

# On-Prem Excellence Since 2016: How the University of Canberra **Scaled Student Support** with Comm100

**Industry**

Higher Education

**Headquarters**

Canberra, Australia

**Solution**

Comm100 Live Chat

**Customer**

Since 2016



## The Numbers

Total chats handled in 2024: **759**

Average chat satisfaction score: **4.8/5**

Average wait time: **34 seconds**

## The Organization

The University of Canberra (UC) is one of Australia's leading public universities, known for its commitment to innovation, research, and a dynamic student experience. With a diverse student body and a wide range of programs, UC strives to provide high-quality education and services to its students and staff alike.

As the university added more program offerings serving more than 17000 students, the demand for more efficient communication between students and its IT support team rose sharply.



**"I think the staff really do appreciate having a tool such as this that provides them immediate assistance."**

— **Justin Mason**, Associate Director,  
Client Services, University of Canberra

Traditionally relying on email and phone calls, the IT department found these methods increasingly insufficient to keep up with the growing number of inquiries, particularly during high-traffic periods. Staff and students began requesting a faster, more convenient way to get the support they needed.

## The Challenge: Addressing Growing Student IT Support Needs

As the University of Canberra continued to grow and expand its student support services, the limitations of their existing support channels became more apparent.

Relying on traditional methods like phone and email created bottlenecks, particularly during peak times such as enrollment periods and exam seasons. These delays frustrated both students and staff, who needed quick solutions to their IT issues.

*"We were getting feedback for a couple of surveys in a row that staff would like a live chat function when liaising with the service desk and IT, as at that point in time, we didn't have a live chat facility."*

- Justin Mason, Associate Director, Client Services.

The university's IT department faced increasing pressure to deliver timely support while managing a growing number of inquiries. Feedback from internal surveys revealed that users wanted a more immediate, real-time communication channel to resolve their issues quickly, without the need for long email threads or waiting on hold during busy periods.

In addition, the IT team needed a solution that could integrate seamlessly with their existing systems, provide secure handling of sensitive information, and offer scalability to meet fluctuating demand throughout the academic year. Without a more efficient solution in place, the university risked decreased satisfaction and productivity among its staff and students.

## The Solution: Implementing a Scalable, Real-Time Support System

The decision to adopt Comm100 was made easier by the fact that another department within the university was already using the platform and was very satisfied with it. The University of Canberra opted for a seamless on-premises deployment of Comm100's live chat solution, ensuring full control over their IT infrastructure and data.

This allowed the university to integrate the platform into their existing systems without disrupting operations or compromising security.



**"The support team was quick to advise and help us resolve issues as they came up, making the process relatively seamless."**

— **Amit Hedawoo**, Service Desk Manager, University of Canberra

Comm100's live chat offered key features that aligned perfectly with the university's requirements. The screen sharing functionality allowed IT staff to guide students through complex processes within the university's portal, making it easier to troubleshoot issues remotely.



**"The screen sharing was one of the components we were interested in. It was really helpful for us when guiding students through the enterprise portals. And then, the PCI DSS form, which helps capture information that we don't want to store generally."**

— **Dhaya Karuthedathu**, Applications Specialist, University of Canberra

One of the most significant changes that they noted was that the support staff really appreciated having a tool that offers immediate assistance, without having to wait hours.

Additionally, the platform's PCI DSS forms ensured secure handling of sensitive information, maintaining compliance with the university's data protection standards.

The university initially set up a standalone instance of Comm100, ensuring it could operate independently from other departments. Onboarding went smoothly, and any minor issues, such as backend access limitations, were resolved quickly.

*"If anything, I think there were some comments about expanding the service further. So I think people were embracing it, looking for even more advanced features..."*  
- Justin Mason, Associate Director, Client Services.

## Looking to the Future

With positive feedback already driving interest in additional features, the IT team is exploring options such as extended chat support hours, more seamless handoff processes, and advanced AI functionalities to streamline interactions.



**“We have been noticing that the phone call volume is decreasing compared to previous years... There is definitely a constant increase in the chat counts.”**

— **Amit Hedawoo**, Service Desk Manager, University of Canberra

Additionally, the university is transitioning from an on-premises setup to a hosted Comm100 solution, reducing operational overhead and enabling greater flexibility for future updates.





# Let's Chat!

Comm100 is a global provider of omnichannel communication software for education, government and commercial organizations of all sizes. With Comm100, organizations provide the optimal balance of human-bot engagement through configurable live chat, AI-powered bots and automation, and secure messaging – all from within one integrated platform.

**Let us show you how.**

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