



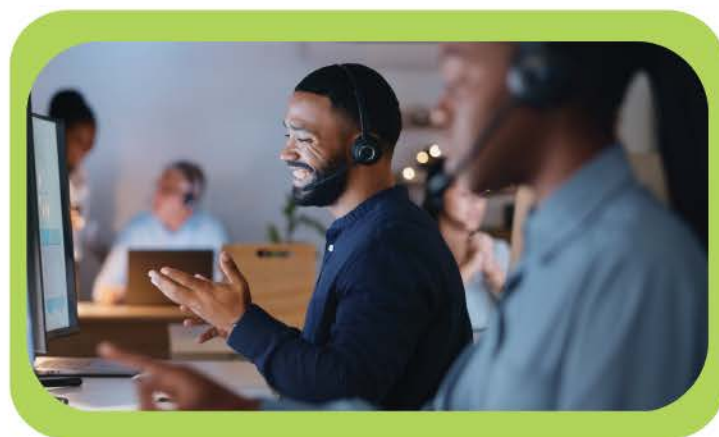
CASE STUDY

SymTrain's Automated Role-play and Coaching Software for the Insurance Industry

The Challenge

An insurance customer needed to accelerate onboarding time to keep pace with the organizational requirements to support customer needs. They had a sophisticated situational learning and certification process that was 100% manual. It started with peer-to-peer role-plays, followed by instructor-led round-robin and certification exercises. The final step was a two-week nesting period before completing a 14-week onboarding program and then graduating to work with customers.

The problem for new hires working with different subject matter experts was consistency and clarity of feedback. Shadowing existing employees was good to see success in-role, but it was also confusing for new agents to figure out how to apply knowledge. This led to a more extended period of time for individual contributors to achieve proficiency and realize their potential.



(870-796-8724)



www.symtrain.ai
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6230 Shiloh Road, Suite 200,
Alpharetta, GA 30005



Action

Leveraging SymTrain, our customer was able to start role-play exercises three weeks earlier than the peer-to-peer alternative. This resulted in 10 times the amount of repetition for each of their six different learning objectives, covering 22 different scenarios. New hires averaged two hours in five of their first seven weeks of training, with an average of 68 simulations over that same period. Prior to this, new hires were averaging 18 role-play exercises over the same period. In addition, our customer reported that having scores and the ability to audit all the exercises greatly impacted coaching feedback and reduced time for training facilitators, subject matter experts, and direct managers.



As a result of this program, the customer is creating many more scenarios and an iterative approach to achieve both situational learning and skills assessment.

Results

Our customer was able to cut down the time dedicated to situational learning from role-plays, certification, and nesting by 50% which had an obvious impact on resource requirements by 50%.



Less nesting
time



Resource
requirements

Plus, automating many of these exercises allowed managers and subject matter experts to allocate an additional 25% less support to the onboarding process. New hires reported the role-plays as being as effective as human-to-human exercises with considerably less anxiety.



Less support to the
onboarding process

