

**Your Company:**

PowerSchool

**Company background:**

As the leading provider of cloud-based software in K-12 education, we connect students, teachers, administrators, and parents with the shared goal of improving student outcomes. Our mission is to power the education ecosystem with unified technology that helps educators and students realize their full potential in their own way.

From the office to the classroom to the home, we help schools and districts efficiently manage state reporting and related compliance, special education, finance, human resources, talent, enrollment, attendance, funding, learning, instruction, grading, assessments, and analytics—all in one unified platform.

**Industry:**

Hi-Tech Software

**Your Name:**

Jamie Harmon

**Your Title:**

Supervisor, Community Support

**Region:**

North America

**Customer Awards Category:**

Best-In-Class: Community

**1. Describe the organization's objectives in launching a Khoros community. What is the use-case and purpose of your community (support, enablement and learning, marketing awareness, customer success, driving sales, product innovation, etc.)? Has the community charter evolved since its launch, and if so, how?**

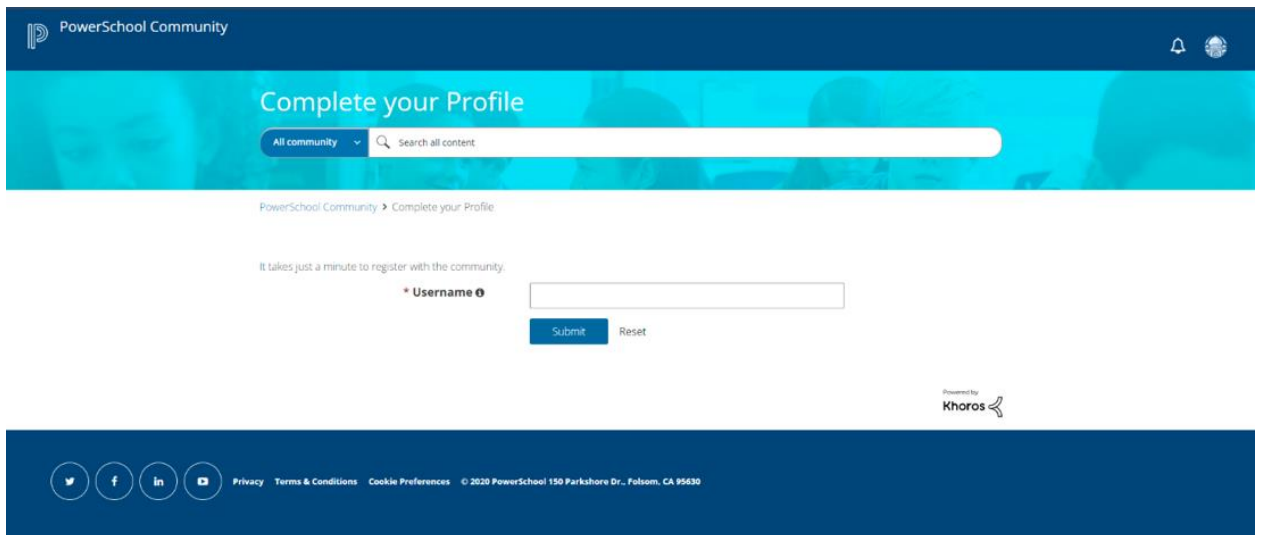
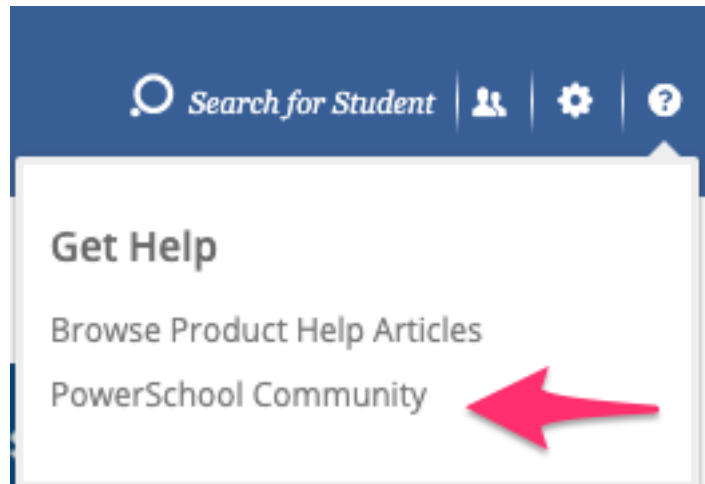
PowerSchool offers a variety of products to support the needs of school administrators, office staff, educators, families, and school job applicants. The goal of the PowerSchool Community is to provide a unified support portal for all our products, offering opportunities for both self-help through forums, knowledge bases, and direct support through our case portal and chat features.

