

Our Crew is an Extension of Your Staff

Our Crew is an Extension of Your Staff

In addition to providing your organization with an excellent array of products, CE21 provides an In-House Support Team to assist you and your End-Users/Members at no additional cost. We understand that not all organizations can staff a full support team – especially if they are just beginning to sell online content. Luckily, the CE21 Support team is composed of highly-trained individuals who know all the ins and outs of the CE21 System, allowing your organization to focus on creating and delivering high-value content.

Client Support

CE21 provides comprehensive client support services, including:

- Training clients and their staff to utilize our platform's features, covering essential elements tailored to the organization's needs
- Training Library (CE21U) for the latest information on using the CE21 platform, featuring webinars and program recordings
- FAQs Library for easily searchable resources of written and video articles targeting frequently used features
- Assistance from CE21 through an integrated ticketing system
- Support Wiki offers a clean, auto-generated summary of company settings to ensure consistent and accurate service



CE21 has the best customer service I have ever experienced. If I email a question, it gets answered right away.

TERESA ROLAND, ARIZONA OSTEOPATHIC MEDICAL ASSOCIATION

End-User Support

End-Users can find support through phone numbers listed in your catalog and the CE21 Viewer. The CE21 Support Team can assist with:

- Account access, video playback, most certification inquiries, and general knowledge questions
- Integrated User Support Ticket System streamlines communication by pulling in user emails and tickets into a user-friendly interface. CE21 Clients and our Support Team can easily escalate tickets to each other when needed
- Create, categorize, and pin knowledge base articles for users in the viewer and/or catalog



I am a rare user and yet receive customer service as if I were a top client. I love Clint - and Lisa is pretty great, too!

KATE REDPATH, REPATH MARKETING