



LEAD THE WAY

TRAIN CALL CENTER MANAGERS

The **Webhelp** Group is a European leader in outsourced customer experience.

GOALS

Improve team managers' effectiveness, expertise and self-assessment capacities, in order to improve team leadership and center performance.

TARGETS

Call centre staff evolving towards managerial functions

FORMATS



IN THE PRESS

Relation**Clientmag.fr**



OUR SOLUTION

A behavioural serious game introducing two managerial challenges: **improving relational abilities** and **acquiring technical skills**.

The player embodies a manager experiencing **six typical workdays**, in a virtual environment comparable to Webhelp's.

RESULTS

95% internal satisfaction rate

A method approved by customers!