

Web Conferencing for Training

Web conferencing can assist a training department in many ways from training customers on new products and member benefits to easily connecting your remote customers. Learn More!

- **New Product Training**

Use web conferencing to demonstrate and train customers on new products that your business is promoting. Use our remote desktop control feature to troubleshoot any problems that your customers have.

- **Member Benefits**

Hold web seminars that inform and educate your customers of current and new member benefits that are available to them.

- **Record Training**

Record training sessions that new customers can view. With Readytalk you can record any web seminar that you hold. This will allow the customers who didn't attend and the new customers to view any past training session. These recorded web seminars are easily accessible and can be viewed multiple times.

- **Question and Answer**

Hold question and answer web seminars for your customers. ReadyTalk chat allows your customers to ask any question that they may have concerning your product or service. This allows you to hear and answer multiple questions all at once.

Using ReadyTalk, I demonstrated our online order process so participants could watch. It was fantastic because they understood what I was doing and it didn't take as much time to get through the process. ReadyTalk gives me the ability to be there in person without being there personally

-Jenett Hamish, Administration Manager, ServiceMaster Clean

- **Remote Customers**

Make it easy for remote customers to learn more about new products and member benefits. By using web conferencing for your training sessions, your remote customers will not have to travel to have their questions answered.

- **Increased Customer Satisfaction**

Use web conferencing to do all of the above and increase your customer satisfaction. Your customers will be pleased with your service or product when they have all of the above available to them without the cost of travel.