



Ask the expert

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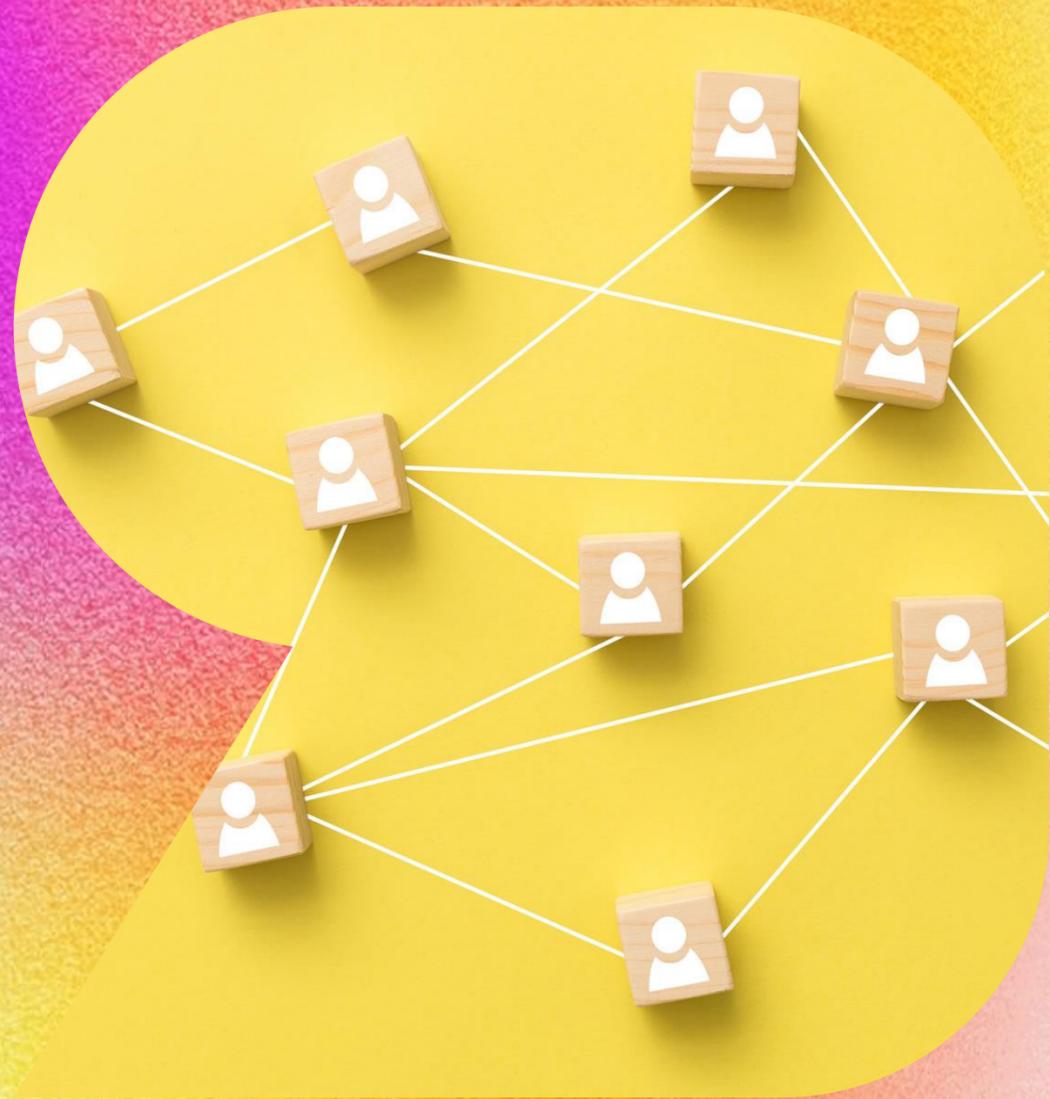
Digital Learning
Systems and Services