We have added new products in the past year and new customers internationally. This required that we update our Support hours and routing for the needs of our various products and customers. In addition to accommodating additional Support needs, we added a lightweight single sign-on (SSO) option to help our newest customers easily access our community through their product's help menu.

With our continued focus on innovation, we are proud of our many accomplishments over the past year. Here are some key highlights:

- **Single Sign-On (SSO)**

In order to make it easy for customers to get help and engage with support, we added an SSO experience to the new products we migrated to PowerSchool Community this year. We built a convenient button inside the help menus of their products to give users access to our PowerSchool Community with one click. We used JWT (JSON Web Token) for a simple SSO feature. When the user clicks on the Community & Support option in the product help menu, we securely pass their user details to automatically create an account in our community. New users only need to select a username the first time they use SSO and they are navigated to a landing page that is set up specifically for their product. This process allows users to have immediate access to their product's help resources and to support.





## Welcome to the PowerSchool Community!

  
Getting Started

  
Launch Chat

  
Case Portal

  
Ideas Portal

	<b>Naviance Forum</b>	<b>1</b>	05-30-2022
		POST	08:28 AM
	<b>Naviance Knowledge Base</b>	<b>98</b>	04-11-2022
		POSTS	06:49 AM

- **My PowerSchool Journey**

We have also put a focus on providing customers with a snapshot of their PowerSchool journey this year. They will be able to see information that applies to their school or district throughout multiple departments, such as the products they've purchased, metrics with Support, and paths for engaging multiple teams. We are currently in phase one which is building the Support area of this feature and will focus on expanding this year to include other departments, such as Services, Success, Billing, Education, and Product.

PowerSchool Community  
 Products ▾ Support ▾ Services ▾ Our Community ▾ My Contacts PeopleAdmin Community ▾

My PowerSchool Journey

PowerSchool Community > Support > My PowerSchool Journey

Account: 67401 - PSS Support

Your Customer Survey Score: 100%  
 Number of Surveys given: 1

Your School's Customer Survey Score: 91%  
 Number of Surveys given: 33

All Case Details ↗

Support Services Success Education Sales Billing

Contacts

Critical Information to Engage Support

Support ID: 154533  
 Account Site: Rancho Cordova, CA

Critical Contacts within PowerSchool

Customer Success Manager Name: Pending CSM Assignment  
 Email: customersuccess@powerschool.com

Account Owner Name: Augie Kuron - inactive  
 Email: augie.kuron@powerschool.com.mvald

My Products

Product	Where are we in the journey?	Total cases in last 24 months	Total open cases in last 24 months	Most recent case creation date
Applicant Tracking	Support	0	0	-
Enrollment Express	Support	0	0	-
Miami Integration Suite	Services	0	0	-
PowerSchool SIS	Support	2	0	-

Manage Technical Contacts By Product

Product: Applicant Tracking

First Name	Last Name	Email	Phone	Mobile		
Suresh			555-555-5555	555-555-5555		
Paritosh2	Test2	test2@test.com	555-555-5555	555-555-5555		
Jaid			555-555-5555	555-555-5555		
Paritosh	Test2		555-555-5555	555-555-5555		
Paritosh	Test2		555-555-5555	555-555-5555		
vyshtnval			555-555-5555	555-555-5555		

- **Improved User Access**

Previously we used a sync that updated user roles which could take several hours for new users. We replaced it with a lookup via API with our CRM that makes this update instantaneous and gives users the appropriate roles upon login so there is no delay in access to their resources and support.

- **Enhanced Breadcrumbs**

Added an expanded option on our breadcrumbs to allow users to view either the truncated version or the full navigation path.

Home > ... > PowerSchool SIS Knowledge Bases > PowerSchool SIS Back to School Readiness > Back to School Readiness – En...

Expand breadcrumbs

- **Additional Accomplishments:**

- **Article ID Search:** Added a version history on all knowledge base articles that identify the article ID upon creation that is searchable.
- **Mobile Menu:** Rebuilt our mobile menu to show all categories that previously had limited view.
- **Quick Links:** We added quick links to the most used features on all product categories allowing users to navigate quickly and easily.

- **Article Version History:** The last date and employees that last updated an article was added to the article version history.
- **Article Audited:** Added an Audited feature where Article Publishers can quickly indicate they have reviewed an article and no additional updates were needed when the Audited checkbox is selected.

## **2. How did the community get brought to life? Was there executive/business/stakeholder buy-in? What was the process to gain this buy-in? How was cross-functional support and organizational adoption achieved?**

Our PowerSchool Community was built as a unified site to support all of our products. Previously, we were spread across many sites, and we wanted to build a consistent experience for our users' diverse support needs. Our leadership was supportive and involved in the project. We started our community with only a few products to start. We first focused on B2C support, starting with teachers and families. We created knowledge bases, which we migrated from the old support sites, and launched product-specific forums. We also built a simple support experience with a few support forums to start. Within the first year, we grew to add B2B support for our administrators, added a case portal experience, and expanded our knowledge base and forums. Within a couple of years, we had cemented our community as the portal that would be part of the support experience for all products.

