cedar interactive

Systems Training

The Challenge

A key ingredient in the success of any new or upgraded software system, is the quality and skill of the users of that system. If new users can be trained to proficiency in a quick and economical way, the system itself has more chance of success. If training is delayed, or taught out of context, they will require more time and support, and more errors will be introduced into the system.

Software system training requires solving the following problems:
• Training on software which is still under development
• Ensuring that people can use the system to do their job better, rather than just know how to use the software.
• Train users as needed, not after enough people have been hired to hold a class

The Solution

Training development which plans for last minute changes to the underlying software system, using a RAD (Rapid Application Development) approach. This is done by basing training on cases, in which the larger procedures remain consistent. Most last minute software changes consist of changes to screens, which can be easily adjusted for new software screen design.

Training is provided in an online, modular, self-paced format, organized around real world tasks and situations. Systems are taught in context, so the learner can immediately apply what they learned on the job.

The Benefits

• Speed - People get up to speed faster, making them more productive
• Support - Less support needed, and fewer errors are made
• Timing - training can be delivered immediately instead of waiting for a class to be scheduled.

Social Security Administration Customer Service Reps (CSR's)

The Social Security Administration (SSA) annually hires and trains hundreds of Claims Representatives (CR's) and Service Representatives (SR's) nationwide to administer SSA's Title II (social security) and Title XVI (disability) programs. These are very complex jobs that entail skill in using SSA systems, integrated with policy knowledge.

By training on the systems within the job context, learners stay engaged, and learn to use the systems as an integrated part of the call-handling process.

If the system user interface screens change, those screens in the training course can be easily revised to accommodate the new user interface.

Alzheimer's Association Contact Center

The Alzheimer's Association needed a way to train new users and those needed refresher training on their MAS 500 Financial system.

Cedar Interactive provided online training which was task based, and gave the users hands-on experience. It also functioned as a task-based help system for later use on the job. The training was also embedded in the MAS 500 help system.

Main benefits of the solution included:
• *Effective - proficient use of an important tool translates into sound ROI for the amount of time devoted to processing information*
• *Accelerated Learning - the simulated environment ramps up learning much faster than a "trial and error" approach to competency*
• *Efficient - the online approach allowed users to train when it was cost effective and convenient. It also avoids the delays and costs associated with classroom training. Employees are brought to proficiency quickly, thereby increasing productivity.*