

powered by



Live Support provides Taleo Learn clients with a support resource for their LearnCenter End-Users. Live Support provides on-demand access to LearnCenter trained instructors available direct from the LMS! Custom virtual Live Support classrooms are integrated into the LearnCenter LMS directly from both the login page and within the Taleo Learn LMS to be able to assist end-users with general LMS help to include login assistance and password resets to more in depth training assistance to include course launch and completion help.

With Live Support, your LearnCenter End-User receives the support they need instantly to successfully accomplish their training initiatives. By offloading general support inquiries, System Administrators are free to focus on the ongoing maintenance and development of your LMS investment without having to handle daily end-user requests and issues.

Start immediate support access for your LearnCenter End-Users!

Real-Time Taleo Learn Instructors are standing by 24x7 to assist with the following:

- Login and registration assistance
- Resolution of user password related problems
- Guidance with top navigation menu items
- System launch and system performance related problems
- Course or document access and launch related problems
- Course completion guidance
- ILT and VILT enrollment assistance
- Help with accessing user history and certificates
- Clarifications of general interface functionality

TOP LIVE SUPPORT BENEFITS

- All Taleo Learn Live Support classrooms are monitored 24 hours a day, 7 days a week by a trained instructor staff.
- All Live Support clients receive custom and client specific classrooms, custom Support Module dedicated to outlining a client's specific LMS configuration and specific training initiatives so that instructor responses are in alignment with a client's LMS objectives.
- Live Support is deployed thru an eSkillz proprietary customized chat engine that comes complete with comprehensive tracking, reporting, and ticketing system.

Call us today at 800-434-6418. 24 Hour Live Support is just a click away!

www.eskillz.com