

The help desk solution that evolves to meet demand

Anthology Help Desk is designed for education. From LMS support to full IT help desk capabilities, we deliver a tailored partnership that removes technology barriers for students and instructors.



A proven history of improving user support and advancing student success

Don't let IT issues become a roadblock along the learner journey. Anthology calls upon decades of education expertise to provide detailed, timely support for both students and instructors, efficiently resolving technology inquiries and improving retention rates as a result.

- Proactive outreach to address common issues ahead of time
- AI-powered user support to efficiently address incoming inquiries
- Additional tailored support available for instructors
- 200+ institutions
- Millions of inquiries resolved annually
- 95%+ customer satisfaction

“Since partnering with Anthology, our average call wait time is significantly reduced. In addition, students are excited to get answers to their questions 24/7, 365 days a year. Anthology is handling the majority of incoming calls, which allows our staff to focus on other responsibilities.”

— **Christopher A. Lynch**, Vice President, Enrollment and Student Services, University of Central Oklahoma

Backed by Amazon Connect, the leading technology for user support



Amazon

As part of our commitment to the Power of Together™, Anthology Help Desk is fueled by Amazon Connect to combine education expertise with the most innovative, best-in-class technology. Connect leverages AI to streamline the end user experience, unveil insights to optimize further, and provide efficiency for institutions.

- AI-powered, multi-modal user support
- Propensity modeling for proactive engagement
- Multi-lingual support
- Quality control
- StateRAMP®, ISO, and SOC compliance

A true partnership to deliver institutional efficiencies

Starting with your specific needs and current support offering, we tailor our Help Desk solution to meet your objectives. This includes 24/7 coverage, the flexibility to scale support during busy periods, and a clear process for our team members to augment yours, providing a consistent and responsive service for users along with resource efficiencies for your institution.

- Extension of your team
- 24/7 support
- Resource scaling during busy periods
- Alignment on goals and performance
- Technology agnostic

 *Anthology allows us to scale as needed and sometimes very quickly [so] we can take our energy and focus on service improvements and rolling out new services.”*

— Tracy Smith, Director, Service Support Operations, University of Virginia

A relentless dedication to insight and optimization

Far from an outsourcing option, a partnership with Anthology Help Desk is a shared commitment to improving the learning experience. This includes a focus on data, with detailed reporting, stringent quality control assurances and transparency, and regular meetings to surface insights and ensure that the user experience remains optimal.

- Shared data platform and full transparency into results
- Key metrics on response times, user satisfaction, resolution rate, and more
- Call quality monitoring for all interactions
- Regular review and optimization meetings

A premium touch for the LMS you love

While Anthology Help Desk is tech-agnostic and can support all major campus technologies, including other LMS software, we see the value of providing both LMS and end user support collectively. Adding end user support to your Anthology® Blackboard agreement ensures that your users will get the most from the platform and that staff have a common Anthology contact for all learning technology needs.

With a singular focus on education, Anthology is the innovation leader providing the only in-house, integrated, end-to-end global services that span the entire customer lifecycle.

Contact an Anthology representative today to learn more.

Explore Anthology Help Desk in detail at
anthology.com/help-desk

