VR Technology Solution Interview Guide

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Training Content

- Format: Do they provide "off-the-shelf" training and/or custom training?

- Training Catalog: How many trainings are available? What types of training? Can they provide a course catalog and demo access?

Impact & Benefit

- Skills: What skills do workers develop from the training? How do you measure the skills developed?

- Case Studies: What are example goals and KPIs clients can improve from using this training? What are some case studies?

Cost & Contracting

- Pricing Model: What is the pricing structure? How much is it to purchase additional licenses?

- Resources: What is included in the pricing? For example, does it include customer success support, training, etc.?

Customer & Technical Support

- Support Model: What type of support does the customer success team provide (i.e., onboarding, training, etc.)

- Support Documentation: What support resources are available? Do they have a support page?

Technology Design, Features, and Usability

- Account Management: How do you manage accounts (create, edit, and delete)?

- Language Accessibility: What languages are the trainings available in?

Data Access & Analytics

- Metrics: What types of engagement and performance data is available?

- Reporting: How do you access the data? Is it available in an online dashboard and/or CSV export?

Hardware/Device Compatibility

- Device Accessibility: What VR headsets are supported (i.e., Oculus Quest, HTC Vive, etc.)? Is training available on computers, laptops, and phones?

- Application Access: Is the application available on a VR application store (i.e., Oculus App store)?