**Upskill.AI** is EXL’s flagship initiative to revolutionize new hire and lateral training across business and domain operations. This transformation leverages cutting-edge **AI, gamification, and simulation technologies** to solve critical challenges like **prolonged time-to-proficiency**, **limited practice environments**, and **low engagement in traditional learning**.

UPSKILL.AI

The platform is anchored on three core solutions:

**AI Trainer**: Rapidly converts existing documents into interactive training content delivered via intelligent avatars.

**MiAI Call Simulator:**

Brings real-world customer interactions to life, enabling agents to practice, fail safely, and improve.

**Gamification Experience:** Enhances learning through immersive, visual, game-like business scenarios.

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