



MULTI-SCREEN SHARING USE CASE

With a stronger push for remote working, whether it's due to the pandemic or employees requesting a work from home or hybrid work environment, companies are having to identify and build training programs that are delivered virtually.

One challenge is being able to do software training when your team is dispersed. How do you know they can be efficient once they leave training? Showing the steps through the instructor sharing their desktop, while helpful, is not effective. Software training really requires everyone be logged in to the program so they have hands-on training. The challenge has been that the instructor can see only one screen being shared and only if they quit sharing theirs. What happens to the other people in the training? Are they struggling with keeping up or doing something else since they are not really involved?

Companies have moved their software training to Jigsaw Interactive because Jigsaw has multi-screen sharing capability. Now, a trainer can see up to 25 screens simultaneously and can quickly focus on just one screen to see how each individual is doing. They can also easily move a participant who is struggling into a breakout room to privately assist them while the rest of the team continues to work in the software.

This has made a significant difference for many companies as they virtually train their teams on CRM solutions like Salesforce, business applications like SAP and HR systems like Workday. By using Jigsaw, their training has turned into a hands-on program and their employees are able to perform better and produce results faster. These hands-on virtual software training programs have led to more confident employees whose productivity and performance has exceeded expectations of the organization. It has also given these companies the ability to quickly and easily provide follow up and reinforcement training to anyone who needs it.