

## Service and Support Management for Higher Education

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- ✓ Luma Virtual Agent
- ✓ Point of Business Platform

## Smarter Service Management For Campus-wide Services

As with any enterprise, offering effective and efficient IT services is a must have. Educational institutions are no exception. University employees, administrators, professors and students all demand services that meet their unique needs and educational expectations. IT's charter is to create a more connected campus.

"Over 49% of institutions are making core business model changes to adapt to market demands."

Source: Gartner on Higher Ed 2019

Serviceaide provides a complete service management solution with the Point Of Business Platform (POB) and Luma Virtual Agent (VA). POB is a highly customized solution designed to help institutions efficiently manage and automate a wide range of business and service functions. The integration of Luma VA offers an AI-powered virtual agent that is optimized to provide easy conversational access for students and support personnel to a wide range of information and automated services.

## Benefits include:

- **Lower Total Cost of Ownership:** POB is a low code platform that is easily customizable and implemented quickly. You only buy the modules you require which allow you to scale as your needs grow. Luma is a no code virtual agent with hundreds of re-usable skills to get you started in weeks, not months.
- **Improve Self Service And Satisfaction:** With a virtual agent, you can offload over 30% of your high volume ticket requests, leaving analysts to focus on more strategic tasks. End users are more productive and satisfied. Automated service requests and workflows allow for an efficient and streamlined environment.

## Expand your campus-wide services

Make life easier with a single point of access to information, services and announcements. Fulfill service requests with automation and context, while keeping visibility into request fulfilment workflows and areas requiring more detailed input. Students seek one place to turn to for campus activities, registration, financial aid, etc. Make it easier for faculty to find answers to frequently asked questions and access real time information. Whether classes are in person or virtual, access to lecture materials and the ability to communicate and collaborate are available.

## Ensure Always-On Service

End-to-end visibility across IT services, applications and infrastructure is important to minimize disruption of campus services. Optimize service availability and performance. Forecast and eliminate service outages. Track critical metrics and service level agreements to anticipate problems and make agile decisions to ensure service continuity.

Round-the-clock support is expected. Support students, parents and faculty across multiple communication channels such as Teams, etc. Mobile support is also available for anyone in transit. With a new consumer-like mobile app, users can communicate with POB. Universities and colleges can customize the interface, as well as integrate across other applications and location-based services. An intelligent, conversational agent provides a consistent interface to the self-service portal, service catalog and collaboration tools. With advancements in AI and machine learning, the agent is constantly learning and self-optimizing to provide better responses over time.

## Increase IT Efficiency and Productivity

Automate routine tasks in order to focus your IT staff on more strategic and value-added projects. Increase collaboration across agents and departments by easily sharing information, providing alerts and rapid escalations. Managers can leverage a comprehensive dashboard to assess service health and provide reports.

Today, higher education is facing unexpected challenges. This represents a pivotal moment and the opportunity to shift educational models, campus experiences and self-service. It is a digital transformation that will change the future of education.

At Serviceaide, we have years of experience in managing the unique needs of our clients in the education sector. For more information on how we can help you can meet these challenges, contact us for more information and a demo.

### POB HIGHER EDUCATION USE CASES

- ✓ Student and Staff Onboarding
- ✓ Data Management Services
- ✓ Teaching and Learning Practices
- ✓ Field Support Services
- ✓ Student Support Portal