

TALENTERIA

AI SIMULATION TRAINING FOR CUSTOMER- FACING TEAMS

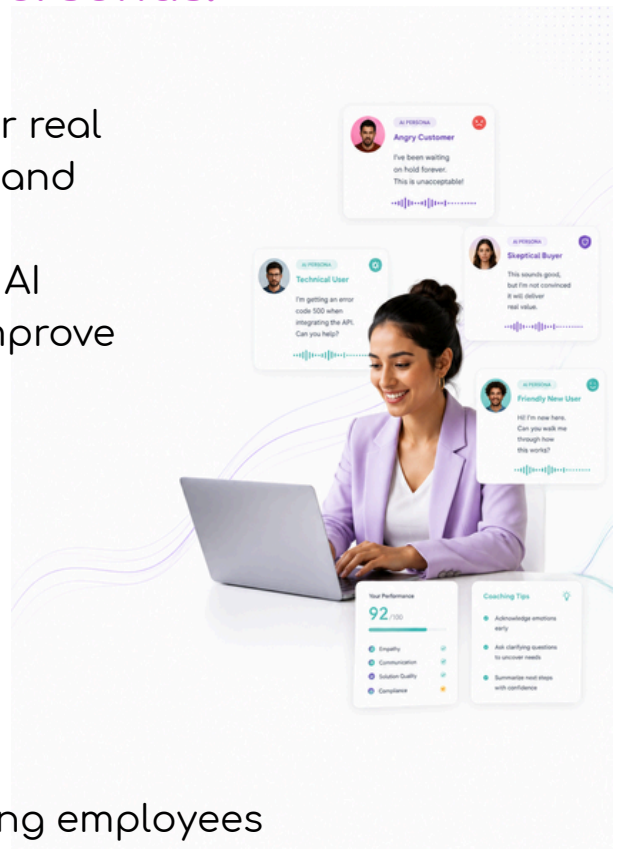
Product Datasheet



AI Simulation Training for Customer-Facing Teams

Help support, sales, and service teams practice real customer conversations with AI personas.

Talenteria AI Simulation Training turns your real customer situations, company knowledge, and training goals into interactive **AI role-play sessions**. Employees practice with realistic AI personas, receive instant feedback, and improve through repeatable, measurable training.



Key Benefits

- Faster onboarding for customer-facing employees
- More confident teams before real customer conversations
- Consistent training across roles, teams, and locations
- Scalable role-play practice without manager scheduling
- Instant feedback that helps employees improve faster
- Measurable skill development and training readiness
- Better preparation for difficult customer situations
- Improved customer experience through stronger conversations

WHY IT MATTERS

Customer-Facing Teams Need Real Practice

Customer conversations are unpredictable. Employees need to handle frustrated customers, answer difficult questions, explain policies, manage objections, and communicate with confidence.

Traditional training often explains what to do, but does not provide enough realistic practice.

Common Training Challenges

- Static materials do not prepare employees for live conversations
- Manual role-playing is hard to scale and repeat
- New hires may interact with customers before they are fully ready
- Managers do not always have time to coach every employee
- Training results are often difficult to measure



Talenteria helps teams practice, improve, and measure performance before real customer conversations.

HOW IT WORKS

How Talenteria AI Simulation Training Works

Talenteria helps you turn company knowledge, customer scenarios, and training goals into ready-to-use AI simulation programs.

Workflow

1. Provide materials

Use your existing product guides, policies, FAQs, playbooks, and training content.

2. Generate programs and scenarios

Talenteria helps create ready-to-use training programs and realistic role-play scenarios.

3. Configure AI personas

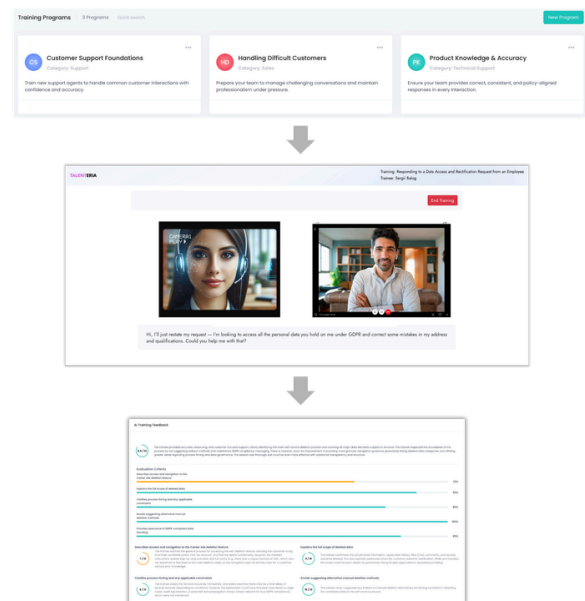
AI personas are generated or customized with different roles, tones, behaviors, and difficulty levels.

4. Practice with AI

Trainees complete realistic simulation sessions through the employee training portal.

