



AI-DRIVEN CUSTOMER SERVICE EXPERIENCE AND EVALUATION

Level up your support teams with experiential learning, practice scenarios, and real-time feedback.

THE CHALLENGE

Traditional support training can feel like trying to learn a language using only flashcards — you can memorize the vocabulary, but miss the benefits of active listening, nuance, and conversational practice in a real-time, dynamic setting.

- **WIDE AND VARIED SKILL GAPS:** Team performance is hit or miss, with huge differences across individuals.
- **THEORY OVER PRACTICE:** Team members study hypotheticals and best practices but struggle to prep for real-world interactions with live customers.
- **SLOW FEEDBACK LOOPS:** By the time feedback rolls in, the moment to improve has passed.
- **FEW PRACTICE REPS:** Lack of authentic, interactive practice experiences can negatively impact confidence when facing real client situations.

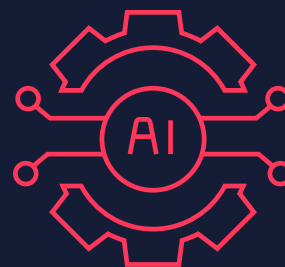
INTRODUCING SKILLSOFT CAISY™ FOR AGENTFORCE

The CAISY conversational training experience creates a safe, interactive space where employees can experiment, learn, and refine their communication skills. The best part? No judgment, no risk. Every response your learners make is met with real-time, adaptive feedback — not just highlighting what they nailed, but pinpointing the spots where they can grow.

Here's where Skillsoft CAISY™ for Agentforce changes the game for customer support training.

Forget about asking your people to wait for days for feedback after a tricky call. CAISY steps in immediately, evaluating real customer interactions using its conversation rubric to provide a criteria rating and instructive feedback. The magic happens when CAISY dynamically creates custom learning scenarios based on your team's actual cases, letting users practice for the situations that matter most.

The result? Faster feedback loops. Smarter team development. Real-world improvements you'll notice in every conversation.



Ever wish your support teams could practice tough work conversations without the pressure of getting it wrong? Meet Skillsoft CAISY™ (pronounced “K-see”), your AI-powered coaching partner for real-life learning in the flow of work.

A GLIMPSE OF THE EXPERIENCE AND BENEFITS

DRIVEN BY GENERATIVE AI TECH

Picture an always-on supercoach. The Skillsoft AI scores real-life support cases, then spins up mock scenarios based on your toughest tickets. Your teams get hands-on experience with curveballs that actually matter to your customers.

