



# How to Improve Professional Training with Real-time Interactive Experiences

## Companies depend on professional training providers to help keep their business competitive and profitable. Courses on new tools and practices increase the expertise and effectiveness of the workforce.

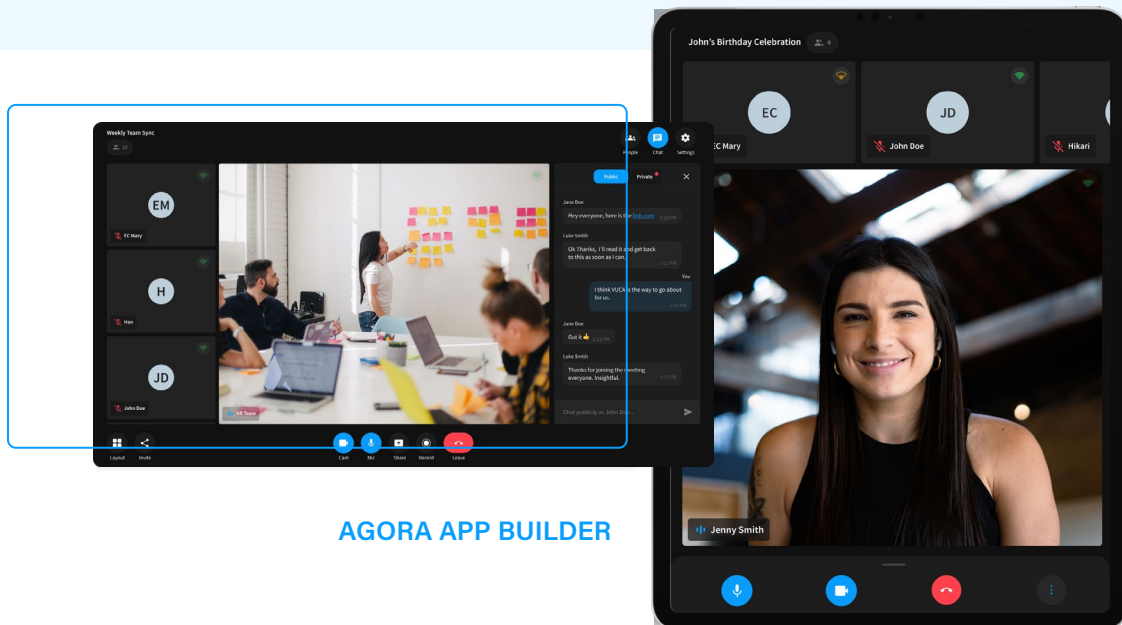
Sessions on company standards and policies can build corporate culture, improve efficiency, and strengthen security. As disruptive innovations and business models transform markets, upskilling and re-skilling programs enable an agile response to changing needs. For employees, ongoing training offers both a pathway for career advancement and a source of personal satisfaction, helping companies develop and retain talented workers.

The potential impact of professional training can be considerable, but it's not automatic. To realize its full benefits, companies need to provide training that's engaging enough to keep participants focused and motivated so they can learn more, retain more, and complete the course successfully. And if an online training provider can't meet these requirements, the consequences can be dire. For their customers, the investment ends up being a waste of time and money. But for the provider, low customer retention, a poor reputation, and lackluster referrals can erode revenue and put the business itself at risk.

## Simply put, deep engagement is mission-critical for online training providers.

To deliver the kind of experiences that build skills, careers, and profitable businesses, you have to go beyond the kind of passive, asynchronous instruction that leaves participants bored and uninspired, and provide customized, richly interactive virtual experiences that spark real learning.

In this brief, we'll discuss why synchronous instruction is the key to successful professional training, how to deliver it, and examples of how companies are succeeding with it today.



## Why it's time for synchronous instruction

The research is clear: traditional professional training providers offering asynchronous learning activities suffer from [low course completion rates and student engagement](#). It's no surprise; presenting pre-recorded video and other static content to students is no way to keep them motivated and engaged. They're unlikely to fully absorb the material or recall it later, though the company is sure to remember the name of the training provider that proved so disappointing. In response, leading providers like [Maven](#) are bringing training alive with interactive, cohort-based learning activities that give students more ways to participate, interact, receive feedback and support, and deepen their immersion in the content.

### Real-time experiences transform online training by enabling students and instructors to interact live just as they would in a physical classroom:

- Instructors can ask questions of students to prompt new ways of thinking, test their current mastery, and use Socratic teaching techniques.
- Students can ask questions of teachers for clarification, real-world examples, and a deeper understanding of the material at hand.
- Students can interact with each other to offer suggestions, engage in discussion, and participate in collaborative exercises.
- Instructors can adapt lessons in real time to incorporate student responses, drill down into topics as needed, and respond to what's happening in the session.
- Interactive tools like whiteboards, chat, and immersive audio extend the experience in new dimensions to expand learning opportunities.



# How to add live interaction to your professional training solution

There's no question of the value of synchronized learning—but what's the best way to add it to your online training solution? Online training providers have two very different options: buy or build. In other words, you can either:

- Use an off-the-shelf software-as-a-service (SaaS) video conferencing product like Zoom or Microsoft Teams, or
- Build your own live interaction capabilities using a platform-as-a-service (PaaS) real-time engagement solution.

