

## SYSTEM ADMIN SUPPORT

powered by



Taleo LearnCenter deployed... check. End-user support available... check. What about administrator support?

SA (System Administrator) Support provides Taleo Learn client administrators with on-demand access to LearnCenter trained instructors for assistance with managing and developing their Taleo Learn LearnCenter. Much like our end-user support services, our SA (System Administrator) Support is dedicated support geared instead towards the administrators of your training solution or custom application.

As training solutions and applications such as Learning Management Systems become more comprehensive, the back-end and control panels become more complex as well.

SA Support is now available to provide your key administrators with on-demand Taleo LearnCenter control panel support that is specific to the day to day maintenance and development inquiries that are most applicable to their roles as LearnCenter administrators. eSkillz SA Support solution can increase your employee development program ROI by decreasing your ongoing investment in administrator training and by helping your administrators understand and apply each feature, function and benefit of your LMS.

Our System Administrators have the knowledge and expertise necessary support to your administrators to make sure they're able to meet their program objectives and maximize their employer's capital investment.

Start immediate support access for your LearnCenter System Administrators!

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

- User Population & license management
- End-user group and permission set management
- Page and GUI maintenance
- Site development
- SubLearnCenter creation
- WBT/ILT/VILT management or creation
- Enrollment & Calendar management
- Assignment and development plan coordination
- Report management

### TOP SA SUPPORT BENEFITS

Custom virtual Live Support classrooms are integrated directly into the Taleo Learn LMS control panel to give System Administrators immediate support.

For each SA Support client, eSkillz also designates SA Support Team Leads to become intimately familiar with the client's LMS configuration, deployment and continued maintenance.

SA Support is deployed through an eSkillz proprietary customized chat engine that comes complete with comprehensive tracking, reporting, and ticketing system.