

Customer Care for Office 365

Solution Overview

The customer care/helpdesk option is designed for institutions that are already integrated with and managing Office 365 but need assistance with the support requests related to Office 365 ProPlus benefits. Managing support for this product can tie up valuable resources. Now, Kivuto can eliminate this administrative burden for you.

With this solution, the institution will continue to manage and provision users but Kivuto becomes the frontline helpdesk for the school with regards to Office 365.

What are some of the common support issues?

- ▶ End user account problems such as Office 365 sign in issues and password resets
- ▶ Software provisioning; issues within the Office 365 tenant
- ▶ Click-to-run & installation problems such as installation errors, previous version complications etc.
- ▶ Product inquiries such as Office 365 ProPlus vs. Office 2013 Pro Plus, mobile compatibility, etc.
- ▶ General support including program inquiries, eligibility and more

What is included with the Customer Care option?

With this option, you receive:

- 1 Multilingual email end user support
- 2 Assistance with demand generation as needed

Kivuto's fully knowledgeable team can provide all the support required for your users. In order to provide full support to your users Kivuto will need delegated administrator access to your tenant. Customer care service is limited to what help information is displayed within the tenant.

In addition to customer care, Kivuto will also provide partnered institutions with access to marketing best practices and marketing materials such as email templates, flyers and web banners to help increase awareness of the Office 365 ProPlus suite to your community.

To sign up or find more information on Kivuto's support for Office 365 ProPlus, please visit

kivuto.com/office365

Powered by
Kivuto[®]