

Ulysses Learning Unveils Client Zone 2.0 For Exceptional Contact Center Online Performance Support

August 4, 2020. New York, NY. Ulysses Learning officials have announced the release of a new version of its popular online performance support system for contact centers—Client Zone 2.0. According to Dina Vance, Senior Vice President for Ulysses, “Client Zone was originally designed as an online information portal, providing clients a full range of support resources and tools to use after implementing Ulysses’ contact center service, sales, and master coach training programs. Over the years we have made substantive investments in our client support materials, adding an extraordinary amount of intellectual capital to help our clients progress along the contact center continuum to achieve world class status.”

The new Client Zone 2.0 is organized by user audience to make it easier for leaders, master coaches, and trainers to access the information most meaningful to them. From a content perspective, it features enhanced case studies and best practices, representative incentive and recognition programs, training and coaching materials and tips, and an “ask the expert” feature to receive timely answers to tricky performance situations or circumstances as they arise. Among the brand new content, Client Zone 2.0 now provides users specialized advice to handle tough challenges unique to contact centers; skill refresher campaigns and contests; high-impact coaching guidance enabling reps to strengthen their emotional intelligence and customer bonds; and innovative strategies and tactics contact center executives can take to help representatives move along the skill mastery progression from “Early” and “Emerging” to “Transitioning” and “World Class.”

“We have long been known for our technology-based learning solutions in the contact center space, which given today’s business climate is needed more than ever before,” says Dina. “Client Zone 2.0 is another way we are helping contact centers guide their businesses successfully through this pandemic while dramatically lifting frontline performance and customer experience even further.”

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UlyssesLearning is excited to be celebrating its 25th anniversary this year. The company 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*[™] can be confidently, consistently, and expertly applied on every call.**

Ulysses Learning is a multi-year recipient of the Gold Stevie© Award for best contact center customer service training.

Begin your contact center transformation now. Phone 800-662-4066 or visit www.ulysseslearning.com to get started.