

Help Desk

Empower Your Students and Educators with 24/7/365 Support

Our Help Desk is a fully integrated support center, available to students and educators 24 hours a day and seven days a week via phone, e-mail and online chat.

Whether a call comes in at 3:00 p.m. or 4:00 a.m., our expert Help Desk staff can quickly analyze and resolve any issues users may encounter.

Pearson Help Desk Response Statistics (2008-2009)

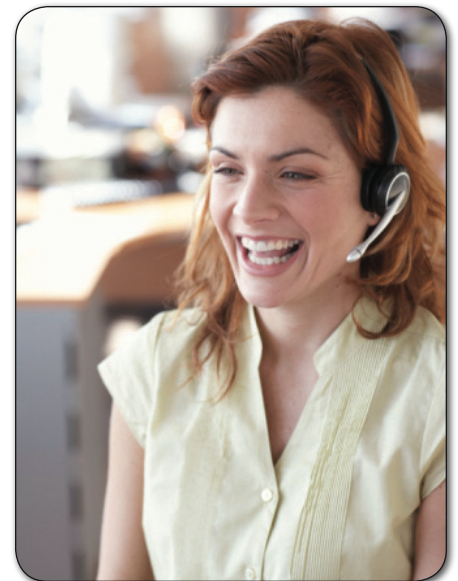
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|---|---------|
| Avg. Yearly Contacts (Phone, E-mail and Chat) | 500,000 |
| Avg. Yearly Phone Distribution | 60% |
| Avg. Yearly E-mail Distribution | 30% |
| Avg. Yearly Chat Distribution | 5% |
| % of Calls Answered Live | 90% |
| % of Calls Answered Within 5 Minutes | 88% |
| Average Speed of Answer (in minutes) | 1:40 |
| Issues Resolved on 1st Contact | 84.46% |

The Answers Students Need, Day or Night

In a fully online education program, learners and instructors have unique support needs. Over 50 percent of Help Desk calls happen after 5 p.m. or on the weekends. Pearson provides the following support options 24/7/365 (including holidays).

- Phone
- E-mail
- Online Chat

- Technical support to students and educators 24/7/365
- Effective issue resolution, with over 85% of all student issues resolved on the first call
- Integrated phone, e-mail and chat support from the learning environment
- Support for 3rd party solutions offered within the learning environment
- Insight reporting and trend analysis for all contacts to the help desk



Quick Resolutions to Common Problems

Quick turnaround time for help desk requests is essential. Without quick responses to their technical issues, online learners or educators can feel isolated and ignored. Pearson strives to have the industry's most efficient help desk with the fastest turnaround times possible for quality responses.

- *Over 85 percent of our calls are resolved in less than five minutes.*
- *Forgotten usernames and passwords are the bulk of these calls.*

Leading-edge Call Handling and Trend Management Tools

The Help Desk implements the latest call center technologies, including state-of-the-art tracking systems to monitor incoming calls, e-mail and chat contacts.

The Help Desk provides:

- *Industry-leading software management systems to handle multiple request types*
- *Knowledge database systems for issue tracking/trending*
- *Custom-built and centrally-managed solutions for quick resolution to all contacts*

Integrated Team Support to Efficiently Address Your Issues

Pearson runs the 24/7 Help Desk within our headquarters in Denver, Colorado. This central location cultivates immediate access to the departments to ensure efficient issue resolution.

The Help Desk's collaboration with other teams allows us to implement immediate fixes to any system-wide issues, rather than simply explaining the problem away.

"Welcome to the Online University Help Desk. How Can I Help You?"

The Help Desk offers personal greetings options to your institution. With personal greetings, a student calling the help desk will have a seamlessly branded technical-support experience.

You also have the option of personalizing the issue workflow options your students encounter. For example, if you have frequent calls about login information, the Login and Password Information can be offered as the first option to callers.

Contact Knowledgeable Technicians Who Provide Quality Support

Our difference is in the caliber of our Help Desk staff members. We hire only skilled, full-time professionals with strong technical backgrounds. We train our staff in all aspects of the Pearson LearningStudio system, including third-party applications such as conferencing and accessibility tools.

The following are attributes of the Help Desk staff:

- *Experienced users of multiple learning environments and administrative technologies*
- *Qualified in related technologies, such as common Web browsers and streaming media*
- *Continuously trained in the latest technology trends to stay ahead of user support needs*
- *Trained on accessibility support and assistive technologies*