

## **Implementing a Digital Training**

### **Abstract**

For a company who is look for give a better customer services and reach the next level (higher level), it's necessary to have standardization's processes that can help to improve employee's responsibilities and give a better customer service. So based in processes' information, it can be created a digital training in a Learning Manager Systems (LMS), to training the employees in how to do the things and how to improve their responsibilities, so with this they can give a better customer service. In this paper, it's going to show how based in processes' information, it was possible to create a digital training in a Service Company and how the Company received this information. This company is locate at México and has 19 offices across the Country.