



Mindtree

Welcome to possible

```
elif operation == "MIRROR_X":
    mirror_mod.use_x = True
    mirror_mod.use_y = False
    mirror_mod.use_z = False
elif operation == "MIRROR_Y":
    mirror_mod.use_x = False
    mirror_mod.use_y = True
    mirror_mod.use_z = False
elif operation == "MIRROR_Z":
    mirror_mod.use_x = False
    mirror_mod.use_y = False
    mirror_mod.use_z = True

#selection at the end - add back the deselected mirror modifier object
mirror_ob.select= 1
modifier_ob.select=1
bpy.context.scene.objects.active = modifier_ob
print("Selected" + str(modifier_ob)) # modifier ob is the active ob
mirror_ob.select = 0
#one = bpy.context.selected_objects[0]
#bpy.context.objects.active.select = 1
except:
    print("please select exactly two ob...")
    #set ob gets the modifier unless it's...
```

## How this multinational financial services company transformed its customer service through microlearning



### Challenge

Effectively train customer service reps to answer customer queries and resolve complaints



### Action

Shotclasses enabled quick delivery of SOPs and best practices to ensure better customer support



### Result

Faster resolution of customer complaints and higher customer satisfaction

### Executive Summary

A leading multinational financial services company was facing multi-pronged challenges with its conventional customer service training programs that were delivered either in-person or through desktop-based legacy software. Mindtree's Shotclasses – an end-to-end microlearning platform - helped the client transition to a digital learning channel. The result: improved learner engagement and consequently, superior overall customer experience.

## The Challenge

Customer service executives at the client's firm found it challenging to learn from conventional training methods such as in-person or desktop-based sessions. The reason: they lacked the flexibility to enable training anytime, anywhere, and on a device of their preference. As a result, learner engagement, participation, and uptake of the training programs were dismally low. Moreover, the client lacked access to a proper channel to deliver frequent updates and key information on policy and market trends to its leadership.



## Results

Mindtree's Shotclasses helped deliver several tangible benefits such as:

- 90% of targeted sales associates used Shotclasses to learn about products
- Increased sales conversions due to improved product knowledge
- Increased engagement of sales associates through platform's gamified approach to learning and use of social forums

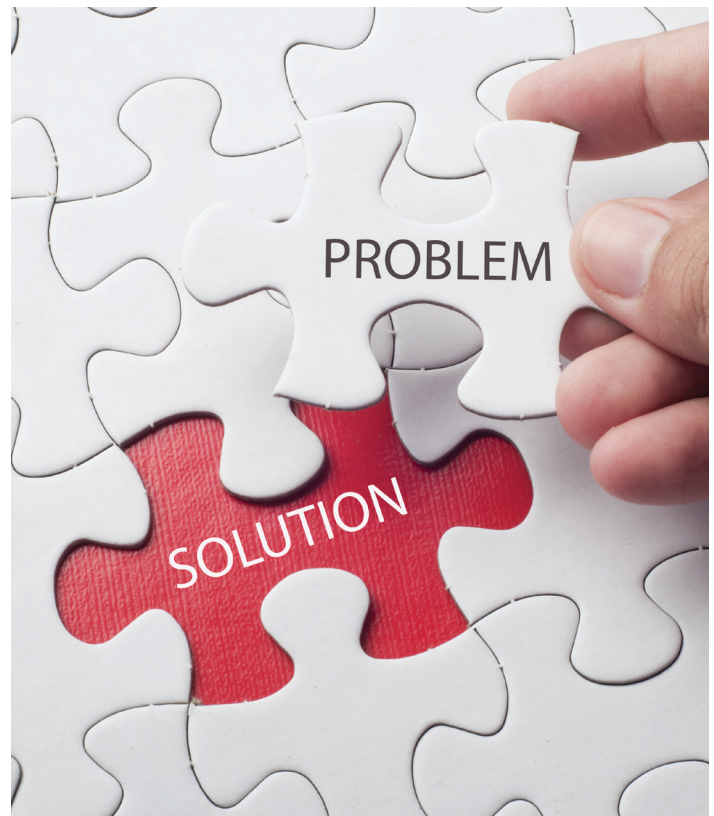
## About the Client

A U.S based multinational financial services company that is the world's largest card issuer by purchase volume. The company employs more than 20,000 customer service representatives.

## Our Solution

To address the client's challenges, Mindtree deployed Shotclasses – an end-to-end microlearning solution designed for the needs of modern learners and organizations. It helped create a digital learning channel to launch and rapidly share information with the team as well as the c-suite. The client used Shotclasses to:

- Deliver bite-sized (typically less than five minutes long) online training modules that could be accessed by its customer service executives on the go.
- Share standard operating procedures as well as best practices to help their team deliver a great customer experience.
- Engage the team through social learning forums and the platform's gamified learning approach.



### ABOUT MINDTREE

Mindtree [NSE: MINDTREE] delivers digital transformation and technology services from ideation to execution, enabling Global 2000 clients to outperform the competition. "Born digital," Mindtree takes an agile, collaborative approach to creating customized solutions across the digital value chain. At the same time, our deep expertise in infrastructure and applications management helps optimize your IT into a strategic asset. Whether you need to differentiate your company, reinvent business functions or accelerate revenue growth, we can get you there. Visit [www.mindtree.com](http://www.mindtree.com) to learn more.