



enabley Case Study



GlassesUSA.com

AT A GLANCE

Challenges

- Difficulty with documentation
- Looking to optimize sending updates
- Looking for a more efficient way to keep learners interested and engaged

Benefits

- Save money and time
- Increased efficiency
- Better communication



Enabley improved GlassesUSA.com's onboarding process and efficiency immensely. As a result of the platform, we have seen a 25% lift in onboarding efficiency and a reduction in training time.



Doron Pryluk
SVP CUSTOMER
EXPERIENCE

GlassesUSA.com

OBJECTIVES

- Accurately document and update training materials as the product changes rapidly
- Effectively send updates to global teams
- Compare team members in terms of learning more precisely
- Keep learners interested and engaged in learning and coming back for more

Solutions

- Streamlined onboarding process leading to a 25% improvement in efficiency and a big reduction in training time
- Improved customer satisfaction: we are able to get new team members up to speed quicker so can provide better service.
- Increased proficiency of team members: By providing more comprehensive training materials, team members become more proficient in their roles, leading to improved efficiency and productivity.
- Reduced training time: The streamlined onboarding process and improved training materials have resulted in a reduction in training time.
- Improved documentation and updates: Enabley has helped GUSA overcome the challenges of accurately documenting and updating training materials. Content calendars and training materials are now much more accurate and up-to-date.
- Enhanced global team communication: coordination among global teams, leading to better collaboration and more efficient workflows.
- Improved learner engagement: the platform is designed to keep learners interested and engaged, leading to better retention of information and improved performance.