



## enabley Case Study

**Bezeq**

### AT A GLANCE

#### Challenges

- Onboarding new employees
- Updating knowledge within the organization
- Updating client knowledge
- Inconsistence of data

#### Benefits

- Shortened theoretical course by 30% and entire course by 8.33%
- Assessment time reduced by 33.3% and checking time by 48%
- Shortened daily brief time by 53%
- Increased employee productivity by 2.4%
- Reduced time to complete feedback forms by 50%

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We've reduced unnecessary time and resources and earned a regulatory and professional level of alignment. Safe and secure that Bezeq online agents are aligned with all the regulations, rules, and guidelines.



**Lee Lemberg**  
Training Manager

#### Challenges

The main challenge was to manage the learning processes at the various centers nationwide, the preservation of professional knowledge and monitoring the learning curve of new employees upon entering the position.

#### Solutions

##### ONBOARDING

The theoretical element of the course was shortened by 30%, and the entire course was shortened by 8.33% (from 6 days to 5.5 days). In the remaining time, hands-on training is conducted, which results in more prepared agents from start.

#### Outcome

##### KNOWLEDGE ASSESSMENTS

Agent assessment test time was reduced by 33.3% (30min to 20min).

Reduced manual time and effort in the creation and checking of assessments by 48% (60min to 31min)

##### DAILY BRIEFS

The daily brief was shortened by 53% (15 min to 7 min)

Increase in productivity by 3%.

Easy access for quicker answering

Closer understanding of the daily briefing through comprehension questions, locating knowledge gaps and professional accuracy.

##### AGENT FEEDBACK

Time taken to complete feedback forms by managers – reduced by 50%.

Reports on employee progress and real-life performance are available for all.