ConnectNow® VX for Student Services



KEY BENEFITS

- No Downloads Required
- High Quality Audio & Video
- Real-Time Video Call Transfer
- Intelligent Queuing and Routing
- Real-Time Dashboard & Historical Reports
- Call Monitoring & Recording
- Secure Login & Encrypted Connection
- Video On Hold Message
- Visual IVR
- Geo-Location Support
- Branding & Customization

Student Services

On-Demand Video Communications for College Enrollment & Administration

With the evolution of virtual workflows, colleges and universities are looking for a more streamlined approach to host virtual meetings between staff and students, especially during busy registration periods. Compunetix ConnectNow VX is an advanced queuing and routing solution for student services that can improve access to staff regarding enrollment, registration, academic advising, class scheduling, financial aid, and more.

VX is a virtual front door through the institution's website via mobile device, tablet or kiosk to connect the student to the most appropriate and available member of staff. The staff may transfer that student to another staff member, department, or add the student to a video conversation.

This solution aims to replicate on-campus visits through personalized HD video interactions between staff and students. All interactions are encrypted and securely recorded for administrative analysis. Real-time dashboards and historical reports provide data insights.

On-demand staff availability without an appointment allows for flexibility, affordability, improved skill sets, and improved school/life balance. It allows many college students to maintain their jobs, care for children, or simply prioritize self-care.

From academic advising to financial aid, VX is an intuitive video call center solution. Overall, virtualizing student services can offer a more convenient, efficient, accurate, secure, and cost-effective way to support and serve students.

Powerful & User-Friendly Interface



Student View

Virtual Workflows:

- Enrollment & Admissions
- Financial Aid & Class Registration
- New Student Orientation
- Academic Advising
- On-demand Tutoring
- Technical Support



Administrator View

Enabling seamless & secure communications between students & administrators

Key Benefits of Student Services

Convenience

Geographically remote or working students can use ConnectNow VX to connect with live staff and access student services from anywhere with an internet connection, reducing the need to visit the campus.

Efficiency

By simplifying access to staff, information, and resources, ConnectNow VX helps streamline student services and enables students to interact with multiple resources in a single online session.

Accuracy

Simple web interface enables students on-demand access to the best resource or expert for faster resolution.

Security

Sensitive student interactions are supported through ConnectNow VX in a secure, encrypted environment designed to help protect communications and student information.

Cost Savings

Unnecessary campus visits can save valuable time and resources for both students and staff.

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