

# How does E-learning with Knowledge Center work?

E-learning is an essential part of every contact center. Knowledge Center offers a built in E-learning module that is designed to help with the onboarding of new agents and to help your current agents stay up to date with your products/services.



**With Knowledge Center E-learning is easy:**

**Step 1:**

Create an E-learning course based on a particular topic. For example: Agent onboarding, agent training, new product, etc.

**Step 2:**

Create tests within the E-learning course for your agents in order to test their knowledge.

**Step 3:**

Assign the E-learning course to your agents.

**Step 4:**

Review your agent's results of the E-learning tests in order to identify knowledge gaps within your contact center. You can identify where your agents are proficient or areas of weakness where they might need additional training.

For more information about the E-learning functionality in Knowledge Center or for a free demo please contact [info@unymira.com](mailto:info@unymira.com) or call, 617-977-4167