Ascentify eSuite combines process training with language communications and soft skills development. Our integrated assessment and training platform enables you to test, train, and audit an agent’s progress from recruiting, to on-boarding, to on-the-job training resulting in proven agent effectiveness and productivity.

Ascentify customers see significant return on their investment as a result of cost containment and increased productivity.

- Reduction in early attrition: 3%
- Average improvement in CSAT: 4%
- Improvement in average call-handling time: 10%
- Reduction in customer communication defects: 15%
- Improvement in throughput - more agents move to production seats: 18%
- Reduction in training time associated with employee on-boarding: 20%

Our solution has proven to enhance the training and assessment process by helping to standardize evaluations, reduce ramp-up times, increase individual performance scores, and move more agents to production.
From an advanced learning perspective, our **Scenario** capability enables our customers to develop training scenarios that capture real-life customer/agent interactions to create adaptive training units that can be used for any form of role-play type training (verbal and non-verbal). Our Scenario feature improves agent comprehension and ultimately judgment resulting in operational improvements in first-call resolution, reduction in call-handling times, and overall improvements in CSAT or NPS scores.

**Flexible to Deploy Across Industries and Business Processes**

The Ascentify solution is flexible and configurable enabling you to utilize your own training and testing content so that it is applicable and tailored for your specific business processes whether they are customer facing or back-office.

The ultimate goal is to make the agents more effective in their job function whether that is a **Collections** process for Financial Services, a **Sales** process for Telcos, **Claims** processing for Healthcare & Insurance, **Reservations** for Airlines and Hospitality or general **Customer Care**.

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**Diagram:**

- **RESERVATIONS**
- **CUSTOMER CARE**
- **OTHER INDUSTRIES**
- **FINANCIAL SERVICES**
- **CARD SERVICES**
- **COLLECTIONS**
- **FRAUD AWARENESS**
- **CLAIMS**
- **FINANCE AND ACCOUNTING**
- **ACCOUNTS PAYABLE**
- **ACCOUNTS RECEIVABLE**
- **TELCO’S AND CABLE**
- **SALES SUPPORT**
- **VERBAL**
- **WRITTEN**
- **SOFT SKILLS**
- **CULTURE**
- **COMPREHENSION**
- **JUDGMENT**
- **JOB SKILLS**
- **LIFE SCIENCES**
- **UTILITIES**
- **CODING**
- **CLAIMS**
- **SUPPORT**
- **BILLING**
- **COMPLAINT HANDLING**
- **CHANGE REQUESTS**

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Ascentify Designer

- Incorporate real person-to-person interactions to develop training scenarios that model real-life communications in order to enhance on-the-job training
- Combine job skills training with communication and soft skills development activities
- Develop training units that support Free-Form, Structured, Transcribe, and Type style writing activities
- Create new or leverage existing learning content – no programming required
- Every trainer can become a content creator

Ascentify Assess

- Self-registration portal for candidate sign-up for either in-house or external recruiting
- Assess job, language (verbal, written, & comprehension) and soft skills
- Customizable to business requirements
- Language assessments calibrated to CEFR standards
- Unified testing and training application enabling instructors to access testing data in order to personalize training programs
- Results available immediately

Ascentify Analytics

- Enterprise level performance and detailed activity tracking
- Assessment reports that detail areas for improvement for verbal and writing skills
- Personal dashboards to monitor performance and progress
- Scenario report enabling the Learner to self-evaluate the model path with the course they took
- Personal language tutor to help with vocabulary and pronunciation

Ascentify Player

- Contextual feedback to reinforce learning objectives
- Scenarios to model interactions – improve comprehension & judgment
- Assessments to test domain knowledge
- Immediate pronunciation scoring and phonetic feedback using industry-leading, real-time, speech recognition technology
- Immediate feedback for writing-based activities on grammar, spelling, punctuation, style, and custom & explicit content to use or exclude
- Comprehension activities (Reading, Listening, Situational)
- Grammar & Vocabulary exercises
- Dictionaries and Translations
- Personal glossaries of words & sounds to improve with built in tutorials

Ascentify Learning Media Inc.
44 Byward Market Square
Ottawa, Ontario, K1N7A2, Canada
info@ascentify.com
t. +1.613.244.1115
f. +1.613.244.1116
ascentify.com