



lemonadeLXP

# Drink the Lemonade!

LemonadeLXP is an award-winning digital growth platform that helps credit unions nail their digital member experience.

The platform helps credit unions quickly create an online hub with technology walkthroughs, app simulations, application guides, and videos to support staff and members as they migrate to digital channels. The learning experience platform combines serious games, technology walkthroughs, role-play scenarios, and social learning to upskill employees faster.

LemonadeLXP offers two products that solve difficult problems for credit unions:

## Learning Experience

This uses game-based training, technology walkthroughs, and role-play scenarios to turn staff into digital experts.

## Digital Academy

This is a member-facing support website with technology walk-throughs, app simulations, and videos to increase adoption and member satisfaction.

## LemonadeLXP

A learning experience your team will love! LemonadeLXP offers an addictive learning experience that makes training more fun and effective. Its rapid authoring tools let learning and development professionals create better training content faster.

The learner-first approach ditches slideshows and PDFs in favor of modern training content:

- Game-based learning
- Technology walkthroughs
- Role-play scenarios
- Curated content from the web
- Mentoring experiences

The learning experience is built in the image of today's most addictive mobile/social games to keep learners coming back!

## Digital Academy

Instantly create an online hub with walkthroughs of your technology to support members when they need it, help staff in the flow of work, and improve both your employee and member experience! Branded, accessible, searchable, Web Content Accessibility Guideline AA (WCAG-AA) compliant.

For more information about how LemonadeLXP can assist your credit union, email [consult@myleverage.com](mailto:consult@myleverage.com) or call 855-9EXPERT (855-939-7378).

**LEVERAGE**

[www.myleverage.com](http://www.myleverage.com)

# FAQs - LemonadeLXP

## Q: Why should we use LemonadeLXP and the Digital Academy?

### Enable Branch Staff

Each time a member visits a branch, they can build the relationship further by sharing the digital services that the member needs. But employees won't recommend products they don't know how to support. Give branch staff the support tools they need to confidently recommend your technology to members. The software is user-friendly, easy to understand, and simple to implement on your own.

### Support Your Contact Center

Reduce call volumes, shorten handling times, and improve the member experience. The Digital Academy supports contact center agents by providing instant access to technology walkthroughs to help them guide members through transactions. Using the sharing tool, representatives can easily send direct links to technology walkthroughs, so everybody is on the same page.

### Empower Members

Some members want to figure out solutions on their own. Digital Academy lets you instantly generate a member-facing, branded, searchable hub so your members never have to call the contact center.

## Q: What does the data say about LemonadeLXP?

- Reduce training costs by 81%
- Reduce call handling times by 30%
- Increase mobile app usage by 26%
- Increase Peer-to-Peer payment use by 13%
- Increase employee knowledge by 25%

## Q: How do employees feel about this new, digital training platform?

- 93% of employees say it increases digital fluency.
- 92% of employees prefer LemonadeLXP to other training.
- 88% of employees want the majority of their training in LemonadeLXP.
- LemonadeLXP increases voluntary training participation by 106% and repeat-engagement by 266%.
- Employees who participate in game-based training increase retention from 5% to 70%.
- Game-based training takes employees 5-10 hours to complete versus the average of 53 hours of traditional training.