

anthology. Help Desk

Quality IT support that evolves to match demand

With learner lifestyles changing and remote learning on the rise, you need a new solution to maintain efficient and effective IT support. Improve the reach and efficiency of your IT team without sacrificing quality. Combine insightful data with multi-modal, automated technologies — plus great human agents.



Key Capabilities:



24/7, multi-modal support:
including phone, chat,
text, and more



Integration capabilities
with your tech stack



Increased efficiency for
your internal team members



Full transparency on data
and results



Best practice data protection
and management



IT services designed for higher education

Keep students on track with an optimal combination of data, technology, and human service. Leverage all three to provide fast, accessible support at scale, improving retention.

Round-the-clock support

Provide your learners and educators with answers to their inquiries — day or night — with 24/7 service.

Optimal data, always accessible

Gain complete data access, as well as comprehensive reporting, regular revision, and optimization by accessing our SmartView platform.

A true partner for IT support

Our offering spans from LMS support to full Help Desk services and can be tailored to your institution's needs. Ensure no learner or educator issue goes unanswered with our scalable support, available when you need it most — especially your busiest times of year.

200+ institutions

currently use Anthology Help Desk/LMS Support

1 million+ incidents

serviced in the 2021/22 fiscal year alone

85%+

customer satisfaction rate

Anthology Help Desk in Action

“Anthology’s innovations in digital technology have fueled deeper and more meaningful collaborations among students and faculty at Wichita State University — accelerating learning, supporting student success, strengthening our instruction, and building community.”

Dr. Richard Muma

President

Wichita State University



Institutions who use Anthology Help Desk



- Learn more about Anthology for Support and Retention: anthology.com/support-and-retention
- Get more info on Anthology Help Desk: anthology.com/help-desk

