

Self Onboarding Made Simple

The onboarding process is a shared responsibility between a company and its customers. This process can lead to confusion and inconsistencies among employees, bog down efficiency and even lead to poor performance and culture within your business. In a study conducted by Gallup, they found that only 12% of employees strongly agree that their organization does a good job onboarding new employees.

It's hard to expect a new hire to retain all the information they are given the first few weeks of training which is why having an AI-Powered Knowledge Base to support your new team members is a must.

The speed of information being delivered to new hires must match the speed at which they can absorb all the information you're giving them. Otherwise, new employee orientation risks becoming a source of disorientation. By implementing Talla, newer support agents can easily refer to its robust knowledge base and answer customer concerns quickly, instead of spending time asking someone for guidance or working through multiple solutions.

Talla can schedule onboarding campaigns, organize the steps to prepare for new hires and even send out content packages so every employee gets off on the right foot. Talla's self onboarding organizes the steps to prepare for a new employee starting in an organization as well as helps to ensure that all the necessary steps are taken while guiding new employees through their first days as part of a new team.

With Talla you can feel confident that employees are getting the information they need when they need it, so other departments like HR and Sales can focus on higher valued tasks and the most important part of their job, the customers!

When team members have a question on a project, they simply ask Talla. If Talla doesn't already have an answer, then it automatically kicks off a workflow to find the answer, adds that information to the knowledge base, and notifies the person that originally asked the question. They can also input paraphrases of questions into Talla and link those to the appropriate answer. That way, it doesn't matter if an employee asks, "Where do I get a parking pass?" or "How do I sign up for a parking permit?"

Let's say an employee is going through the onboarding process and isn't paying full attention to all the information they were supposed to be receiving or maybe they were just overwhelmed with new content. If they have a question that they should already know the answer to, instead of going through the uncomfortable, almost embarrassing process of reaching out to other team members and higher-ups you can just ask Talla!

By decreasing training times, you can cut costs and save your agents valuable time to put back into other aspects of the business. With Talla's self onboarding, save training time, and skip the outdated individual onboarding process. Talla removes the friction and effort from onboarding, creating less training, less stress, and less wasted time.

Talla gives you the power to turn your chat platform into a command center for your company by combining the tools, processes, and intelligent automation you need to manage informational workflows.

Use Talla to enable business processes in chat, onboard new employees, train on new skills, take polls, and build out custom experiences for your business. With Talla you'll be able to deliver and gather important information for your team, keeping everyone knowledgeable, engaged, productive and most importantly connected.

Why choose AI

Modern customers expect fast, frictionless, and personalized support from their favorite brands. AI-enabled technology has become more and more valuable to those seeking to scale customer service organizations or reduce overall costs. By automating repetitive tasks in your organization, brands can give more time back to their users and agents, while also providing a uniform customer experience.