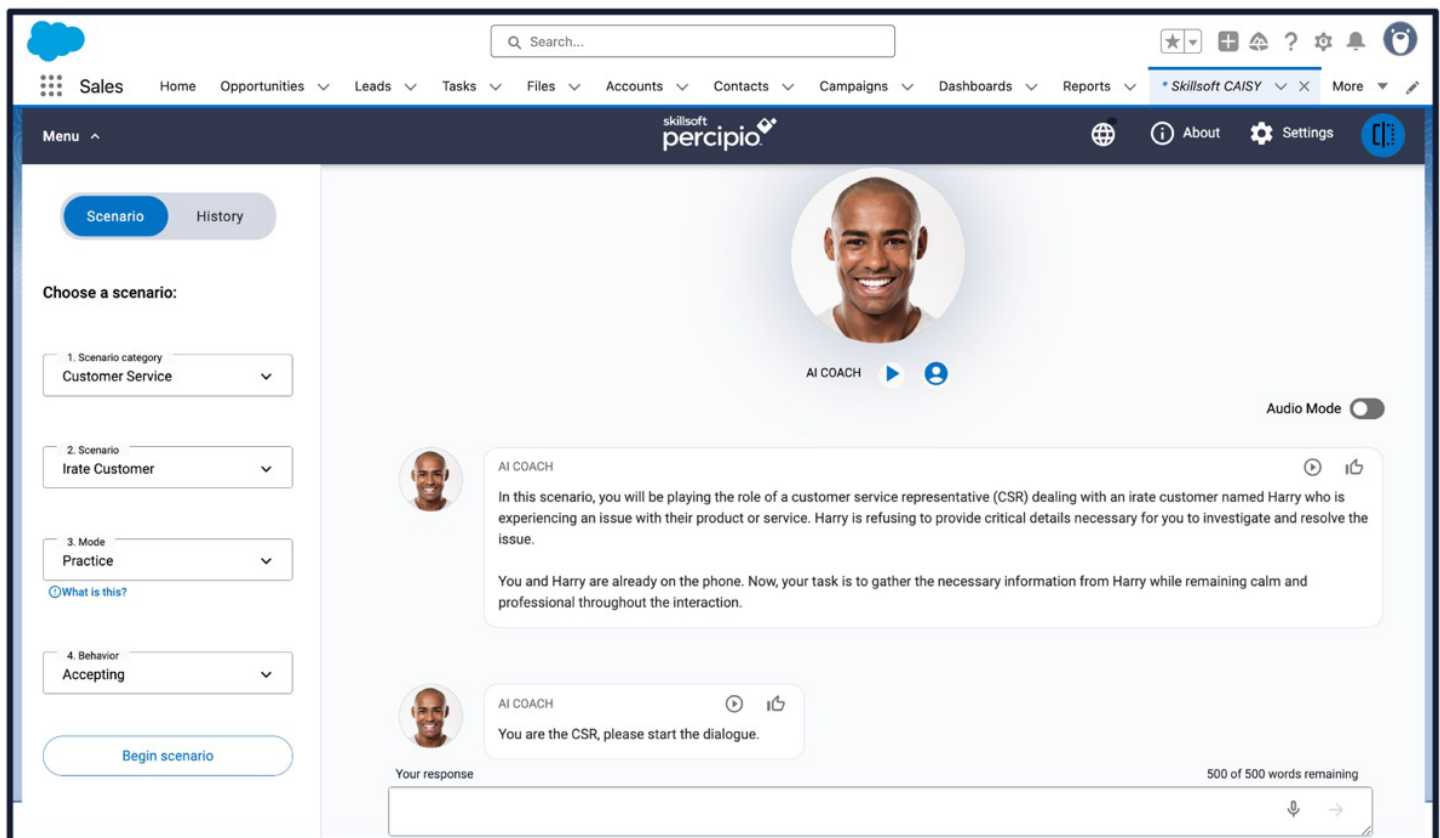
CUSTOM LEARNING RUBRICS

No more generic grading. Skillsoft partners with you to build custom rubrics to assess exactly what your business values, from empathy to product knowledge. We'll ensure you can assess interactions across multiple criteria and get actionable scores that go beyond "good job" or "try harder."

Today, we work with you to build these custom rubrics using manual engineering and testing. Coming soon, we plan to enable self-service authoring and testing.

REAL-WORLD SIMULATIONS

Practice does make perfect, but only if your support teams practice the right stuff. Our AI-driven simulations drop employees into realistic, dynamic customer conversations. They'll build skills and confidence handling situations that look and feel like the ones they face every day.



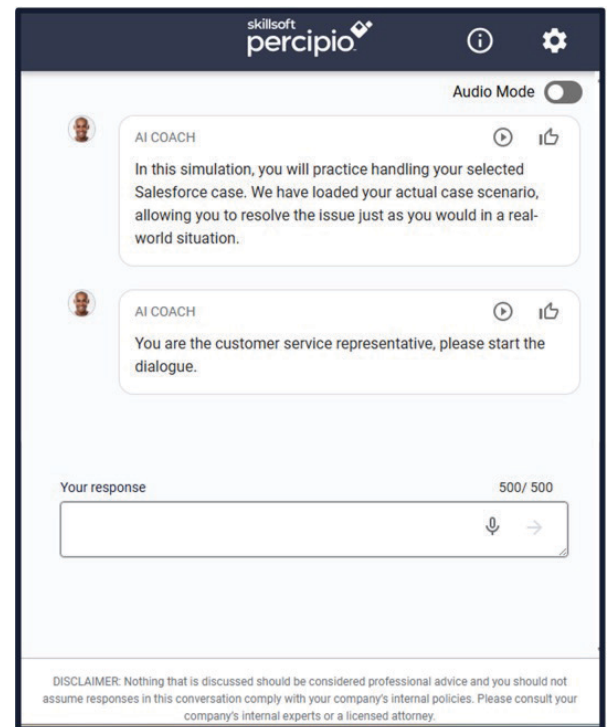
A glimpse of the Skillsoft CAISY™ scenario within Salesforce