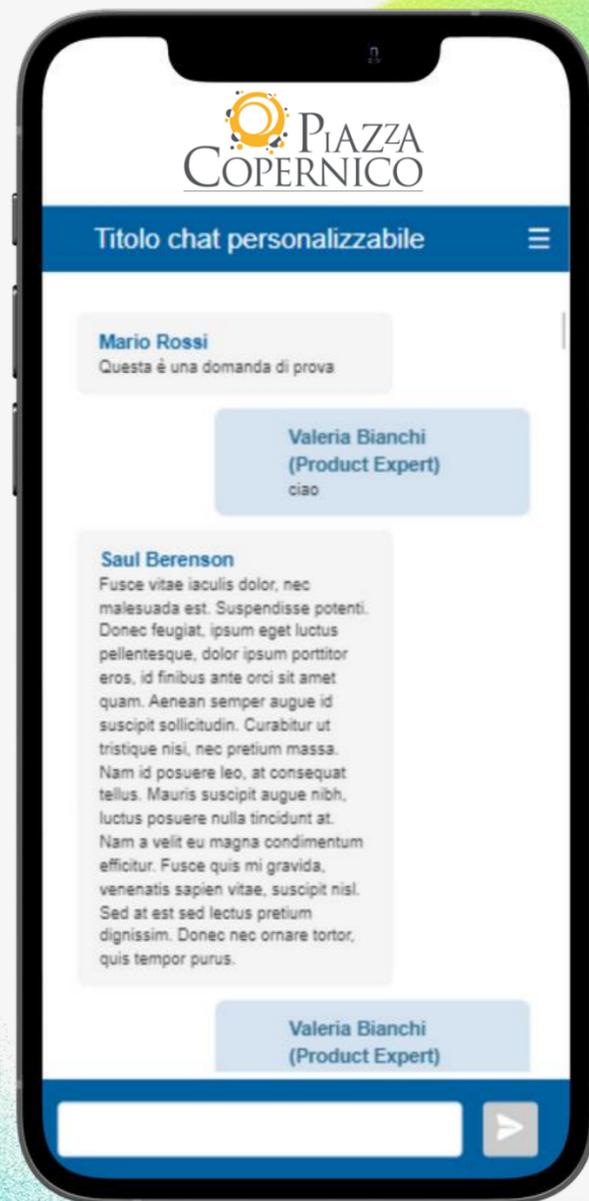
What is Ask the expert?

A tool for scheduled live sessions with one or more experts. Questions & Answers are generated in written form and in synchronous mode as in a chat room.

Why Ask the expert?

