



## CUSTOMER EXPERIENCE

*Provide the tools teams need to exceed customer expectations*

It's time for a renewed focus on customers, to make it easy for them to work, play and relax on their own terms. When they need help, they can count on self-service tools, knowledgeable care teams and efficient technical experts to solve their problems.

### DELIVER A SUPERIOR EXPERIENCE

NCTI provides learning solutions that put customers where they belong—first. We emphasize care-specific training, including troubleshooting, selling, retention, multi-channel support and soft skills to build a new culture of customer service.

**Happier customers = happier employees. Customer satisfaction levels directly impact care team retention rates.**

*– Forum Corporation*

### SOLUTIONS FOR CONSISTENCY OF CARE

NCTI collaborates with you to address specific skills or build a custom program from the ground up with deployment of consistent training across your regions. Our centralized tools and content are designed to ensure teams across the enterprise deliver an excellent customer experience.

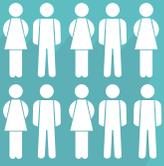
Our integrated assessment tools offer tracking, accountability and flexibility. We support your goals to improve Key Performance Indicators (KPIs) through the delivery of targeted learning.

### CUSTOM CAREER PATHS, COLLEGE CERTIFICATES AND DEGREE PROGRAMS

We work side-by-side with cable and broadband operators to develop custom career paths that support frontline teams.

- » Integrated career paths
- » Job-specific training and tools
- » Industry-recognized certifications
- » College certificates and degree programs

**Millions**  
of hours of  
coursework  
completed



## INDUSTRY-RECOGNIZED CERTIFICATIONS FOR CARE PROFESSIONALS

Leading cable and broadband operators turn to NCTI for our deep curriculum of course-based learning and our industry-recognized and respected certifications.

- » Account Rep (AR)
- » Master Account Rep (MAR)
- » Master High-Speed Data Rep (MHSDR)
- » Master Network Operations Center Rep (MNOCR)
- » Master Sales Rep (MSR)
- » Master Technical Services Rep (MTSR)
- » Operations Center Rep (OCR)

**Hundreds of thousands of industry professionals credit NCTI with long-term career growth and development.**

Close to  
**500,000**  
frontline  
employees  
trained

## OUR COMMITMENT TO CARE EXCELLENCE

We understand the everyday challenges your care teams face. Our content developers are industry-recognized subject matter experts who work side-by-side with industry leaders and frontline employees to ensure our curriculum is current, relevant and easy to understand.

We appreciate great customer service because it's part of our culture. Our own customer service professionals are respected for their dedication and highly personal approach. Annually, NCTI earns an average customer satisfaction rating of 95%.