A Quick Look at What our
Support Team & Account
Managers can do for you

How do we Support our Clients?

Good e-Learning does not simply sell courses. We work with clients to understand their needs, allowing them to pursue training at any scale with ongoing support and easy access to world-class expertise. When you choose Good e-Learning, you get more than just a service: **you get a partnership**.

Training as a Managed Service

Your Personal Account Manager

- **Liaison** - Your account manager is your personal point of contact at Good e-Learning!

- **Goals** - Your account manager's job is to understand what you want to achieve and creating a learning plan that suits your business perfectly

- **Advice** - Your account manager will take you through how your training program is progressing and answer any questions you might have

- **Progress** - If you need to discuss changes, such as scaling your program up, adding courses, integrating new regions, and so on, your account manager will make it happen
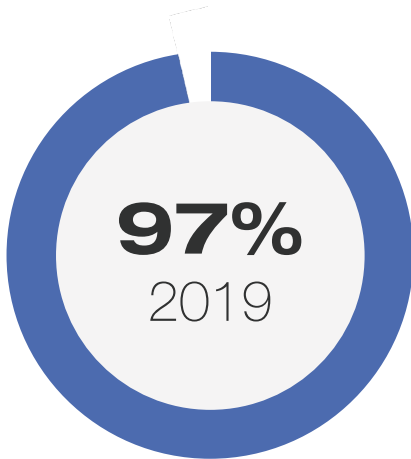
The Good e-Learning Support Team

- **Onboarding** - Our team will onboard your candidates to let them start training ASAP

- **Management** - Our team will directly manage your company LMS requirements

- **Support** - Our team will handle any support requests quickly and directly

- **Reporting** - Our team will send frequent updates on how both teams and individual candidates are performing in terms of course access, pass rates, and more

- **Bespoke LMS** - Our team will configure the LMS to suit your needs in terms of access, scalability, language, branding, and more

Feedback on our Customer Support

We listen to our customers and are commited to continual improvement

Zendesk

Average Customer Satisfaction Score

97%
2019

100%
2020

100%
2021

Trustpilot
★★★★★

Independently Rated Excellent on TrustPilot

" As always, great customer service, support & training from Good e-Learning. Many thanks! "

" The support team did a fantastic job helping me. Thank you so much - a trusted platform "

" Great course material - I passed first time. Even better were sales & support for helping me get started. Couldn't have asked for a better experience "

Google Reviews ★★★★★

Independently Rated 4.9/5 on Google Reviews

" Happy with the course, quick response to service tickets when I did have an issue/query "

" Support team is very responsive. I passed all the modules on the first attempt. Great training "

" I really appreciate the support team of Good e-Learning, they are really responsive and blazing fast to respond and resolve your queries! "

Visit www.goodelearning.com and speak with a member of our team today!