

The responsive Student Services solution that removes barriers and improves retention

Anthology One Stop provides support that is tailored to the modern learner: proactive, powered by AI, and available 24/7. Complement your existing support team to quickly address learner issues and guide them through to completion.



Address the causes of retention declines

Challenges with financial aid, student affairs, accounts, and other administrative tasks cause an increase in student stop out. Anthology One Stop provides a single point of contact for all these inquiries, streamlining the learner experience and making a measurable improvement to overall retention rates.

- Proactive outreach to address common issues ahead of time
- AI-powered user support to efficiently address incoming inquiries
- Millions of inquiries resolved annually
- 95%+ customer satisfaction

“The partnership with Anthology's One Stop solution has been nothing short of extraordinary. Our Enrollment offices were overwhelmed with phone calls and students were not happy with our customer service. However, since partnering with Anthology, the average call wait time is significantly reduced. In addition, students are excited to get answers to their questions 24/7, 365 days a year.”

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

Leverage AI to immediately address student inquiries



Amazon

Anthology One Stop is powered by Amazon's market-leading customer support technology, AWS Connect. This includes analytics to identify common issues ahead of time and deliver proactive outreach, as well as AI-enabled responses to inbound enquiries. These technologies, when combined with our expert agents, significantly reduce the volume of inquiries for your team, providing faster responses to learners and efficiency for your institution.

- AI-powered, multi-modal user support
- Voice recognition
- Propensity modelling for proactive engagement
- Multi-lingual support
- Quality control
- StateRAMP®, ISO, and SOC compliant

Tailored and transparent

Far from an outsourcing option, Anthology provides a genuine support partnership. We offer 24/7 coverage, can add extra support during your busy periods of year, and can even tailor our support to particular areas which are causing student challenges. We work closely with your team to provide a consistent experience for learners, provide full transparency on results, and meet regularly to identify opportunities for further optimization.

- Staff Augmentation
- 24/7 support
- Scale resource during busy periods
- Alignment on goals and performance
- Technology agnostic
- Data transparency and reporting into response times, resolution rates, student satisfaction, and much more

Extensive expertise in financial aid

While Anthology One Stop covers the full breadth of student support inquiries, we understand that those related to financial aid take on particular importance for learners, and thus correlate with retention metrics. We have a long history of partnering with institutions to make financial aid support readily available for students, including after hours and during rush periods where existing staff may struggle to meet demand.

“Having a support center that is available for calls and live chat 24/7/365 has been a tremendous benefit in those times when our office is normally closed. In today’s society, students and parents want to talk to you when they choose, and that doesn’t always fall between the traditional hours of 8 a.m. to 5 p.m. Having the ability to reach a financial aid advisor at any time day or night is wonderful!”

— **Jennifer E. Harpham**, Director of Student Financial Aid, University of Akron

A great complement to Anthology® Student

Our One Stop solution is completely tech-agnostic and can integrate seamlessly with the Student Information System (SIS) that your institution prefers. That said, it forms a particularly strong combination with Anthology Student, with both solutions oriented around the student experience and designed to reduce the time required for administrative tasks so learners can focus on their courses.

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 One Stop in detail at
anthology.com/one-stop