

Case History

UTILITIES; GAS & OIL



Client Needs

The challenge was to align customer service operators with consistent performance levels, introducing new procedures and promoting cohesive interactions with clients as a unified team

The Request

The client enlisted APPrendere's assistance in creating engaging learning content and identifying specific learner groups to transform the learning experience



The project

Three-year project, still ongoing:

- The Company has created communication channels aimed at giving voice to the local experts.
- The Training Academy came to life through the efforts of operators and the utilization of peer contributions.
- The two training administrators, who are part of the customer care team, transitioned into community activists and effectively leveraged all of Docebo's capabilities.



Results

Those who were unfamiliar with technology now confidently navigate the platform.

Users regularly access learning content and actively contribute to the forum.

The new learning content, edited by professional instructional designers, led to significant improvements in training completion rates.