



# Ellucian Help Desk Services

Deliver a better student experience and increase the reach of your campaigns with responsive, cost effective contact center and call campaign services

As expectations for prompt, accessible services continue to rise, colleges and universities increasingly need to deliver high-quality assistance around the clock. But help desk services are resource-intensive and require staff with specialized expertise.

Ellucian Help Desk Services can provide your institution with superior customer service 24 hours a day, 7 days a week, 365 days a year. We assist students, staff, and faculty members with Tier 1 support for IT, enrollment management, financial aid, and student services. With Ellucian Help Desk support, your staff can focus more on students, strategy, and innovation, and less on call center staffing and management.

Ellucian Call Campaign Services are also available to support your retention and recruitment efforts in admissions, financial aid, and registration, and to target alumni relations priorities. Call Campaign Services are available either in combination with Help Desk Services or as a standalone offering.



**“Trying to staff our own phone lines until midnight was just not cost-effective. A hybrid approach frees IT to innovate and frees students to learn and grow in their fields of study.”**

**ABRASH KHANMALEK**  
Associate Director of Client Services and Innovation,  
Pepperdine University

## Creating a better student experience through superior service

The level of support and attention that students experience after they enroll is critical to their overall satisfaction. Ellucian Help Desk Services gives your institution the ability to deliver a consistent student experience by centralizing service requests, expanding hours of service to accommodate online and working learners, reducing response times, and routing inquiries to our experienced 24/7 contact center team via web-based, live chat, self-service, and email solutions.

Ellucian Help Desk Services provides support tailored to your institution's specific needs. Through accurate forecasting of peak periods and after-hours call volumes throughout the academic year, we can scale resources and staff to meet your changing circumstances. This agility, combined with our expertise, means that Ellucian Help Desk Services can deliver an unmatched customer experience—even when you add new services, technologies, and applications on campus.

## Tech support services designed specifically for higher education

We understand that your institution's support needs are unique. For more than 20 years, Ellucian has provided technology support services exclusively to colleges and universities. That singular focus has helped us build modern contact center services that reduce the cost of delivering world-class technical support services. Ellucian has also adopted the ITIL framework, a set of best practices that focuses on aligning IT services with the needs of the institution.

Ellucian partners with you to manage your changing technology environment while delivering evolving support, documentation, and user access to self-service information. We train all technology support services staff on specific higher education applications and enable you to define the scope and depth of services provided to your constituents. We continuously monitor and improve your institution's services with key metrics and complete reporting that measure performance, track resolution rates, and increase student satisfaction.

Our higher education contact center experts have significant expertise in mobile, desktop, and campus systems, including more than 100 different applications and technologies. They can quickly resolve LMS, ERP, password reset, network, operating system, email, office application, browser, and other technical support issues—freeing your IT staff to focus on strategic priorities while helping you reduce costs, decrease call volumes, and provide faster resolutions.

## Financial aid services for holistic student support

Along with responsive help desk services, students increasingly need and expect assistance with their financial aid applications and processing. Ellucian's one-stop financial aid services can deliver timely assistance to your students in this critical and often complex area.

Ellucian Help Desk Services augments your internal team by increasing availability and responsiveness during peak periods. Ellucian experts can quickly answer Tier 1 student questions using the appropriate financial aid, admissions, and registration information available via your ERP system. If you choose, your scope of service can also include assistance with basic policies and procedures, as well as form location and self-service (portal) system navigation.

## Enrollment and retention solutions that get results

Successful recruitment and retention of best-fit students are critical priorities in today's competitive higher education market. Ellucian offers complete enrollment-management services to help you enhance those efforts without hiring additional staff.

With our real-time recruiting and enrollment analytics and reports, you'll get detailed analysis and useful insight into your admissions and recruiting processes. Using accurate, current data, we'll help you increase the effectiveness of your marketing and admissions programs, and we'll effectively manage inquiries from your prospects, applicants, and accepted candidates.

## Complete outbound call campaign services to support institutional priorities

With Ellucian Call Campaign Services, we bring the size and expertise of our experienced staff to enhance your outreach to prospective and existing constituents. We design custom campaigns targeted to your desired results, with areas of focus ranging from preemptive technical support to administrative communications from your financial aid, registration, admissions, and bursar's offices. We can also provide live phone-based notifications about upcoming events, school policy changes, or account status changes.

- **Anytime, anywhere 24/7/365 services to improve the student experience**
- **Scalability to meet peak calling times and seasonal demand**
- **Contact center business intelligence with dashboards for detailed performance reporting and quality assurance**
- **Support for enrollment growth via call campaign strategies for admissions, financial aid, student accounts and registration**



Ellucian is the world's leading provider of software and services that power the essential work of colleges and universities. More than 2,500 institutions in nearly 50 countries rely on Ellucian to enhance operations and enrich the student experience for over 18 million students. **Visit Ellucian at [www.ellucian.com](http://www.ellucian.com).**