

Truffaut, a subsidiary of the CORA group, specialises in the sale of plants, animals, decorations, and garden furniture. Its workforce varies by season: its 2'000 permanent staff members are reinforced by 1,000 seasonal contractors when needed. Truffaut relies on trainings to ensure its employees, including its salesforce, store assistants, and managers, have a good grasp of all the products available in their stores in order to advise and serve their clients in the most professional manner possible.



The issue

- Take into account the way in which stores are organised, whereby only administrative staff have access to a computer
- Cover a vast product catalogue that is in a state of constant evolution
- Maintain high quality customer service: permanent and seasonal sales staff need to know the products sold at Truffaut stores and be able to respond to customer queries at all times (with stores open 7 days/week)

The solution

- An **original technical solution** – the Formabox, a series of training stations with touch screens installed around the stores
- An **internal solution** for content creation – MOS Solo used for the creation of training modules according to varying needs and products
- A **sure and complete solution** – MOS Chorus selected for its tracking capabilities, breadth of functionalities, and power of use
- A **practical hosting solution** for the platform – to shorten project implementation time