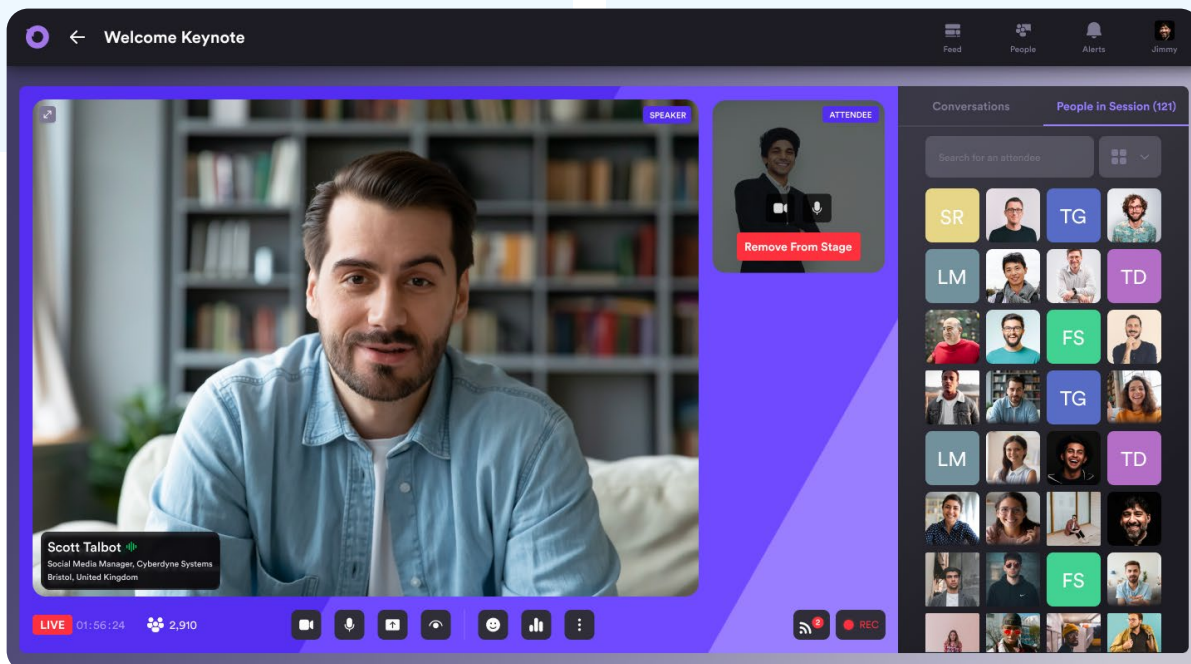
**In reality, it's not a hard decision to make. A PaaS approach is:**

## Better for your business

SaaS solutions are hard-coded and inflexible, with a one-size-fits-all experience that can't be adapted to the specific needs of your company or your customers. PaaS solutions, on the other hand, are designed for easy customization to fit the requirements of specific use cases and scenarios. With the flexibility to develop your own business logic, you can better quantify, track, and report student engagement and participation.

## Better for students

With a PaaS solution, you can seamlessly integrate live interaction into your web app so students don't need to jump between a browser and a separate SaaS video conferencing tool. As you continue to evolve your business, PaaS allows the freedom to build new types of live learning and social platforms, from virtual labs where students can collaborate on projects to metaverse environments where students can navigate the space, interact with objects, and chat with each other.



## The Agora synchronous instruction solution

Agora provides a fully customizable PaaS enabling professional training providers to deliver a rich, customized, engaging pro training solution. Pre-built components include a low-code flexible classroom, interactive whiteboard, AI-powered noise cancellation, media services, and chat—all running on a dedicated global network optimized for real-time collaboration.



**Flexible Classroom** – Agora Flexible Classroom puts the full range of real-time engagement tools at your fingertips, including live interactive video and audio with ultra-low latency and high quality. Class management tools including class roster and attendance tracking, user accounts, and access control to help teachers maintain an effective learning environment.

With Agora Flexible Classroom, low-code development makes it simple for providers with limited technology resources to tailor the solution to their customer needs. The student interface layout can be fully customized to address specific use cases. Features like screen-sharing, polling, breakout room, and hand-raising enable instructors to offer a rich training experience with ample opportunities for student participation. Support for Web, iOS, Android, Windows, and Mac platforms ensures broad reach and coverage for students using all types of devices connected, engaged, and productive.



**Interactive Whiteboard** – Students and instructors can annotate courseware, write and draw on an online whiteboard, and collaborate simultaneously in a shared online environment. All animations and dynamic content can be retained and displayed with full interactivity, not just as static images, to maintain the full attention of students.



**AI-Powered Noise Cancellation** – Using automatic echo cancellation, automatic gain control, automatic noise suppression, and an AI-powered noise cancellation algorithm, the Agora platform adapts to variant acoustic conditions to remove ambient and distracting noises, ensuring that voices come through crystal-clear.



