

## **Ulysses Learning Invests in Upgraded Technology to Bring Clients Even Faster and More Cost-Effective Simulation-Based E-Learning Customization**

**April 16, 2019. New York, NY.** Leading contact centers have long benefited from Ulysses Learning’s artful blend of patented simulation-based e-learning, facilitated exercises, coaching and tools proven to build *Judgment@Work*<sup>™</sup> and dramatically lift first call resolution and customer satisfaction scores. Now, after making a significant investment to further upgrade their technology, the performance improvement company is able to bring clients high-end custom simulation scenario development services faster and at a fraction of the previous cost.

“We’re excited to be able to pass along this cost savings to our clients,” says Dina Vance, Senior Vice President, Managing Partner North America. “Our solutions have always stood apart from others because of our sophisticated approach to customer service and coaching training and the way we use real-world computer simulations to prepare contact center representatives. But customization of those simulations can be expensive, until now.”

Ulysses Learning’s consulting and research team confirms that the types of calls contact center representatives handle today are much more complex than even three years ago. Adds Vance, “Contact center associates are evolving into true customer advocates and advisors. Companies depend on them to possess even higher levels of product knowledge, combined with advanced communications skills necessary to navigate more emotionally-charged calls. Our simulations give representatives a much needed and safe space where they can practice these more complex calls, make mistakes, and learn from those mistakes without harming customer relationships.”

Ulysses Learning clients are calling the rapid scenario development tool a “game changer,” allowing them to quickly develop and mobilize training around new customer service issues and opportunities as they arise. The customized scenarios help to ensure that all representatives know exactly what to do or say when faced with a particular situation and to deliver the desired customer experience with confidence and consistency.

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*UlyssesLearning* was founded in 1995 as a joint venture with Northwestern University’s Learning

Sciences department and continues to bring clients new, innovative enhancements to its industry-leading training. Contact centers achieve profound business results, ahead of schedule, with Ulysses Learnings' artful blend of patented simulation-based e-learning, facilitated exercises, coaching and tools, that *redefine* the way customers are cared for and *transform* customer service, sales and coaching cultures. **Ulysses has the only training proven to build emotional intelligence or "EQ" so that *Judgment@Work*<sup>™</sup> can be confidently, consistently, and expertly applied on every call.**

**Begin your contact center transformation now.** Phone 800-662-4066 or visit [www.ulysseslearning.com](http://www.ulysseslearning.com) to get started.