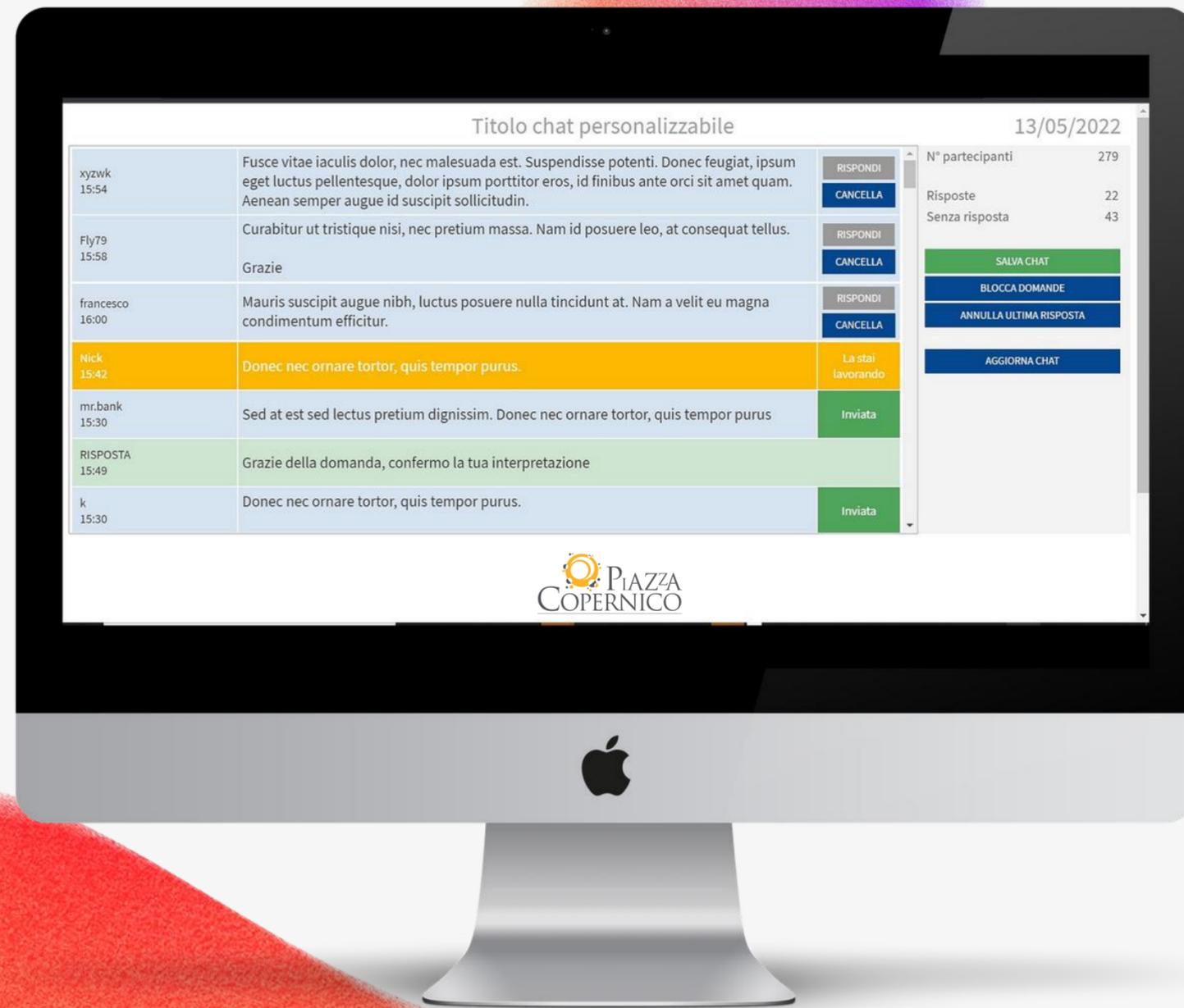


- it's not a videoconference
- during the live session, participant can carry out other activities without losing information
- questions are moderated
- Q&As are easily exportable and shareable at the end of the session



Participants

- may write and send questions
- can read other participants' questions when answered



Experts

- several experts may participate at the same time
- take questions in charge
- submit answers
- may discard invalid questions
- may temporarily suspend the sending of questions

Specifications

01

Communication

During the session, participants write down their questions. Only the experts view unanswered questions.

When the expert answers the question, both question and answer become visible to all.

02

Management

During the live session, the expert can momentarily suspend sending questions. This functionality is useful when the queue of questions is very long.

03

Flexibility

The experts read questions in chronological order of entry. They can decide to answer or discard them.

The organisation can decide whether to let participants log in with a nickname.

Specifications

04

Multiplayer

Several experts can be present at the same time: each expert can take question in charge one by one.

05

Sharing

All questions and possible answers can be exported to an Excel file, so they can be easily shared and further processed.

06

Responsive

This tool is accessible from desktop, tablet and mobile.

Comparison

Tool	Ask the Expert	Common Chat	Forum	Web Conference
Tracked	✓		✓	✓
LMS integrated	✓		✓	
Moderated	✓		✓	
Synchronous	✓	✓		✓
Scheduled	✓			✓
Reusable	✓	✓		✓
Doesn't Need Focus	✓		✓	
Manageable	✓		✓	✓

Case study in a company with 7000 users

What was about	A new software application for the detection of training needs
Who was the expert	HR Team to answer the questions about the process and the types of courses they can provide Technical Consultants who designed and developed the tool to reply on practical use
When	A session of 60 minutes per month for 6 months
Why	As a first step, the HR Team activated a mailbox to receive questions about the new application but this tool didn't work because there were few questions and the application didn't have many users
What's the output	We have created a FAQ page on the client's intranet
What happens next	We are going to set a chatbot up in order to fully reuse the data collected