Since the start of our community, we have collaborated with leaders and teams across PowerSchool. We worked together on various initiatives, shared communications, created training, and held office hours to ensure we had awareness and knowledge of our community. Various teams have seen the benefit of sharing resources through our community. For example, our Services team has a dedicated page for their resources including forms where customers can request new projects. Our Customer Education team embeds training videos and posts events for customers. Our Product team posts release and maintenance notifications in our community. We host an Ideas Portal in collaboration with the product team, where customers can submit product enhancement requests. Our Events hub allows teams from across PowerSchool to post events to drive customer registration and attendance. With our recent PowerSchool Journey project shared above, we are collaborating with leaders from Support, Services, Customer Education, Sales, and Customer Success. This new project will continue to have our community as the central portal where customers will come to find information and engage with each other and our teams.

## **3. What were the results? More revenue generated, a reduction of costs, improved customer experience, more innovation, etc.? Tell us how Khoros helped you achieve those results. Please include quantifiable metrics if possible.**

As a direct result of our focus on enhancing the customer experience, we experienced the following outcomes over the past year:

We utilize our Community Metrics to measure community activity. Additionally, we have data through our search tool, chatbot, our CRM, and various other support reporting tools to measure outcomes to improve the customer experience and case deflection.

- Over the past year, with our dedication to excellence in support and continuous improvement, we maintained a **96% CSAT** score across Support.
- We had a **34% growth in member entrances** in our community and a **10% growth in posts**. Our customers are assisting each other in our forums as we saw nearly **50% of questions solved by other members** over the previous year.
- We had **103,610 new member registrations in 2022**. So far this year, we have added **50,458 new members**.
- Since we launched **Single Sign-On** for our five products, we have successfully provisioned over **66,151 new user accounts** already for SSO users.
- Our customers utilize our Case Portal and Chat through our Community. We are seeing a **12% increase in usage of our Case Portal** and a **28% increase in Chat Support**.
- Over the past year, we saw **57,239** engagements in our chatbot and delivered **185,033** answers. **89%** of engagements were answered in our chatbot and did not require a transfer to a live agent.
- In 2022, we hosted over **295 events**. Within the first four months of 2023, we have hosted **over 250 events**. Our customers and staff are utilizing our new Events Hub to register for these events.
- We are seeing a **93% success rate in our new federated search tool**, which is an improvement over the 88% success rate in our old search tool. We are seeing **8% case deflection** during the case creation process by delivering helpful resources.
- Our **PowerSchool Mentors** program has continued to grow. They have provided **2,432 helpful answers** in our community over the past year. They have provided **6,128 answers** in the community since we launched the program in October 2020.
- We are continuing to grow our knowledge base articles. We have **23,167 articles** in the community and published **5,559 new articles** over the last year, which is a **15% growth** over the previous year.

#### Related URLs:

- PowerSchool Community: <https://help.powerschool.com/>
- Getting Started in our Community: <https://help.powerschool.com/t5/Getting-Started/Getting-Started-on-PowerSchool-Community/ba-p/28101>
- Ideas Portal: <https://help.powerschool.com/t5/PowerSchool-Ideas-Portal/ct-p/PowerSchool-Ideas-Portal>
- Events Hub: [https://help.powerschool.com/t5/All-Events/ct-p/All\\_Events](https://help.powerschool.com/t5/All-Events/ct-p/All_Events)
- Enrollment Chatbot for Families: <https://help.powerschool.com/t5/Enrollment-Family-Support/ct-p/PowerSchoolRegistration>

- Federated Search: [https://help.powerschool.com/t5/Results/bd-p/Search\\_Results#!/search?searchString=&from=0&sortBy= score&orderBy=desc&pageNo=1&aggregations=%255B%255D&uid=1d51bdaf-8ad5-11eb-8d9a-0242ac120002&resultsPerPage=10&exactPhrase=&withOneOrMore=&withoutTheWords=&pageSize=10&sid=1644956814923791&language=en&mergeSources](https://help.powerschool.com/t5/Results/bd-p/Search_Results#!/search?searchString=&from=0&sortBy= score&orderBy=desc&pageNo=1&aggregations=%255B%255D&uid=1d51bdaf-8ad5-11eb-8d9a-0242ac120002&resultsPerPage=10&exactPhrase=&withOneOrMore=&withoutTheWords=&pageSize=10&sid=1644956814923791&language=en&mergeSources)
- PowerSchool Mentors: [https://help.powerschool.com/t5/PowerSchool-Mentors/ctp/PowerSchool\\_Mentors](https://help.powerschool.com/t5/PowerSchool-Mentors/ctp/PowerSchool_Mentors)