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Cisco Unified Communications Training at R+L Carriers, Inc.

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Abstract

R+L Carriers, Inc. is a privately owned American logistic and freight company, based in Wilmington, Ohio with over 11,000 employees spread throughout the United States, serving customers all over the world. The company recently implemented a Unified Communications system using products and services offered by Cisco Systems, Inc. The goal of this implementation was to improve communications between R+L Carriers locations and customers, increase collaboration between employees, and unify existing information technology (IT) platforms into one.

There is no formal method for delivering training on Cisco products and services implemented by the R+L Carriers telecommunications team. As services are installed, members of the telecommunications team offer an initial overview on how to use them and provide additional support as needed via phone call or email. They depend on the shift leaders to train other employees and rely on them to inform new hires.

A pre-training survey was conducted to help gauge user knowledge about the Cisco products and services implemented. A sample of 43 employees including 37 employees and 6 supervisors from the Rates department were chosen to participate. This group was chosen by the telecommunications department manager. Based on the survey results, it was clear that training on Cisco Jabber and Cisco WebEx should be emphasized.

Using resources obtained through Cisco's website, training modules were created and loaded to the company intranet. New hires and existing employees may access learning materials and resources to support Cisco products and services implemented for them by the R+L Carriers telecommunications team. A post-training survey is recommended to help determine the success of the training project. Also, additional training modules covering more detailed processes should be created. Based on the post-training surveys, it may be necessary to consider providing more on-site training support or live online training sessions using WebEx and Jabber.

Over time, providing training materials internally will increase employee confidence and potentially improve overall system utilization rates. The telecommunications team will be able to update materials to suit company needs, and load new materials as products and services are upgraded or replaced.