

# i-Con Registers Benefits

Having laid the foundation for e-learning, i-Contacts Corporation (i-Con), a wholly-owned subsidiary of Smart Communications, Inc. which provides companies multi-channel access to customers, together with provider and consultant Yapster e-Learning, Inc. concluded it has experienced improved performance, work attitude, and knowledge among its employees after only three months of implementation.

Based on a survey ran by i-Con and Yapster e-Learning, more than 91% of i-Con supervisors observed 'a noticeable improvement in their staff'. Recent evaluation showed that employees gained added knowledge, enhanced productivity, and developed a healthier work attitude upon enrolling in e-learning courses.

The survey completed by 30 employees also revealed that e-learners (employees enrolled in e-learning) had an average learning curve of 54%, and are generally happy with e-learning's course content, ease of navigation, and interaction and assessment.

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HRD Manager



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E-learners were enrolled in a Learning Management System that allows management to allocate programs specific to the needs of their individual team members while monitoring information on the e-learners' progress, learning curve and frequency of use. Some of the Yapster e-Learning courses available to i-Con employees include Call Center Communication Skills, Call Center Customer Service, Call Center Telephone Sales, Customers, Conflict and Confrontation, Sentence Construction, and Developing Relationships.

Together with i-Con's unlimited support, Yapster e-Learning was able to properly implement and launch a successful e-learning system into i-Con, allowing i-con to achieve its goal of increasing retention rate of learners while cutting training costs. i-Con was also able to enjoy unlimited scheduling option for the learners through open options that include training anywhere, anytime at their own convenience.

i-Con's e-learning courses are provided by Yapster e-Learning, the country's premier e-learning provider with over 1,500 IT and business courses accredited by TESDA and other foreign universities. A complete curriculum can be found at [www.2StudyIT.com](http://www.2StudyIT.com).