

Learner Persona

Sample Role



Overview

Learner is responsible for direct customer service, providing customer service to customers.

Work History

- 3-5 years professional work experience, 1-2 years in customer service.

Education History

Typical education includes high school diploma, some bachelor's

Motivation for Attending

Learners are attending as part of their annual training plans. Some will be motivated by a career development

Training Expectations

Learner will expect directly applicable information, practices and templates that can be used immediately in their role.

Existing Knowledge and Skills

- Problem solving
- Operating within our current customer service workflow
- Knowledge about the product and services in the company

Gaps in Knowledge or Skill

- Dealing with difficult callers
- Solving fringe use cases
- Escalating challenging calls