



# FNAC Attitude has complete flexibility in training its technicians

Fnac Attitude, a subsidiary of Fnac, provides an after-sales hotline, in France and French-speaking Switzerland, for Fnac's technical products. To deal with the 800,000 calls it receives annually, the company has created a knowledge base

to assist with call handling and offered its technicians training courses to enhance and broaden their skills. Epistema's online assessment solution was selected as part of this scheme, and training questionnaires distributed through the

solution have been an instant hit with the technicians, who never fail to complete the two questionnaires per month on Fnac products.

Given the success of the solution, management has decided to integrate it into its recruitment process. Impressed by the solution's many potential uses, other units in the after-sales department are now taking an interest, meaning that the group's database of questionnaires could be shared and technicians encouraged to communicate their experiences. ■

*"The skills of our employees are constantly developing. This improvement in quality has undoubtedly had a positive impact on customer satisfaction."*

**Fayçal Benabdallah,**  
Technical Coordination Manager, Fnac Attitude

## GOAL

- › Ensure that customers receive a high-quality service and that problems are solved quickly

## SOLUTION

- › Epistema Assessment Server

## BENEFITS

- › Easy-to-use
- › Extensive ability to create questionnaires
- › Flexible training hours
- › Many potential uses