



## END USER SUPPORT SERVICES

# Struggling to support the growing number of D2L Brightspace users and their needs?

You don't have to tackle it alone. Leverage our team's expertise to help ensure all users have the answers they need when they need them most. From around-the-clock digital communication to a fully branded help desk, our offerings provide a quality-first approach with regular reporting to help free up time for your team to focus on initiatives that advance your learning goals.



### FLEXIBILITY AND ACCESSIBILITY

Triage issues through a customized help desk. Your users will have access to real-time support in multiple languages (English, Canadian French, Spanish and Brazilian Portuguese) and channels (chat, email, phone TTY). Save time and with a tailored support workflow that fits your unique needs.



### STRATEGIC OPTIMIZATION

Understand interaction trends, personas and user satisfaction through our built-in case review process. Streamline and continuously improve the learner experience with expert consultation and advice.



### ADOPTION AND ENGAGEMENT

Help empower your learners with a high-quality support experience. Your self-serve portal is customized to provide immediate answers to commonly asked questions in your organization, helping increase user engagement and adoption.



### PERSONALIZED RESPONSE

Learning happens 24/7. Your end user help desk is powered by a team of experts trained to address the unique needs of your end users—advisors, instructors, learners and parents—with a quick, personalized response.

“D2L End User Support is **critical** to serving University of Dallas students and faculty. We have a Branded 24/7/365 helpdesk to allow our faculty and student body to get help **anytime**/anywhere to complete their course work. Collaboration with D2L employees and their infrastructure creates a team **focused** on helping when immediate **support** is critical.”

University of Dallas