

System or Process Verification (Screen Recorder)

Use Rehearsal to verify that teams or individuals can use company systems and processes effectively.

Challenge

Many organizations do not have a way to verify effective use of their systems and technology. Often the training consists of how-to articles and peer-to-peer help. This often results in improper or ineffective use and sometimes bad data.

Approach

Create scenarios where learners record their screens. Individuals can then capture their actions and navigation within systems. This will allow visibility to exactly how they are using the systems and enable coaches to provide feedback and improve usage.

Benefits

- Gain visual awareness of how systems are being used by teams
- Verify proper procedures, data inputs, and interpretation
- Build user confidence in using systems and following processes
- Uncover best practices or tips and tricks to be shared
- Identify potential gaps in training materials and processes

Applications

- Sales Systems and Processes
- Customer Success Systems and Processes
- Customer Support Systems and Processes
- Issue Resolution
- Reading Customer Reports/Dashboards
- Account Setup and Configuration
- Data Entry Verification

Industry Example

A healthcare company focused on chronic kidney disease utilizes Rehearsal's screen recording capabilities to ensure reps are using their proprietary mobile app proficiently. Learners record their screens to demonstrate effective use of their mobile systems in a compliant manner utilizing Rehearsal.