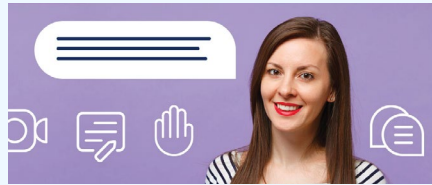
**Recording** – Recording and playback features let instructors record sessions to save in the cloud or on premises for later playback and sharing in collaborative discussions.



**Chat** – Group chat and one-on-one private chat features let instructors and students exchange text messages and share media files like courseware and assignments. Built-in language translation and content moderation capabilities enhance accessibility and safeguard the online learning environment.

## Offering rich functionality in a simple-to-deploy, easily customizable solution, Agora enables professional training providers to:

- Provide immersive live learning experiences with high-quality video, AI noise suppression, and 3D spatial audio capabilities
- Prevent distracting lags and delays with ultra-low latency streaming that works in any global location
- Boost student engagement, participation and course completion with engaging classroom features
- Easily track student engagement and participation to report on progress
- Capture detailed session data to inform educators and help business operators monitor performance and pinpoint problems



### SUCCESS STORY upGrad



One of the top online platforms for graduate studies in India, upGrad partnered with Agora to offer an online learning platform for students at colleges and universities as well as government agencies and non-governmental organizations (NGOs).

“At upGrad we have taken a strong shift to Learning Experience 2.0 which will be largely driven by the core objective of delivering Personalisation and Outcomes for our learners,” says Mayank Kumar, Co-Founder & MD, upGrad.

**“Building a live platform was a step in enhancing the learning experience. We had evaluated several possible solutions but chose Agora because it is reliable and delivers high-quality content despite network, mobile and geographical challenges. A huge deciding factor in choosing Agora was their dedicated local team that continuously stays on top of their game, striving to ensure the very best of services rendered.”**

MAYANK KUMAR  
CO-FOUNDER & MD, UPGRAD

Founded to make best-in-class learning available to employees everywhere, Upduo provides a workplace tool enabling team members to share best practices, skills, and knowledge through peer-to-peer coaching. Using science-backed and proven methodology, Upduo facilitates skill development and boosts key business metrics with continuous personal development for employees and the creation of a growth-focused workplace culture.

Upduo recognizes that real-time engagement is crucial for successful workplace peer learning; if employees are disengaged, they won't learn or pass on their skills effectively. To this end, Upduo matches students for one-to-one coaching sessions and provides 'flashcard' prompts during video chats to guide the conversation. One-to-one video conferencing with on-screen prompts and interactive features enable personalized learning journeys for each participant. Other innovative features include on-screen prompts to guide intentional coaching and performance tracking to encourage mastery.

Given this visionary approach, Upduo's choice of a synchronous instruction platform was critically important for its business. After trying other real-time collaboration video providers, Upduo chose Agora.

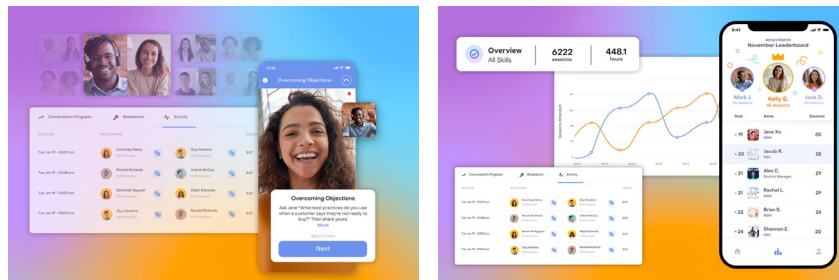
**"Agora delivered top-quality network infrastructure, fantastic engineering support, powerful features, and easy-to-use call analysis tools."**

WEI SUN  
CTO, UPDUO



### The results show that Upduo made the right choice.

- **Customer satisfaction surged**, with app store ratings reaching an all-time high.
- Session completion **increased by 10.5 percent** in just two months.
- **Higher session quality** has led an increasing number of major enterprise clients to join the platform or show an interest.



# Deliver professional training that works for students and businesses.

Explore Agora's Education Solutions

The central collage features several key elements:

- Top Right:** A man with glasses and a beard is seen from the side, gesturing with his hands while participating in a video conference on a laptop. The laptop screen shows a grid of other participants.
- Center:** A project management flowchart with the word "Project" in a red box at the top. The flow includes stages: Plan, Research, Analyze, Design, Requirements, Develop, Execute, and Maintenance. Three people's faces are overlaid on the chart.
- Bottom Right:** A woman with long brown hair is smiling and wearing a headset, appearing to be in a video call.
- Bottom Center:** A scientist in a white lab coat and blue gloves is working in a laboratory, holding a test tube. A monitor in the background shows a video call with a female doctor.
- Left Side:** Three blue circular icons with white silhouettes of people, connected by dashed lines and arrows, suggesting a network or communication flow.
- Right Side:** A vertical stack of four circular icons: a microphone, a speaker, a video camera, and an open book.
- Bottom Left:** A line graph with three data points and two circular progress indicators.