer training with our AI role plays rather than with a human trainer, since the stakes feel lower. Second Nature offers gamified, interactive sessions that employees enjoy, and dynamic leaderboards that boost friendly competition. Because the AI engine delivers timely feedback, your learners are motivated to immediately run another practice session and beat their previous score. We found that Second Nature users train 7x more than they did with traditional training.

What's more, Second Nature is always available. Your agents can do their training at a time that's convenient for them, instead of having to interrupt their workday or attend in-person training at awkward times or locations. All they need is a laptop and an internet connection. The solution has an intuitive interface so it's easy for new users to get started quickly, and offers plenty of support.

Companies that implement Second Nature report high levels of employee motivation and engagement.

## How easy is it to create courses with AI to suit our training needs?

### Question

Some of my sales enablement or L&D people are worried about implementing digital or AI systems. They are used to writing quizzes and running one-on-one role plays, not using AI. Are we going to need expert help to build new courses?

### Answer

Your team doesn't need to know anything about AI. Second Nature has an intuitive session editor and a range of training templates, so your staff can set it up easily. You can simply import content and convert existing sales materials like presentation decks and web pages into interactive training courses in just a few minutes and clicks. And then you can tweak the results if needed.

What's more, Second Nature's AI-powered tool learns from its users. It adjusts the experiences it offers to match each user's learning style, experience, needs, and progress, delivering training that's far more customized than traditional training.

## Can AI scale to match my organization?

### Question

Scalability is a real priority for us. I'm used to traditional training, where I can always promote more managers if my training needs increase. I'm not sure whether an AI training solution can scale to meet my growing needs.

### Answer

Second Nature's AI solution is far more scalable than traditional training, because you can add an unlimited number of users instantly. It's also faster to create new sessions using AI than to train new trainers, or for your current trainers to master new material well enough to lead training sessions and role plays. With Second Nature's AI-powered session editor, you can build full courses and training libraries in just a few hours, and you need nothing more complicated than a laptop.

If much of your workforce works remotely in a different time zone, Second Nature's AI training is also the best way to scale individualized training. It allows every agent to hold realistic role plays with a one-on-one AI trainer and receive instant, personalized feedback. Otherwise, agents on the other side of the world would have to get up in the middle of the night for a video conferencing role play.

What's more, Second Nature's AI training enables your managers to be more effective and efficient. The AI frees them from spending hours analyzing and scoring practice conversations, and the dashboards make it easy for them to see which employees need more support. Now they can invest their time in one-on-one coaching for people who are struggling, without the pain of watching and listening to numerous training sessions.

## How much does AI training cost?

### ? Question

Budget is always an issue for us. Will we be able to afford these advanced AI solutions?

### ✓ Answer

AI training is much more cost-effective than traditional training. The initial financial outlay is very reasonable, with scalable subscriptions, and licensed users. It costs very little to prepare a new session or training program, and once prepared, they can be used an unlimited number of times for an unlimited number of agents.

## Second Nature's AI training platform: Ideal for Call Centers

### Second Nature is the ideal AI-driven training platform for call centers since it offers:

- 1 An intuitive course editor and a range of templates enable you to build a library of training sessions in minutes
- 2 Easy-to-use training sessions and extensive support for new users
- 3 Scalable license system so you only pay for the users you need
- 4 Personalized sessions that automatically adjust to each agent's needs
- 5 Integrates with all major LMS, HR, CRM systems
- 6 Gamification and dynamic leaderboards for engaging, interactive learning experiences
- 7 Fully scalable, robust infrastructure
- 8 Always available anywhere, anytime, with timely unbiased feedback
- 9 Manager dashboards that guide you to the employees who need more support