skilljar® Market Report

As a highly rated, TrustRadius award-winning product Skilljar has firmly established itself as a quality option for Customer Training software buyers.

Skilljar is a **TrustRadius award-winning** product

Why people love Skilljar's Implementation, Customer Success, and Ease of Use:

★★★★★

"Skilljar Customer Education Software has good implementation support and enabled us to soft launch in less than 30 days. Their own Academy and Support Centre has most of what you need and their customer success teams help you fill in any of the gaps you have. I'd recommend Skilljar to anyone who works in a small team for their support and recommend it to anyone in a large team for its easy-to-use functionality."

Verified User * | Project Manager | Farming Company, 1001-5000 employees

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Why people choose Skilljar for Integrations, Analytics, and Customer Service:

★★★★½

"Skilljar provides stronger customization features, more code snippet options, more styling tools, and more effective integrations. Additionally, the catalog is all part of the same system, making it easy to manage. The analytics tools are also more robust, and the customer service is much more helpful and responsive."

Verified User * | Contributor | Biotechnology Company, 1001-5000 employees

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Why people choose Skilljar over Absorb LMS and Docebo Learning Suite

★★★★½

"Skilljar Customer Education Software has a solid reputation and has more integration possibilities tan Absorb LMS and Docebo Learning."

Verified User * | Director in Professional Services | Computer & Network Security Company, 1001-5000 employees

Skilljar rates highly against competitors for key features and attributes in the customer training and corporate learning management categories.

Features and Attributes	Skilljar Rating	Category Average
Assignments	.4	6.1
Learning administration	9.5	9.1
Player/Portal	8.9	8.5
Course catalog or library	8.4	8.3
Progress tracking & certifications	8.6	8.1
Mobile friendly	9.1	8.3
Customer Support	8.9	8.6
Usability	.6	8.3

In their TrustRadius reviews, the most common pros of Skilljar were:

- Build, upload, and manage courses
- Customer support
- Customization for UI, landing pages, courses
- Implementation

These features gave this user the ability to educate and retain more customers:

Skilljar is an ideal solution for customer education and retention:

"The ability to add courses quickly has allowed us the capability to increase our content by over 1000%. When a customer needs an asset, we can have it ready in a 10th of the time, allowing that customer to fulfill training needs of their user base, which assists in retention."

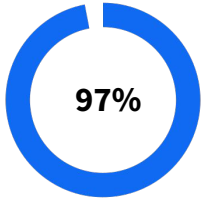Verified User* | Manager | Computer & Network Security Company, 501-1,00 employees
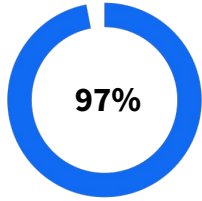
Skilljar's customers are happy with the feature set, value for price, and implementation, and say they would purchase the product again:
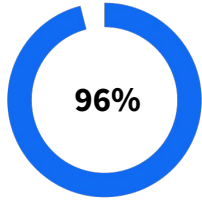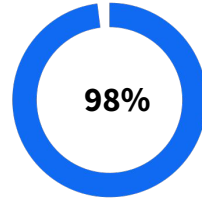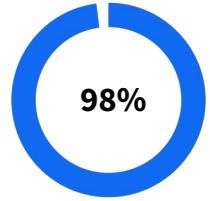
Key Insights:

97%
Would Buy Again

97%
Happy with the Feature Set

96%
Implementation went as expected

98%
Delivers Good Value for the Price

98%
Lived up to Sales and Marketing Promises

Likelihood to Recommend

8.9

Skilljar is rated a 8.9/10 for likelihood to recommend in the Customer Training category, while the category average for this attribute is 8.6/10. This indicates that Skilljar's customers are satisfied, and less likely to be searching for another customer training product.

When asked why they selected Skilljar over other customer training solutions:

⭐⭐⭐⭐⭐

"Skilljar Customer Education Software has great out-of-the-box reporting/analytics. The ease of use for uploading assets and creating courses is a time saver. Skilljar Customer Education Software was easy and quick to set up. This has been an issue in the past with previous providers. All integration is easy to set up and works well."

Cindy Lunsford* | LMS Admin at Alert Logic | Computer Software, 500-1000

Companies across industries who have researched Skilljar or TrustRadius for their customer education needs in the last 30 days:

And they all read reviews on TrustRadius. You can too.

» See what customers are saying about Skilljar now.

TrustRadius research team analysis based on analysis of TrustRadius reviews and data as of March 14, 2023.

*Indicates an Incentivized review