

Axonified Employee

Ryan Porter,

Customer Service Representative, At Home



“I love Axonify. I love it. It’s helped me learn better.”

Ryan Porter is a Customer Service Representative with At Home, a home décor retailer with 100 stores across 28 U.S. states — and growing. We spoke with Ryan about how he uses Axonify, and how the platform has helped him feel confident in his role.

Q: What kinds of information do you need to know to do your job?

A: I need to know about every item that we stock and their locations within the store so I can help customers find what they’re looking for. If I’m working as a cashier, I need to make sure I watch out for different things, like products that are nested, or that I can scan everything. That’s why I like Axonify. It sends me a lot of the scenarios that I go through on a daily basis, so it’s very helpful.

Q: Do you take your Axonify training every shift?

A: Yes, I do it every shift. I also have the Axonify app on my phone, so sometimes I take training on my day off because I like the little games that are part of it. It’s really helped me as far as knowing the location IDs for the different products, understanding the different areas of the store in general, getting cashiering pointers, and identifying important things to look out for.

Q: Can you share any examples of how the training that you received through Axonify has helped you in your job?

A: Sure! When I first started working at At Home, my store director, Renee, was responsible for my initial training. She showed me this map that lays out the entire store and all of the different areas. It’s a big map, and you really can’t carry it around with you everywhere, so you have to memorize it.

That’s where Axonify really helped me. Interacting with the questions, and the games, really got my mind going. It helped me learn in a different way because I remember things best when I can visualize them, and then put them into practice. The repetition of the questions also helped a lot when I first started.

Q: How long did it take you to feel comfortable with your job?

A: About a week or two. The first week, of course, was a little rocky with trying to learn everything. But, that second week was when I got into the flow of things, and I think Axonify really helped with that.

Q: What makes Axonify different from other retail training you’ve experienced?

A: As far as training goes, with Axonify the questions are brought up more than once so it’s always fresh in your head. I really like the little games, too, because it gets my brain going and so I’m much more into it. Other training systems I’ve experienced weren’t interactive. I would really encourage other retail stores to look at Axonify as a training tool because it helps.