Nexshop Training Use Case

Interactive Training

By sharing the task execution processes and results, it enhances the knowledge and loyalty of employees, improves learner participation rate, and acts as a communication path between managers and employees.

Discussion topic

The quest participant with the most "Likes" (Ranking)

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Nexshop Training Use Case

Certification Program

Through the learning contents customized for individual's competence and the competence certification program, it motivates the sales associates to learn continuosly.

How to ∨

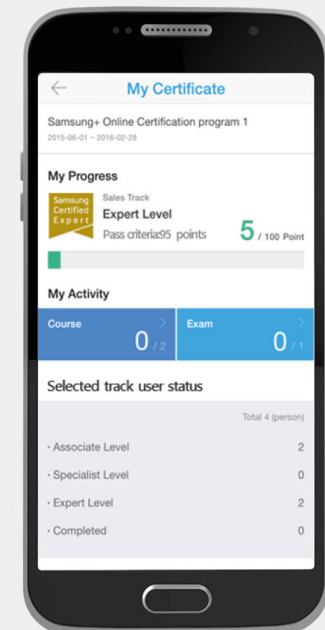|	
① **Check the certification track**	② **Learn certification contents**
③ **Meet the evaluation standards**	④ **Achieve Certification**

My Certificate

Samsung+ Online Certification program 1
2015-06-01 ~ 2016-02-28

My Progress

Samsung Certified Expert | Sales Track
Expert Level
Pass criteria95 points   **5** / 100 Point

My Activity

Course	Exam
0 / 2	0 / 1

Selected track user status

Total 4 (person)

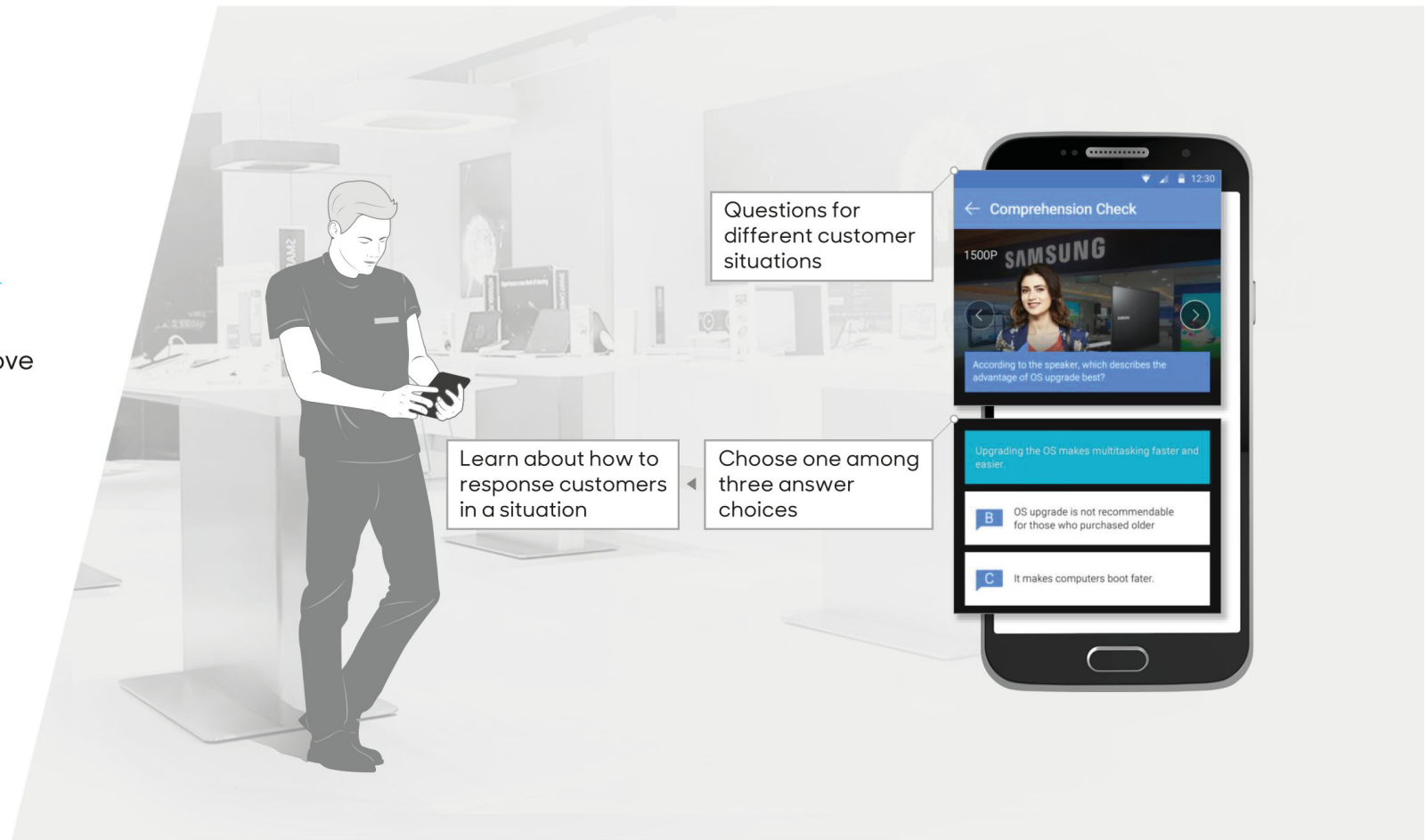|	
· Associate Level	2
· Specialist Level	0
· Expert Level	2
· Completed	0

Nexshop Training Use Case

Virtual
Customers

You can train sales associates using virtual customers to improve their customer reception skills.

Questions for different customer situations

Learn about how to response customers in a situation

Choose one among three answer choices

Comprehension Check

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According to the speaker, which describes the advantage of OS upgrade best?

