



Discover a new era of  
workforce empowerment

# Seamlessly Unite People and Knowledge

Drive user adoption of new technologies to maximize ROI on software spend and cut support costs by providing an easy to use and highly personalized self-help & peer-2-peer support experience for your users.

The screenshot shows the 'Welcome to Your Personal Office 365 Success Center!' page. At the top right, there's a placeholder for 'your logo HERE'. Below the header, there's a section titled 'Office 365 at a glance' with a summary of recent changes and a 'Not seeing what you need?' button. To the right, there's a 'Learn by Application' section with icons for various Office 365 services. A search bar is located above a grid of 'Resources Picked for You'. This grid includes items like 'Office 365 Apps Quick Start Guides', 'Office 365 How-to Guides for Apps', 'Browse Office 365 Knowledge Base', 'External Collaboration with ...', and 'Start Working Better Together with Office...'. At the bottom, there's a 'Popular Resources' section featuring links to 'Outlook 2016 Quick Start Guide', 'Office 365 admin center for Enterprise video', 'Ways to change a report How-to Guide', 'Skype for Business Quick start Guide', 'Email and calendar on the go (Outlook) Quick Start Guide', and 'Business Scenario, Tra...

# IT support & training re-imagined

## Tailored User Landing Pages

Different users on your team have different training needs. With persona driven landing pages each user will experience an interactive training experience that is personalized just for them and their needs.

## Flexible Content Styles

TeamFusion accommodates the different learning styles of your team by supporting a variety of online content – including videos, audio recordings, interactive walk-throughs, presentations, and more.

## Guided Learning Paths

Adapting to change can be difficult when a user doesn't know where to start. With structured learning paths, TeamFusion guides your users through every step of their learning journey from first steps of on-boarding to becoming a power user.

## Peer Communities

Typically, the most effective training a user can receive is from another peer. With interactive discussions and Q&A threads, you can bring your teams closer together while leveraging the champions in your organization to save other users time on getting their questions answered.

## Self-Service Support

Your users shouldn't have to wait on ticket responses or sort through tons of irrelevant content to find the answers they need to be successful. TeamFusion's intuitive search gives your users exactly the relevant information they need, right when they need it.

## Robust Analytics

Native tracking tools and usage reports give you visibility into what each user does within the platform. Coupled with intelligent dashboards, TeamFusion transforms usage reports into actionable insights on how your users are adapting to change and where they need additional help.

# Effects for your organization

**40%**

**support tickets resolved**

self-service had the potential to resolve around 40 percent of an average IT service desk's workload<sup>1</sup>

**-17%**

**support costs<sup>2</sup>**

**-15%**

**support tickets volume**

self-service contributes to reduction of customer service requests volume, with only \$0.10 web self-service ticket cost<sup>2</sup>

<sup>1</sup> according to Gartner

<sup>2</sup> according to Forrester



Contact us to learn how you can start offering your own Self-Help Support solutions with a click of a button.

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