



Alpine Access University **Learn. Work. Play.**

At Alpine Access, we know that people are our most important asset. That's why we've created Alpine Access University—a learning program designed to help good Customer Care Professionals (CCPs) become great. We move your company beyond traditional courseware to strategic learning that not only produces the best CCP, but also saves you time and money.

OUR TRAINING MAKES THE DIFFERENCE

- :: Dramatically reduces employee attrition rates and saves time and money
- :: Shorter training times directly impact your bottom line
- :: Better learning retention makes a superior CCP and a happier customer, resulting in lower costs and higher quality.

WHERE LEARNING MEETS SCIENCE

Alpine Access changed the way people think about customer contact centers, and now we're pioneering a new way to learn in an at-home, virtual environment. Our innovative learning programs combine instructor-led classes with personalized, self-directed courseware and socially-based learning. This approach shortens training time, reduces attrition and gives you best-in-class employees.

THE EVOLUTION OF CUSTOMER CARE TRAINING

We've all sat through day-long corporate training sessions, but how much did you *really* learn after a day of lecturing?

In the past, everyone was taught the same way, at the same pace, with the same materials in a brick and mortar classroom. Most at-home providers take the same approach and simply put their classroom content online while conducting lectures over the phone. The result is isolated employees who find it harder to learn, high attrition rates, low learning retention and inefficient class time. This means high costs for your company and low quality for your customers.

Alpine Access University takes traditional training to a new level. Our students don't just sit and listen—they interact with the classroom facilitator and other students, experience real-life scenarios and demonstrate competency through a series of live tests. We keep them engaged and motivated, so when they talk to your customers, they're ready to deliver the best service possible.



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A VIRTUAL COLLEGE CAMPUS

Alpine Access University is organized around three core components: learning design and development, learning communities and learning technology—creating a virtual learning environment designed for our students’ success. It’s like a virtual college campus where employees learn, work and play.

PARTNERING WITH YOU

Business success can depend on how well CCPs know your customers and provide them with a positive experience closely linked to your unique brand and culture. Alpine Access University will implement an appropriate learning program customized to your exact needs and objectives.

We begin with a foundation of customer service fundamentals and best practices, then layer on company- and industry-specific information. AAU incorporates existing training materials, creates self-paced information, develops videos and teaches interactive courses on specific industry content defined by you.

At Alpine Access University, we use our considerable experience to create solid methodologies for developing and delivering customer care training. Not only that, our processes lead to cost savings for our clients, while producing a CCP you can be proud of to represent your brand.

HEAR THE DIFFERENCE

Alpine Access doesn’t just raise the bar, we take training to a whole new level, with Alpine Access University. Call us today to hear what Alpine Access can do for you!

TRAIN AND RETAIN

The number one reason good Customer Care Professionals quit in the first 30 days is poor training. High staff attrition rates can translate into huge losses, not only in training costs, but also lost revenues through agent inexperience. In fact, a customer experience impact report reveals that 71% of customers attributed poor customer experience to inadequate staff training.

Alpine Access University dramatically reduces employee attrition rates. We create an environment of support, and provide opportunities to help students learn in ways that work best for them, using communities of learning to support different learning styles. And because we’re a full-service, end-to-end provider of customer care, our employees have the benefit of continuous training. We provide self-directed refresher courses, and give our employees opportunities to grow both professionally and personally.

As a result, you can expect about 50% lower attrition than traditional solutions, happier customers and increased revenue.

FASTER IMPLEMENTATION

Because adults learn by doing, not by being told, hands-on-training begins the first day. In fact, our system of synchronous and asynchronous training and nesting results in shorter training times, a direct savings to your bottom line.