



SymTrain AI Coaching

vs.

Traditional Coaching

Personalization

1:1 adaptive coaching based on agent performance, progress, and real call data.

Group coaching, one-size-fits-all feedback, inconsistent follow-through.

Availability

24/7, on-demand coaching to train anywhere, anytime.

Limited to scheduled sessions; delays slow down learning cycles.

Data & Metrics

8+ scoring dimensions. Full transparency into agent progress.

Manual tracking, often subjective, hard to scale or audit.

Realism of Practice

AI-powered simulations modeled after real-life customer interactions.

Scripted, supervisor-led practice that lacks emotional realism.

Scalability

Scale from 10 to 10,000+ agents with no added effort.

More agents = more coaches needed, higher labor costs.

Cost-Effectiveness

Higher ROI through faster ramp-up & performance gains.

High overhead with diminishing returns.

Proficiency

Agents reach production floor in 2 weeks.

5+ weeks for agents to reach production floor.

Learning Retention

Repetition, immediate feedback, & real scenarios = deeper learning, faster.

Infrequent coaching = poor retention & slower performance gains.