



AI-DRIVEN CUSTOMER SERVICE EXPERIENCE AND EVALUATION

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

THE CHALLENGE

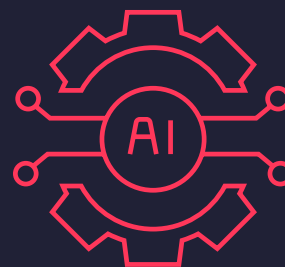
Traditional support training can feel like trying to learn a language using only flashcards — you can memorize the vocabulary, but miss the benefits of active listening, nuance, and conversational practice in a real-time, dynamic setting.

- **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 SALESFORCE

The app allows your teams to learn from experience in a low-stakes environment to build confidence before handling calls with live customers, or practice after less-than-ideal customer interactions that received low NPS or CSAT. As they work through the conversation, CAISY responds to their input in real time and then provides adaptive feedback, highlighting what they did well and areas for improvement.

This isn't just smarter training — it's real-world, personalized practice and application at scale.



CAISY (pronounced K-see) is an AI-powered coach for conversational training that creates a supportive, interactive setting for practicing challenging work conversations.

A GLIMPSE OF THE EXPERIENCE

AI-POWERED SIMULATIONS TAILORED TO YOUR ORGANIZATION

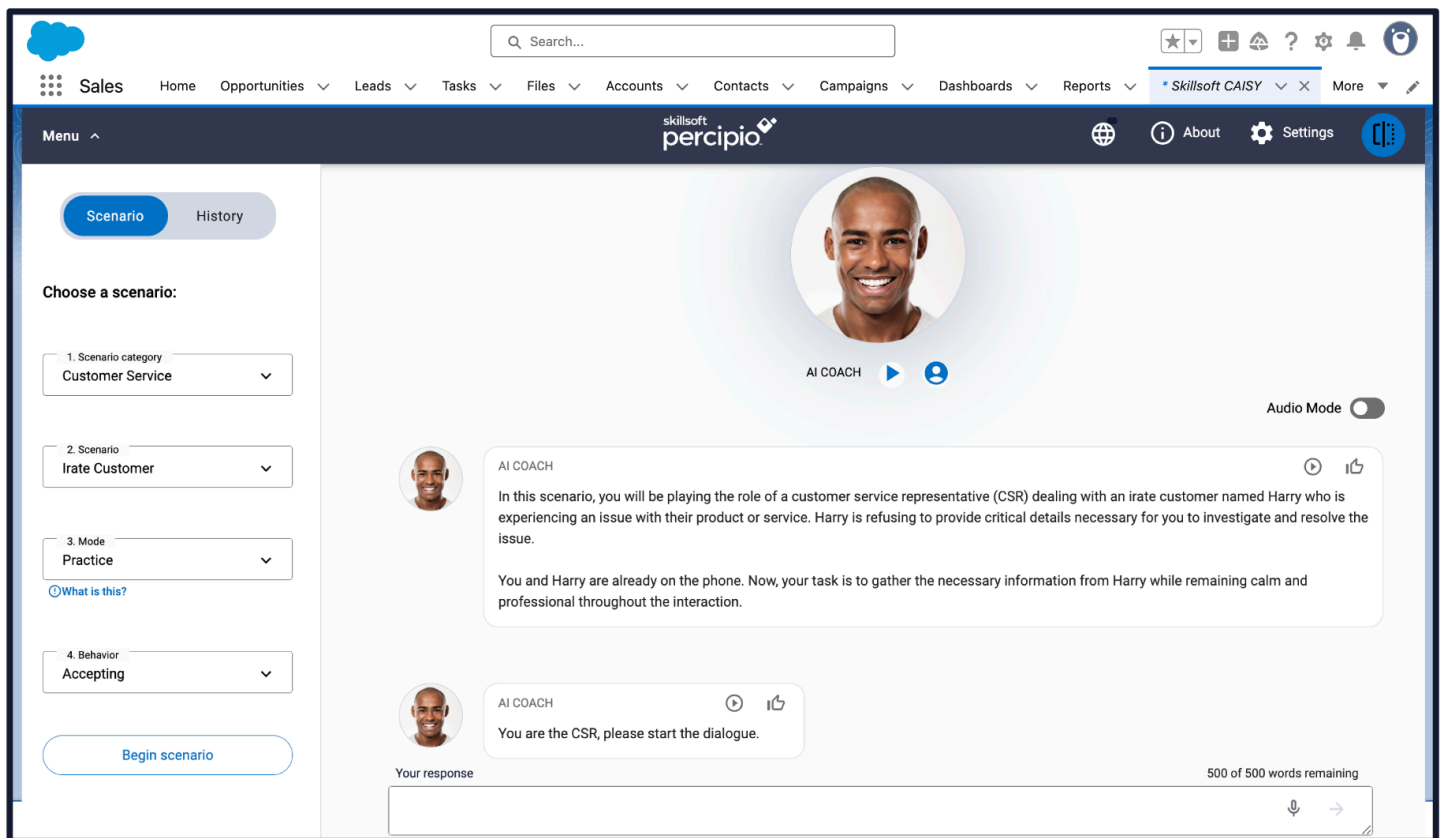
Your support teams discover 100 default scenarios, customized to align with the more challenging client interactions they face every day.