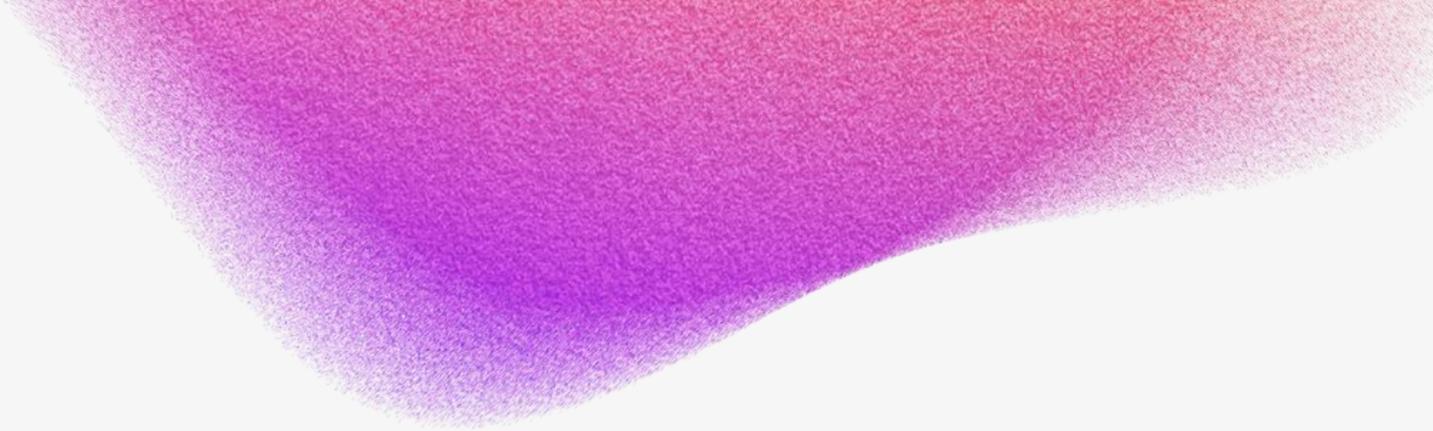


Use case:
High engagement

Sessions with CEO of a major Italian Bank:
the peak number of participants was

65%

on employees total number
(about 4500 on 7000)



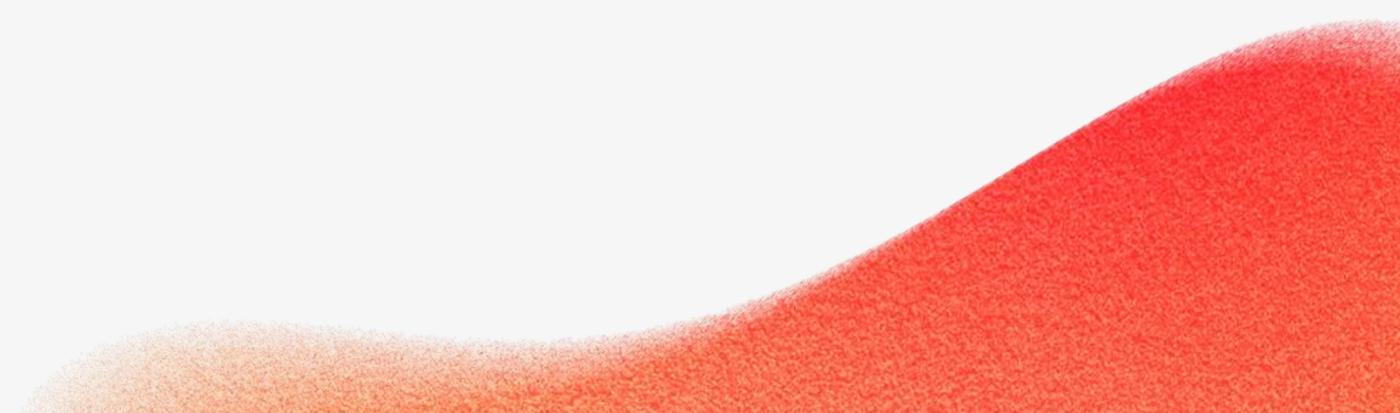
Availability

An organisation that is open for conversations motivates participants to participate

engagement key points

Interaction quality

Participants formulate more complex and detailed questions, because they can review and edit them before submitting them, without time limits



Thank you!

If you have any questions:
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