

# Séntrel Virtual Class

Get all the benefits of classroom based training - with interaction, compelling video graphics, tests and even breakout groups - but without time wasted getting agents and tutors to and from classrooms

QPC's Séntrel 'Virtual Class' module is part of the new Séntrel Total Capability Management (TCM) platform that has been used extensively to provide strategic management of capability, aligning individual skills to business objectives. Working with enterprise contact centres to understand their specific needs the module has now been extensively updated to provide tactical Agile Training, creating more ways to train agents quickly and effectively. Virtual Class delivers learners to the classroom with just a click, from anywhere, at anytime, on almost any device. All they need is a web browser and the ubiquitous Adobe Flash® Player software, already installed on 98% of Internet connected computers.

## Create and customise virtual classrooms

Easily schedule virtual classrooms, invite attendees and set access permissions. Set up rooms specific to the subject, audience or presenter. Assign persistent rooms for recurring classes and control who has access to content. Get detailed reports on learner progress and attendance.

Customise virtual classroom layouts - use customisable tabs to organise class flow and content. Easily select and arrange content windows for each layout. You can even customise the look and feel of your virtual classroom with your corporate logo and colours.

Save layouts as templates for future reuse - virtual classroom layouts and content can be saved as reusable templates for personal or system wide use. Content saved in a template becomes instantly available in new classrooms created from that template.

## High impact virtual classroom sessions

As a trainer, you can choose to share your screen at three levels: window, application or your entire desktop. You can synchronise the view

of all participants and expand the viewing area for shared applications, documents and whiteboards to fill the participants' entire screen.

## Upload and share just about anything

Virtual Class provides full support for movies, animations, streaming video and audio, high-resolution graphics, Microsoft PowerPoint presentations and Adobe Captivate® simulations, allowing participants to view and interact with rich media as a group or at their own pace.

Use breakout rooms to focus discussions - within your virtual classroom, you can create multiple discussion sessions or breakout rooms. Each breakout includes its own private VoIP or telephony audio channel. As the host, you can monitor all breakouts, move easily between them and broadcast messages to all participants across room boundaries.

Get immediate feedback with polling - easily create polls and track responses immediately. Use the feedback to guide the course of classes to ensure the content and pace suit learners' needs and interests.

Prepare content behind the scenes - as a trainer, you can create or modify a classroom layout or upload content in Preparation mode.

Share multimedia with low bandwidth - with the Optimise Screen Sharing feature in the Meeting menu, learners can select "Fast Images" to enable very low bandwidth consumption when screen sharing fast-moving multimedia and video.

Communicate with whiteboarding and annotation tools - annotate over content and blank whiteboards using standard tools or your own custom annotation shapes.

Control "Voice Talk" features to minimise chatter - as the trainer in the virtual classroom, you can

## Benefits

- Share desktop applications with anyone on your local area network or over the internet
- Integrated VOIP conferencing
- Built in video conferencing
- Communicate with white boarding and other collaboration tools
- Use polling and tests to get immediate feedback and learning results
- Record lessons for future playback
- Share impactful multimedia content, fast



hover and click on a participant to enable and disable VoIP access. Users can control their own individual volume and speaking mode with an easy-to-use menu.

Moderate Q&A sessions - conduct chat-based question-and-answer sessions, with complete control over question queue, visibility and question delegation.

Collaborate in real time with other presenters - multiple presenters can conduct behind-the-scenes content preparation, whiteboarding, private chat and layout customisation while the class is in progress.

Video conferencing - use standard USB or FireWire webcams for high-quality video conferencing, with support for multiple simultaneous video attendees.

Use the Internet as a phone - Virtual Class provides the highest quality Internet audio (VoIP) and offers an easy audio setup wizard, echo and noise cancellation, and silence detection, which eliminates the need for a "push to talk" feature.

Control audio conference calls - directly from within your meeting room and with no need for a reservation, you can dial out to participants, mute/unmute and hold/unhold participants' phone lines, eject participants, and view the active speaker.

Record meetings for future playback - record meeting audio, including integrated teleconferencing and VoIP. Capture participant interactions via chat, polling, whiteboarding and rich media. A built-in streaming server can optimise bandwidth for individual viewers.

Edit recordings to streamline content - as the meeting manager, you can use intuitive, online tools to create an edited version of an archived meeting or virtual classroom session.

Download recordings for playback offline - while online viewing is the most common way to watch a recording, you can also provide the option for offline viewing as an FLV file.

#### **Effectively manage and track learner progress**

Track learners' participation and quiz scores for course credit within the virtual classroom. Virtual Class offers the unique capability to allow individual learners to view and interact with simulations and quizzes at their own pace. Trainers can answer questions in real time, helping to create an effective and supportive learning environment. Reporting tools give trainers a clear view into learners' progress, without their having to spend hours grading assignments after class time.

For more information on how Virtual Class will benefit your organisation

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#### **Features**

- Reduce the cost of training
- Improve training effectiveness
- Enable centralised training management with better quality control
- Allow remote or home workers and tutors to receive and deliver training
- Confirm understanding for business critical subjects and compliance
- Scalable to thousands of global users
- Quick to implement

## **QPC - customer service transformation**

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