



eLearning  
**eCustomer Support Center**  
*Enterprise E-Help Desk*

- RightNow Web
- Commercial Hosting: 508 Compliant
- Perpetual License—Unlimited Users
  - 24/7 Electronic Support
  - 7-4 Contractor Support
- Immediate Automated Notification
  - Reports (20 Standard)
  - Customizable Surveys & Metrics
  - FAQs, Student Inquiries
- Quarterly Upgrades, Dynamic Database
  - 97.9% Effectiveness Rate

**AFIADL** ADL Consulting  
Division

*"The Learning Bridge for the AEF Warfighter"*

# AFIADL eCustomer Support Center Service Descriptions

## *BASELINE*

### *System Implementation:*

- General account administration
- Initial setup
- Maintain/update
- FAQs/metrics management
- Setup and initialization
- Quality assurance
- Assist/review FAQs
- Training (initial)
  - By phone
  - RightNow Technologies WBT
  - Send manuals
- Annual maintenance
  - Maintenance/upgrades
  - Hosting
- General site administration
  - Course (product) setup
  - Pre-deployment testing for upgrades
  - Tune ups
- Metrics oversight
  - General administration
  - QA
- Routine coverage (24/7, 8/5)
  - 24/7: electronic
  - M-F, 7am-4pm: customer service rep
- Capture/review change requests
- Basic consulting
- Phone consulting (tracking)

## *BASELINE*

### *Incident Handling:*

- Assist/review incident
- Tech oversight/troubleshooting
- Incident management
- Assign/answer incidents
- Account management
- Research/refer incidents
- Interface to the internal client
- Follow-up phone support, if applicable
- Routine coverage (24/7, 8/5)
  - 24/7: electronic
  - M-F, 7am-4pm: customer service rep

### *External Customers (i.e., students):*

- FAQ management
- Assign/answer incidents
- Account management
- Research/refer incidents
- Interface with instructor/outside agencies
- Phone support (if applicable)
- Routine coverage
  - 24/7: electronic
  - M-F, 7am-4pm: customer service rep

## *LEVEL 1*

Includes baseline and the following:

- Assist/review/post FAQs
- FAQ management
  - Create and activate
  - QA support
- Metrics management
  - Create/launch
  - Distribute
  - Extrapolate
- Build templates
  - Survey
  - FAQs

## *LEVEL 2*

Includes Level 1, and the following:

- System capability briefs

## *OPTIONS and SERVICES*

- RN metrics (survey) tool
- Customized reports
- Advance training (all services)
- Extended coverage (24/7, 24/7)
- Manages content (changes)
- Detailed monthly report generation and QA
- Capture change requests for submittal to RNW (future mods)

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