



# END USER SUPPORT SERVICES

## PROVIDE YOUR END USERS WITH PROFESSIONAL SUPPORT

- Social Sector Experts
- Cornerstone® LMS Experts

## CHOOSE THE MODES OF SUPPORT AND SERVICE HOURS

- Our team, your team and hybrid staffing solutions available
- Self-service, email, chat, phone, AI “Chatbot”
- 7x24, 5x12, mixed mode, etc.

## MODERN AND EASY CUSTOMER SUPPORT SOLUTION

- Built on FreshWorks™ -a leading customer support platform
- Customizable support portal interface and ticket processing
- Custom self-help portal reduces support requests, solves problems faster



## Support Plans

All plans include a branded Freshdesk Support Portal with customized support materials.

### Support Plan 1:

End users submit support tickets routed to your organization for email support.

### Support Plan 2:

End users submit support tickets routed to AdvanceNet support team for email support.

### Support Plan 3:

End users contact support agents via chat or submit support tickets routed to AdvanceNet support team.



## Additional Services

### Chatbot:

Providing automated support by leveraging and learning from your support materials.

### Support Videos:

We can create support videos for your organization’s key program features.

### Multiple Languages:

Platform is available in 20 languages. We can manage the translation of your support materials into selected languages.