

Ask the expert

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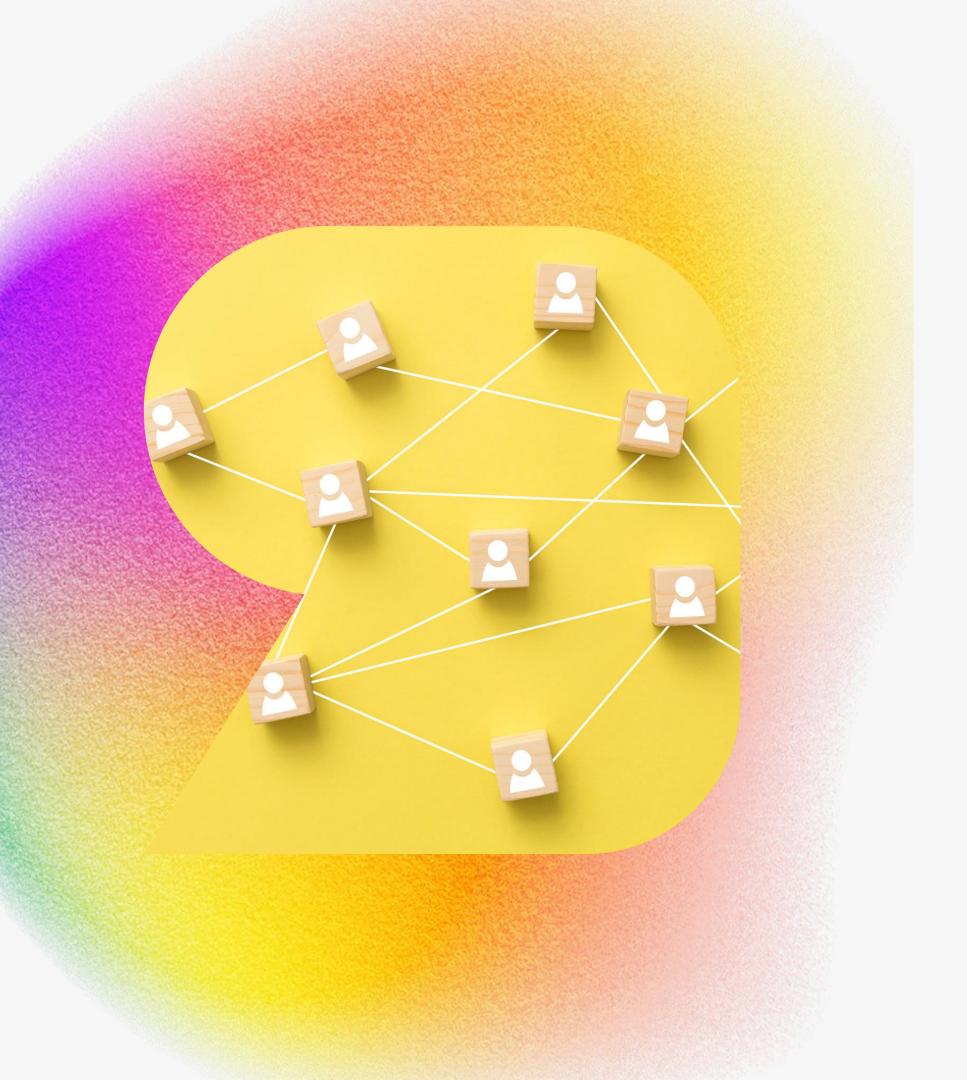
Serena di Sanno

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.



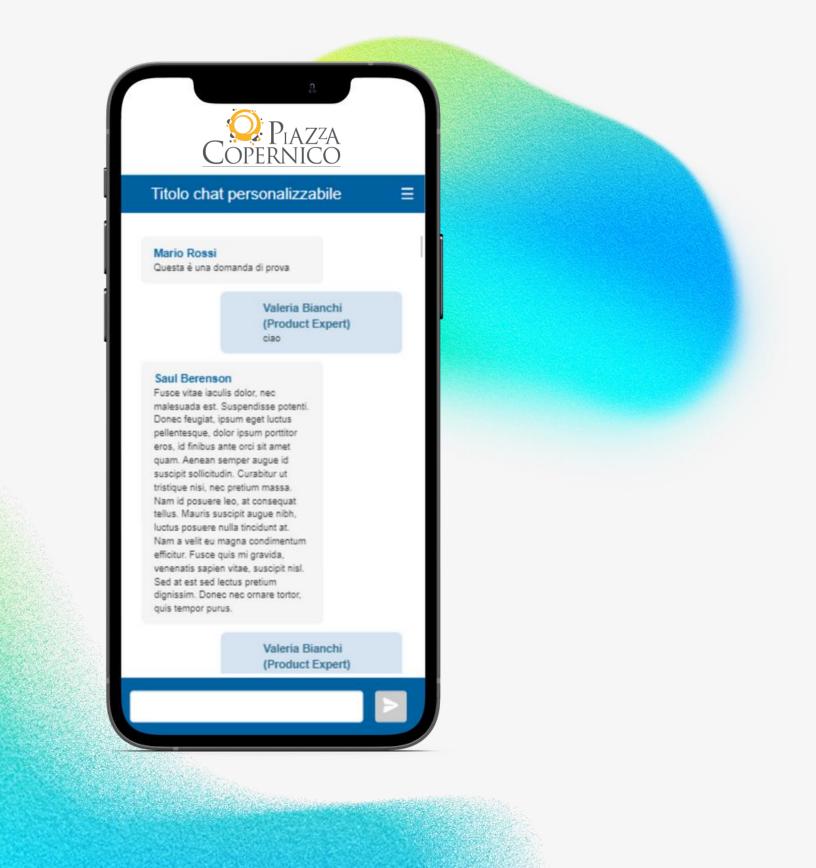


Why Ask

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



the expert?



Participants

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



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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

02

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.

Management

During the live session, the momentarily expert can 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

05

Multiplayer

Sharing

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

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	
Tracked			
LMS integrated			
Moderated			
Synchronous	~	~	
Scheduled			
Reusable	~		
Doesn't Need Focus	~		
Manageable			



Case study in a company with 7000 users

What was about

Who was the expert

A new software application for the detection of training needs **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 pratical use

A session of 60 minutes per month for 6 months When

As a first step, the HR Team activated a mailbox to receive questions about the new application but this tool Why 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

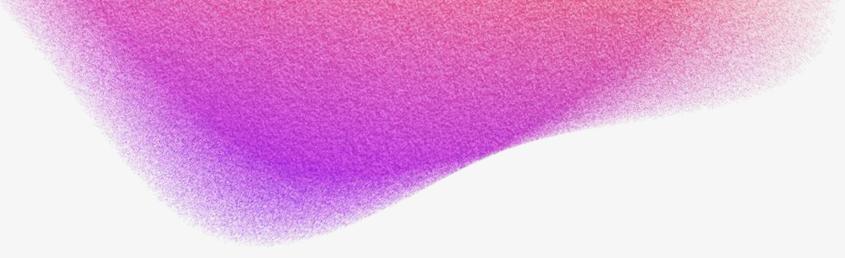
Use case: **High engagement**

65%

on employees total number (about 4500 on 7000)

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





An organisation that is open for conversations motivates participants to participate

Availability

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: dpoce@pcopernico.it sdisanno@pcopernico.it