LEARNING IN THE FLOW OF WORK

Your people discover and launch the AI-driven scenarios within Salesforce to improve their confidence and prep for real-life conversations at the point-of-need.

INSTANT RECOMMENDATIONS FOR IMPROVEMENT

Why wait days or weeks for feedback? The solution integrates with your support cases, enabling learners to practice and benefit from timely, personalized feedback on specific cases for continuous, focused growth. This leads to a support organization that's always learning, always adapting, and always upping its game.

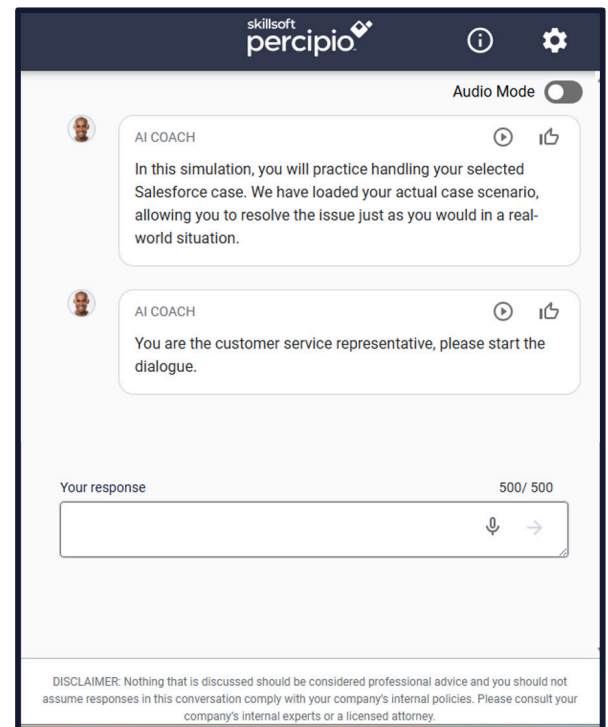


A glimpse of the Skillsoft CAISY™ scenario within Salesforce

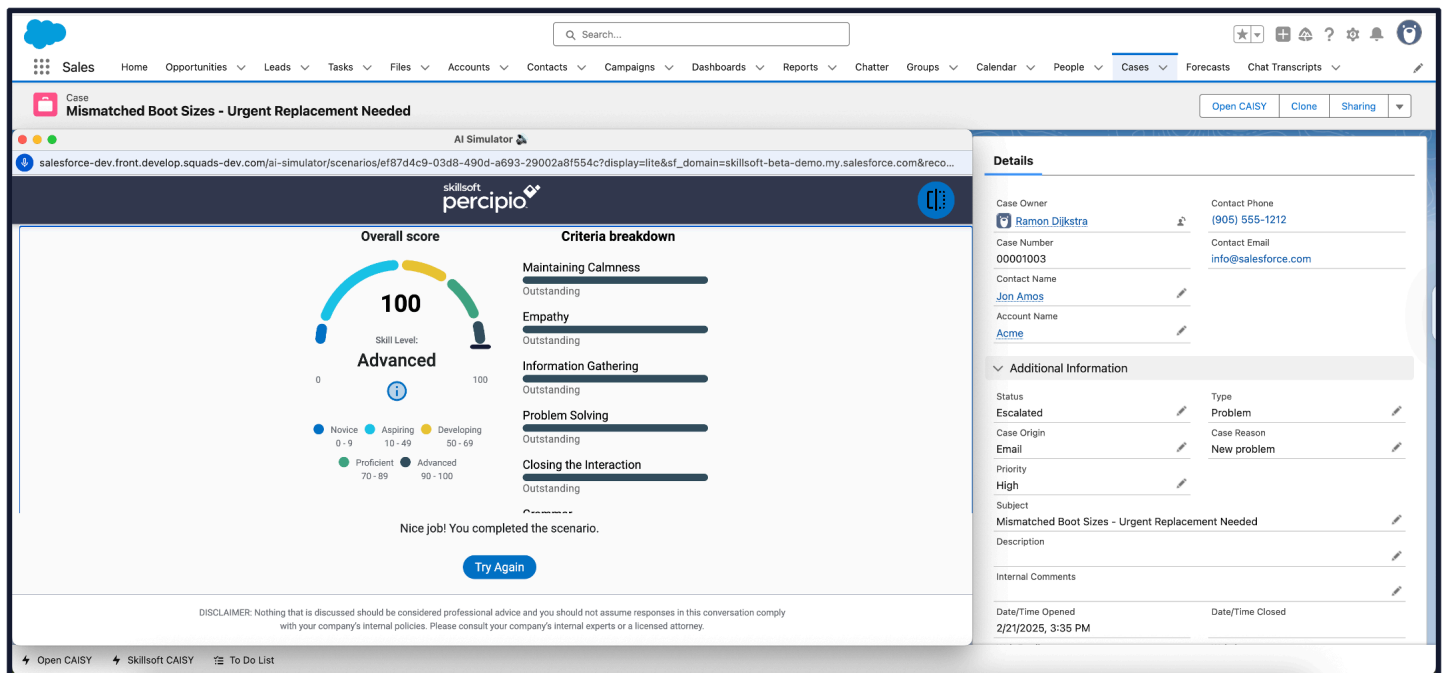
THE BENEFITS

- 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)

Stop settling for outdated training and delayed feedback for your people. Level up your support functions with an AI-powered solution that actually “gets” your business.



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.