

AI Simulation Training for Customer-Facing Teams

Help support, sales and service teams practice real customer conversations with AI personas.

● ● ● Training portal · Refund request scenario

●

AI customer
Frustrated · Wants a refund

I was charged twice this month and nobody has answered my emails.

I'm sorry about that. Let me check your account and fix it right now.

Fine, but I need this sorted today.

Instant feedback

Empathy and tone

Policy knowledge

Problem-solving

Coaching tip

Missed: refund timeline

- Overview

Practice real conversations before they happen.

Talenteria AI Simulation Training turns your real customer situations, company knowledge and training goals into interactive **AI role-play sessions**. Your team practices with realistic AI personas, receives instant feedback and improves through repeatable, measurable training.

- Key benefits

Improve readiness, consistency and customer experience

Deliver practical training at scale while giving managers measurable performance insights.



Faster onboarding

New hires practice real conversations before they talk to customers.



Consistent training

Every trainee practices the same scenarios and is evaluated on the same criteria, across roles, teams and locations.



Scalable role-play

Your team practices anytime, without waiting for a manager or trainer to schedule a session.



Better prepared teams

Safely practice angry customers, objections, escalations and complex questions, and build confidence before live conversations.



Measurable improvement

Instant feedback helps trainees improve faster; AI scores and reports track skill development, readiness and coaching needs.



Better customer experience

Your team becomes more confident, clear, empathetic and effective in real interactions.

• Why it matters

Customer-facing teams need real practice

Customer conversations are unpredictable. Support and sales reps need to handle frustrated customers, answer difficult questions, explain policies, manage objections and communicate with confidence. Traditional training often explains what to do, but does not provide enough realistic practice.

Common training challenges

! Static materials do not prepare people for live conversations

! Manual role-play is hard to scale and repeat

! New hires may talk to customers before they are fully ready

! Managers do not always have time to coach everyone

! Training results are often difficult to measure

Talenteria helps teams practice, improve and measure performance before real customer conversations.

• How it works

From your materials to ready-to-use simulations

Turn company knowledge, customer scenarios and training goals into ready-to-use AI simulation programs.

1

Provide materials

Use your existing product guides, policies, FAQs, playbooks and training content.

2

Generate programs and scenarios

Talenteria helps create ready-to-use training programs and realistic role-play scenarios.

3

Configure AI personas

Generate or customize personas with different roles, tones, behaviors and difficulty levels.

4

Practice with AI

Trainees complete realistic simulation sessions in the employee training portal.

5

Review feedback and reports

Scores, coaching feedback, progress tracking and manager insights.

• Core features

AI-powered training features

The tools to create realistic, measurable conversation training.



AI role-play simulations

Practice realistic conversations with AI customers, prospects, users or stakeholders.



AI personas

Create personas with specific roles, tones, languages, knowledge levels and behaviors.



Training portal for employees

A dedicated portal where trainees complete AI simulation sessions, review feedback and track their progress.



Company knowledge

Build training from product documentation, policies, FAQs, playbooks and training materials.



AI evaluation and scoring

Evaluate sessions with custom criteria and expected response guidelines.



Reports and analytics

Track performance, identify skill gaps and support manager coaching.

• • • Training portal · My programs

New hire onboarding

Program progress



Next session



Price objection

AI prospect · Voice or text

Start practice

Illustration only, not real data.

● Use cases

Built for real customer-facing scenarios

Practice the conversations that matter most.

Customer support

- ✓ Complaints and escalations
- ✓ Policy explanations
- ✓ Angry customers
- ✓ Refund requests

Sales

- ✓ Price objections
- ✓ Competitor comparisons
- ✓ Budget concerns
- ✓ Value explanation

Technical support

- ✓ Troubleshooting
- ✓ Configuration issues
- ✓ Product questions
- ✓ Step-by-step guidance

Upsell and expansion

- ✓ Upgrade recommendations
- ✓ Premium feature explanation
- ✓ Expansion opportunities
- ✓ Objection handling

Customer success and onboarding

- ✓ New customer onboarding
- ✓ Feature explanation
- ✓ Adoption challenges
- ✓ Best-practice guidance

● ● ● AI persona setup



Upset customer

Customer support scenario

Role	Existing customer
Tone	Impatient
Behavior	Asks for a refund
Difficulty	Hard

● AI evaluation and reports

Turn every practice session into measurable feedback

Talenteria evaluates each AI simulation session, with clear feedback for trainees and actionable insights for managers.

EVALUATION CRITERIA

Communication quality

Empathy and tone

Product or policy knowledge

Problem-solving

Objection handling

Professionalism

Trainee feedback

- ✓ Overall performance score
- ✓ Strengths and improvement areas
- ✓ Feedback on communication, empathy and accuracy
- ✓ Missed or incomplete responses
- ✓ Coaching tips for future conversations

Manager insights

- ✓ Training completion status
- ✓ Individual and team performance
- ✓ Who needs additional coaching
- ✓ Common knowledge gaps
- ✓ Skill improvement trends over time

● ● ● Team report · Skills by criterion



Illustration only, not real data.

- Let's connect!

Launch AI Simulation Training with Talenteria

We help you configure your training programs, create realistic scenarios, set up AI personas and define evaluation criteria.

Implementation support

- ✓ Training program setup
- ✓ Scenario design
- ✓ AI persona configuration
- ✓ Evaluation criteria setup
- ✓ Company knowledge preparation
- ✓ Reporting configuration
- ✓ Ongoing optimization

Ready to help your teams practice before real customer conversations?

Talenteria AI Simulation Training helps support, sales, onboarding, technical support and customer success teams build confidence and improve performance.

Talenteria

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Book a demo or get a free trial today