Upgrading the OS makes multitasking faster and easier.

B OS upgrade is not recommendable for those who purchased older

C It makes computers boot fater.

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Real-time Statistics

By providing real-time statistics, the activity history of the learners can be compared, analyzed and reported.
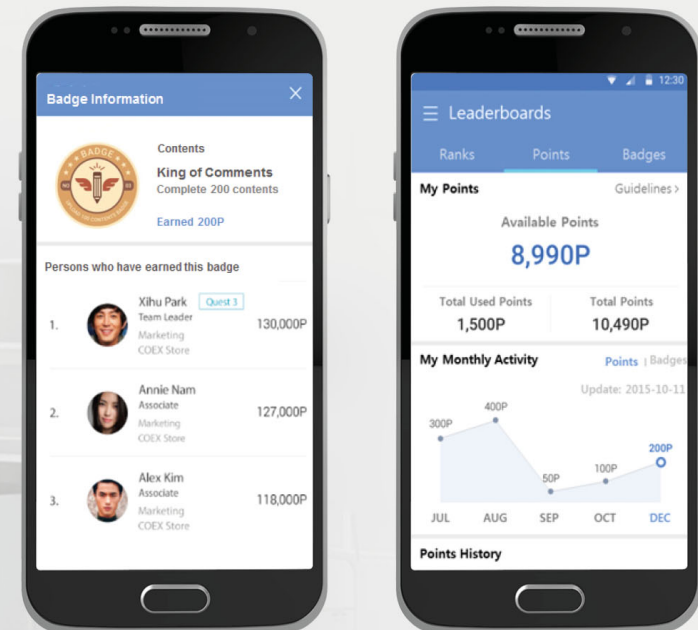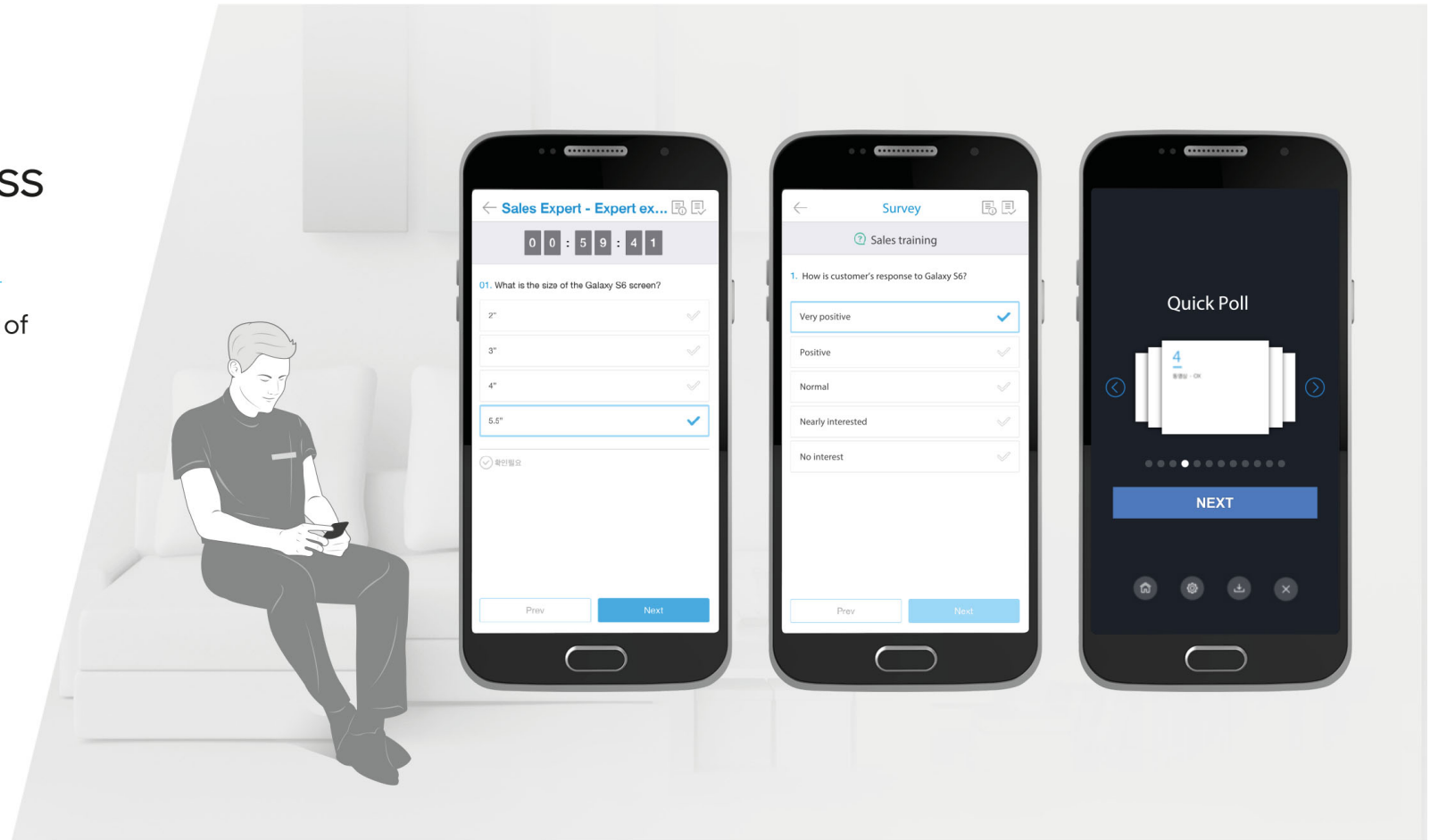

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Learning Progress Management

Manage the real-time progress of salespeople through various learning management such as test, questionnaire and voting.