

Students, faculty and staff look to your campus resources to provide the very best customer service. But responding to high volumes of calls, emails and repetitive questions burdens your support department, decreases satisfaction and raises overall costs.

Now you can be sure they all get the best, most complete online customer service experience that keeps your growing campus community happy, no matter how many facilities and locations you serve, no matter where in the world your students are located.

Today's top universities, colleges and school districts across the country are turning to Parature for top-of-the-line world-class campus support. Parature is the only company to provide a complete product that's rapidly deployed and easy to use. **Parature Customer Service™** software integrates the customer portal, knowledgebase, ticketing, and a host of other modules in one dynamic, tightly unified system that manages all your support needs.

Parature provides the only true, on-demand 100% customer service software available. As a SaaS (software-as-a-service) provider, we deliver our product suite over the Internet using a secure, scalable application and system architecture that requires no software downloads or IT help. Best of all, a Parature implementation is measured in days, not weeks or months.

There's no smarter, more efficient way to serve and support every student, faculty and staff member in your community.

Since implementing Parature software, our students, faculty and staff are **resolving 97% of their support issues** per month, on their own without having to contact FAU's technical support team.

Florida Atlantic University

## BENEFITS AND FEATURES

- ✓ Reduce repetitive inquiries
- ✓ Easy to use — quickly build momentum and usage campus-wide
- ✓ Reduce high volume of technical support calls/emails
- ✓ Provide students, faculty and staff with the latest information
- ✓ Improve satisfaction among students, faculty and staff
- ✓ Encourage feedback and interaction
- ✓ Easier training for student support workers
- ✓ Reduce overall costs
- ✓ Always on, always available student and faculty support
- ✓ SaaS delivery for 24/7 access – no need for additional hardware, software or IT support
- ✓ Fast implementation — world-class hosting facility enables 99.5% uptime for every Parature customer

## PROVIDE A COMPLETE SELF-SERVICE SUPPORT CENTER

Educational institutions face constant pressure to enlarge student support services without increasing support staff size. The more self-service you can offer, the better.

With Parature, from day one your portal provides a complete, professional 24/7 support presence that matches your unique needs.

From here, your students, faculty and staff have immediate access to a robust knowledgebase where they can help themselves to updated schedules, manuals, policies, all the latest information whenever they need it. In addition to providing student support, you can also set up your portal to allow faculty and staff to help themselves to payroll information, leave requests, travel expense forms and other internal documents.

And when more assistance is needed, students can easily submit a trouble ticket right from the Web, view its status and receive an automatic email notification when it's resolved.

### REDUCE EMAILS AND REPETITIVE QUESTIONS

High email volume from your users is a huge time and money drain. We'll help you centralize and manage all email communications, so you can spend more time responding to the issues that require live assistance, improving both the quality and efficiency of your entire support operation.

You can create knowledgebase articles that address recurring problems and make them instantly accessible to students to resolve their own issues. It even serves as a valuable reference source for your support staff, helping ensure they're responding to questions and requests with consistent information.

### IDEAL SUPPORT FOR DISTANCE EDUCATION AND ONLINE CLASSES

As online classes grow in popularity, providing easily accessible support from a distance is imperative. Parature's Web-based campus support allows you to offer personalized support from any Internet connection anywhere in the world. Your students always have the personalized support they need, no matter when they're online.

### PARATURE CUSTOMERS INCLUDE:

- Capitol College
- Caroline County Public Schools
- City Schools of Decatur
- East Carolina University
- Florida Atlantic University
- Florida State University
- Indiana State University
- Miami Dade College
- Roanoke County Schools
- St. Joseph's University
- Tulsa Community College
- University of California, Santa Barbara
- University of Nebraska - Lincoln
- University of Texas
- Wharton Business School
- Wichita Falls Independent School District

### ABOUT PARATURE

Parature enables organizations to better serve, support, engage with and retain their customers via the Web. Industry-leading, on-demand Parature Customer Service™ software provides customer service organizations with a comprehensive, multi-channel way to meet the growing expectations of their customers. With more than 10 years experience, Parature serves organizations in a wide variety of industries worldwide and helps support more than 16 million end users. Parature is among Inc. Magazine's Top 100 Fastest Growing Private Software Companies and is the recipient of numerous product, technology, and leadership awards. Today, the Parature name is synonymous with innovation and value in Web-based customer service software, strategies and best practices. Parature is headquartered in Vienna, Virginia with offices in San Francisco and the U.K. For more information, visit [www.parature.com](http://www.parature.com) or follow @parature on Twitter.

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