



UNIwise Achieves Seamless Exam Support with Comm100's Scalable Live Chat Solution

Industry	Higher Education
Headquarters	Aarhus, Denmark
Solution	Comm100 Live Chat
Customer	Since 2023



The Numbers

Total chats handled in 2024: **19,009 out of 19,301**

Chat acceptance rate: **98.49%**

The Organization

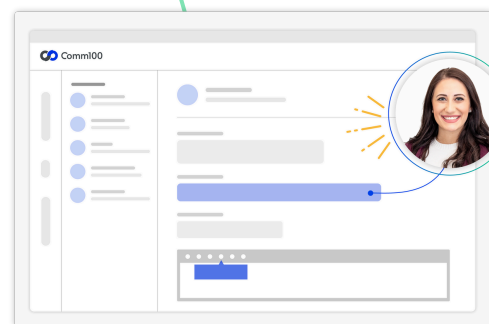
UNIwise is a leading provider of digital exam solutions for universities, educational institutions, and awarding bodies. Specializing in secure and reliable online exam environments, UNIwise facilitates a seamless assessment experience for both educators and students.

The Challenge: Unreliable, Inefficient Chat Routing During Exams



“What stood out with Comm100 was that you could guarantee us to support exams on a large scale both in terms of performance but also in an exam of 7,000 or 700 participants, allowing us to search between all the participants, something we couldn’t do with previous tools...”

— **Amir Ebrahimi**, Chief Customer Officer, UNIwise.



UNIwise utilizes live chat to facilitate real-time communication between exam candidates and invigilators during online exams. In high-stakes remote assessments, where students are often locked into a secure browser environment, a reliable and scalable live chat tool was crucial.

It offered an immediate support channel to address technical issues, respond to candidate queries, and ensure a smooth exam process. They needed a live chat solution that was capable of effectively handling large-scale chats in critical exam conditions.

As a provider of digital exam solutions, UNIwise required a robust communication tool to give institutions using WISEflow a tool to support thousands of participants simultaneously during assessments and exams, ensuring real-time assistance for candidates and invigilators.



Most universities and other higher education institutions face a similar challenge too, as chat demand often fluctuates throughout the year, especially when admissions are open or during clearing. Chatbots have already been shown to help reduce the burden on administrative staff. At Georgia State University for instance, chatbots helped reduce summer melt by 22%!

And we are already getting empirical data about the positive impact of chatbots: California State University, Northridge (CSUN) saw an increase in retention and an uptick in graduation rates among students who used a chatbot during critical times, such as admissions season and during exams.

Uniwise was looking for a chat solution that offered scalability and the ability to search and manage large numbers of participants through an efficient, easy-to-manage dashboard. Previously, this had been an issue for them, resulting in a suboptimal experience during exams, impacting both the support process and overall user satisfaction.

Volatility in live chat demand was another significant requirement that UNIwise wanted to manage. During peak exam periods, the volume of live chat interactions would skyrocket, underscoring the need for a solution capable of scaling rapidly to handle the increased load without compromising performance.

This sudden surge in demand was followed by periods of relative inactivity, only to rise again as the next exam season approached. They wanted to avoid service disruptions and inefficiencies during critical exam times, and wanted a solution that could seamlessly adapt to variable demand.

The Solution: Scalable, Adaptable Live Chat to Meet the Needs of Exam Candidates

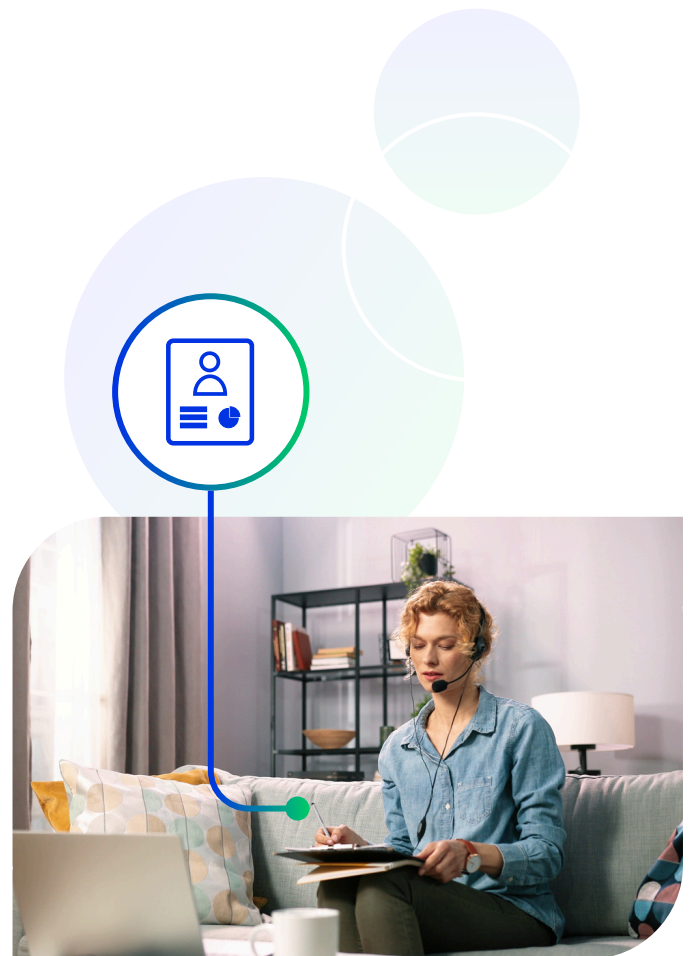


“Onboarding and setup from Comm100 and the service was good... it was the attention from Comm100's company and the people responsible for onboarding... providing that level of service and attention that we need to get started.”

— **Amir Ebrahimi**, Chief Customer Officer, UNIwise.

UNIwise realized that they needed to migrate to a more reliable and scalable solution that could meet the growing demands of their patrons. Comm100 provided UNIwise with the flexibility and performance they needed to support thousands of exam participants at once, enabling real-time communication between candidates and invigilators.

One of the standout features was Comm100's ability to route and manage large volumes of participants, ensuring a smooth and efficient exam experience. Comm100's infrastructure adapted seamlessly to the fluctuating demand for live chat support, scaling up during peak exam periods and scaling down during quieter times.



This adaptability meant that UNIwise could consistently deliver a reliable level of service, no matter how chat volumes changed throughout the year. The onboarding and implementation process was straightforward, supported by comprehensive training and a dedicated customer success manager.

This made it easy for UNIwise to integrate Comm100 into their existing platform. As a result, they were able to improve the quality and reliability of their exam support services, effectively meeting the needs of their educational clients and exam candidates.



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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