5. Review AI feedback and reports

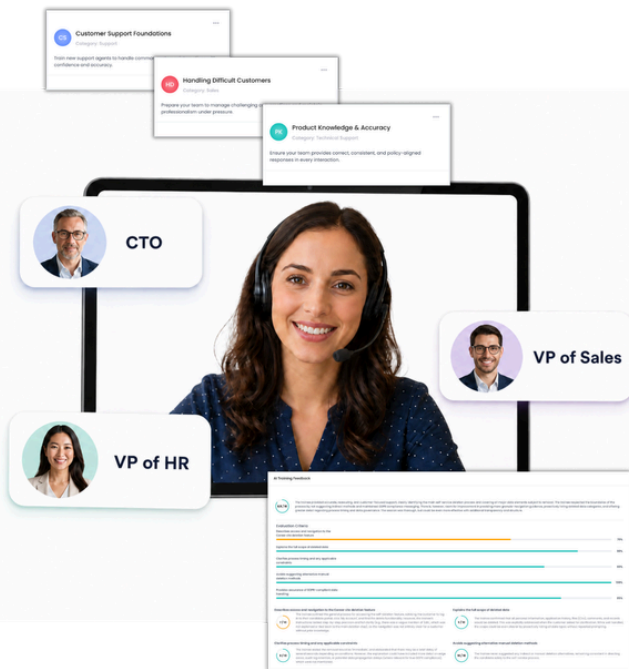
Talenteria provides scores, coaching feedback, progress tracking, and manager insights.



CORE FEATURES

AI-Powered Training Features

Talenteria gives teams the tools to create realistic and measurable conversation training.



AI Role-Play Simulations

Employees practice realistic conversations with AI customers, prospects, users, or stakeholders.

AI Personas

Create personas with specific roles, tones, languages, knowledge levels, and behaviors.

Training Portal for Employees

Give trainees a dedicated portal to complete AI simulation sessions, review feedback, and track their progress.

Company Knowledge

Use product documentation, policies, FAQs, playbooks, and training materials.

AI Evaluation & Scoring

Evaluate sessions using custom criteria and expected response guidelines.

Reports & Analytics

Track performance, identify skill gaps, and support manager coaching.



USE CASES

Built for Real Customer-Facing Scenarios

Talenteria helps teams practice the conversations that matter most.

Customer Support

- Complaints and escalations
- Policy explanations
- Angry customers
- Refund requests

Sales

- Price objections
- Competitor comparisons
- Budget concerns
- Value explanation

Technical Support

- Troubleshooting
- Configuration issues
- Product questions
- Step-by-step guidance

Upsell & Expansion

- Upgrade recommendations
- Premium feature explanation
- Expansion opportunities
- Objection handling

Customer Success & Onboarding

- New customer onboarding
- Feature explanation
- Adoption challenges
- Best-practice guidance

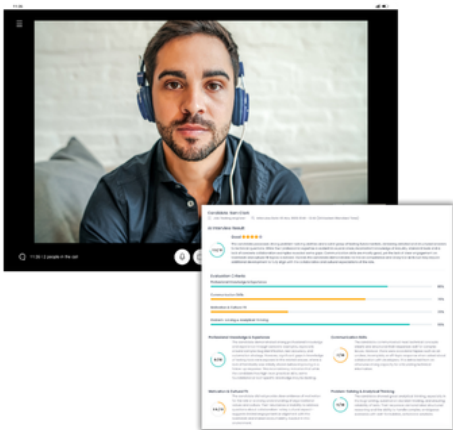
AI EVALUATION AND REPORTS

Turn Every Practice Session into Measurable Feedback

Talenteria evaluates each AI simulation session and provides clear feedback for trainees and actionable insights for managers.

Evaluation Criteria

- Communication quality
- Empathy and tone
- Product or policy knowledge
- Problem-solving
- Objection handling
- Professionalism



Trainee Feedback

- Overall performance score
- Strengths and improvement areas
- Feedback on communication, empathy, and accuracy
- Missed or incomplete responses
- Coaching tips for future conversations

Manager Insights

- Training completion status
- Individual and team performance
- Employees who need additional coaching
- Common knowledge gaps
- Skill improvement trends over time



BUSINESS BENEFITS

Improve Readiness, Consistency, and Customer Experience

Talenteria AI Simulation Training helps companies deliver practical training at scale while giving managers measurable performance insights.



Faster Onboarding

New employees practice real conversations before going live.

Consistent Training

Every trainee can practice the same scenarios and be evaluated with the same criteria.

Scalable Role-Play

Employees can practice anytime without waiting for a manager or trainer.

Better Prepared Teams

Teams can safely practice angry customers, objections, escalations, and complex questions.

Measurable Improvement

AI scores and reports help managers track progress and coaching needs.

Better Customer Experience

Employees become more confident, clear, empathetic, and effective in real interactions.



LET'S CONNECT!

Launch AI Simulation Training with Talenteria



Talenteria helps you configure your training programs, create realistic scenarios, set up AI personas, and define evaluation criteria.

Implementation Support

- Training program setup
- Scenario design
- AI persona configuration
- Evaluation criteria setup
- Company knowledge preparation
- Reporting configuration
- Ongoing optimization

Ready to Help Your Teams Practice Before Real Customer Conversations?

Talenteria AI Simulation Training helps support, sales, onboarding, technical support, and customer success teams build confidence and improve performance.

Book Demo or Get a Free Trial Today!



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