INSTANT RECOMMENDATIONS FOR IMPROVEMENT

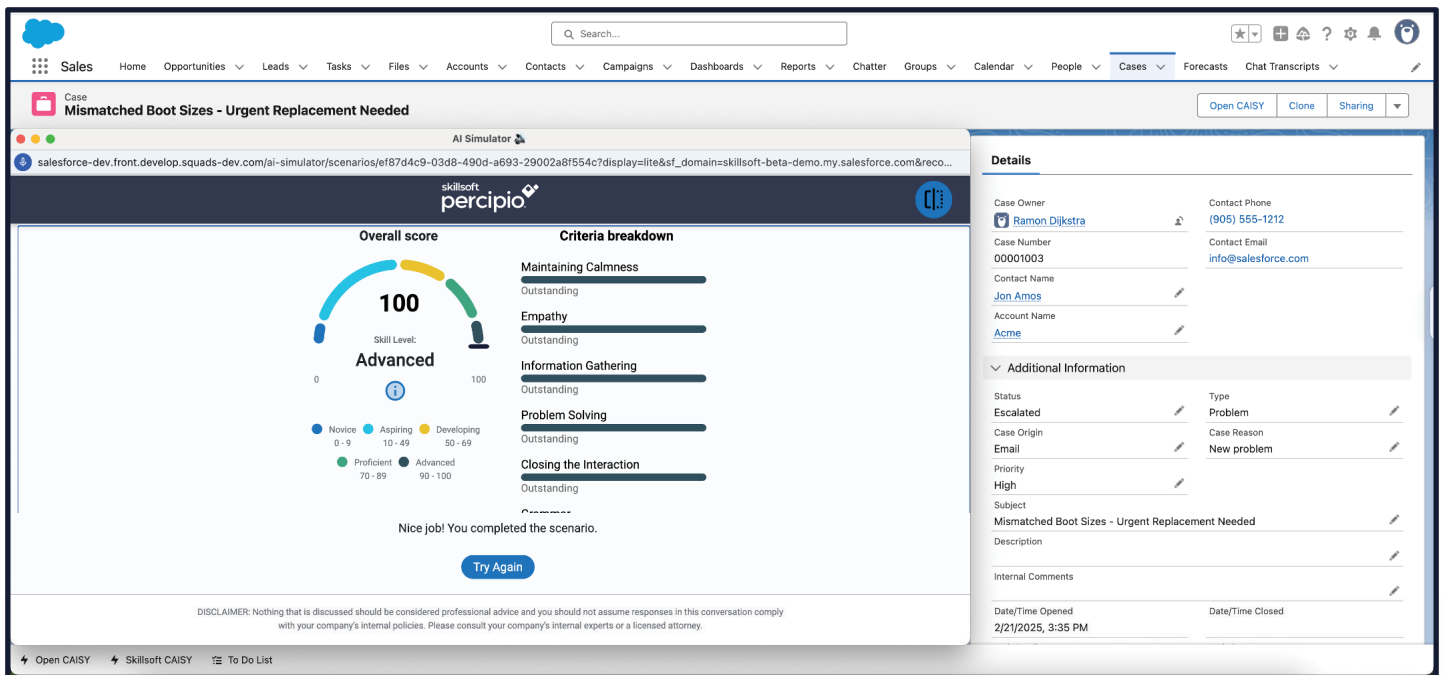
Your people receive specific, timely tips after each simulation, or the audited customer support text and audio transcripts. That gives you a team that's always learning, always evolving, and always upping its game.

THE PAYOFF

- Shorter ramp times for new hires
- More confident, capable support teams
- Consistent high standards no matter the team or territory
- Better customer experiences (and yes, happier bosses too)



How the learner views CAISY after launch from a Salesforce case



A view of the Salesforce case popout and rubric

REQUEST A DEMO ▶

Want to see your team's potential skyrocket? Reach out for a live demo or to talk about the use cases that matter most to you and your organization.