**Training Module**

* Process – (DATA, AR, CODING) – **This should be automatically linked based on the client’s assigned to that employee.**
* Type of Training Material:

Option 1 – Select Client (List of Clients to be selected using “Dropdown” menu)

Option 2 – General Training Materials

* Admin access should have an option to upload the training manual, format them etc., (Only word and PDF files to be uploaded)

Options that should be given as “Hyperlinks” are:

1. Client Software Manual
2. Standard Operating Procedures
3. New Updates Received
   1. New updates should be “Timestamped” along with the username that added the update and update source (email, phone call etc.,)

* Employee should have access to only to “View” the manuals, no edit option should be provided
* Employee should have access to “Check Box” to indicate that they have complete reading the manual (there should be a minimum of 3 minutes duration to be given from one check to another check)
* Option for “Training Progress” should be given so employee can know where they stand in terms of completing the assignment
* Mandatory “Assessment” to be given for each employee when they login to the tool / an automated email should be sent reminding them to take the assessment. The scores for this assessment should be linked directly with “PMS” tool. If the assessment was not taken within 48 hours, an email should be triggered to the respective managers with the list of employees that did not take up the assessments.
* Agent Dashboard on the training module should list the “Pending Assessment Count”, “Last Assessment Score”, “Over-all Assessment Score”, “% of Score”, “Ranking based on the score”, “Mandatory Training To be reviewed (count of them)”
* Admin Dashboard should contain: “Assessment Score of Employees by descending order”

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| **Employee Name** | **Process** | **Client** | **Assessment #** | **Taken on** | **Score** |
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