

Zenoti University Achieves 81% Customer Satisfaction

About Zenoti University

Zenoti University is an all-in-one training platform providing customers with online learning courses tailor-made for specific roles, from management to front-desk staff. Zenoti University's complete learning experience includes easy-to follow videos, extensive hands-on training modules, and certificates upon successful course completion. Zenoti University offers onboarding solutions to Zenoti customers, including transitioning to using cloud software and training new employees. Zenoti makes learning how to use the software simple.

Zenoti University courses such as **Zenoti Essentials: Front Desk Operations**, **Manager Essentials: Inventory Management**, and **Zenoti Mobile: Service Providers** offer interactive opportunities for meaningful training based on specific job roles.

Why the need for a customer training platform?

An effective onboarding program reduces employee turnover and costs associated with employee recruitment and training.

- Interactive modules replicate real business scenarios and allow employees a "click and learn" approach with the help of simulators creating an environment of a typical workday.
- Dependence on 1-1 personal training sessions with Zenoti is eliminated, allowing staff to focus on guests during peak business hours and train per their convenience.
- Training on a live software can be daunting and lead to errors, whereas with the Zenoti University training platform employees can learn and practice navigation on simulators.
- Customers can access Zenoti University from anywhere, at any time.
- The self-paced program is created in a manner that the staff's day-to-day appointments with guests are unaffected and they can complete courses at their convenience.
- Progress tracking and module completion certification provide a transparent view to business owners of employee engagement and competence.



Results



11
Role specific courses



76%
Learner confidence rating



20,000+
Certificates issued



81%
Customer satisfaction score



80%
User completion rate



SSO
Implementation for secure and smooth access



"What I like about the courses are that they take you through all the steps. It gets you familiar with the software very quickly with an opportunity to immediately test your skills without fear of messing up the actual appointment book and register. That's how I learn best!"

Marquita M

Front Desk Operations

Customers successfully using Zenoti University

