

C² Technologies' Microsoft Xbox 360 Support Agent Training

Challenges

- World-wide distribution
- English as second language
- Rapid development
- Basic and update training
- Regional differences

Capabilities

- Interactive 3-D models
- Animated simulations
- Scenario-based training
- Specialized development teams
- Customized Learning Management System (LMS)

Update Training

- Interactive, self-paced IMI
- Ten to twenty-minute mini-courses
- Game-based learning activities
- Rapid development and deployment

New Hire Training

- Blended ILT/IMI approach
- Scenario-based examples and activities
- Animated simulations
- Game-based testing
- Interactive 3D equipment and software mockups
- Ten-day training program with continual updates



XBOX 360™



Technologies, Inc.

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