

RightAnswers Self-Service: University Edition

Improve the End-User Support Experience

Built upon the RightAnswers Self-Service platform, the **RightAnswers Self-Service: University Edition** solution provides Higher Education institutions with education-tailored content designed for students, faculty and staff to self-resolve their incidents via a customizable user experience. The University Edition also provides an efficient and effective process for end-users to request Help Desk assistance as well as cost-effective tools that enable Support Analysts to increase the level of available support.

The University Edition's unique Group Personalization functionality provides a vehicle for Help Desks to make Knowledge accessible to the user community while segmenting that Knowledge based on specifically-defined user groups. The University Edition's user interface has been designed to address the needs of each separately-defined group. And, as part of the implementation process, RightAnswers will help you customize the interface to meet your specific needs.

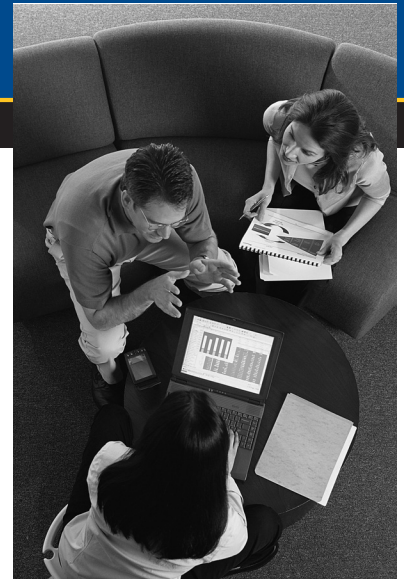
RightAnswers Self-Service: University Edition

- Provides 24x7, online Help Desk support and availability
- Empowers end-users to self-resolve their incidents
- Provides personalized, enhanced support for delivering related, useful and self-educating solutions (via features such as *FAQs*, *Did You Knows*, *New and Noteworthy*, and *My Favorites*)
- Allows you to create, post and manage “real-time” FAQs and Announcements
- Provides a browser toolbar to improve end-user adoption
- Reduces the number of calls to the Help Desk
- Lowers the overall cost for Desktop Software support
- Utilizes a comprehensive Knowledge Base that combines RightAnswers-provided and company-unique Content
- Leverages the RightAnswers Knowledge-Paks® education-oriented titles such as Angel® Learning, Blackboard™, WebCT™, Jenzabar®, SCT Banner®, Apple iLife®, and various Mac® platforms
- Provides an intuitive user interface that improves the accessibility and effectiveness of your Knowledge Base
- Provides Analytics to optimize your effectiveness and productivity
- Provides out-of-the-box integration with your Service Desk application for self-ticketing and online Incident Ticket status checks
- Enables you to create and manage custom solutions and merge them with RightAnswers Knowledge-Paks
- Improves the effectiveness of incident and problem management processes in accordance with ITIL adoption

For more information, please visit www.rightanswers.com.

We chose RightAnswers because their approach to Self-Service and Knowledge Management delivers enormous value.

Director of Desktop Technology, University of Missouri



About RightAnswers

RightAnswers delivers the high-impact content, innovative technology solutions and value-added services to enable internal Help Desk organizations to improve the end-user support experience, increase support capacity and reduce overall support costs. With over 1.5 million licensed users, the RightAnswers' Unified Knowledge Suite solution enables quick problem resolution for both self-service end-users and support analysts.

Leveraging a unique blend of insight and experience, RightAnswers enables clients from numerous industry verticals, including enterprise manufacturing, education, government, media and communications, healthcare and utilities, to meet their overall support and business objectives.

Right 
Answers
www.rightanswers.com