

## **MobyMax**

### **Best Customer Support in Business Technology**

As quickly as schools began shutting down in March, MobyMax ramped up. On March 6, 2020, MobyMax became the first edtech provider to make its award-winning educational software available free to all schools closed by COVID-19. Moby's comprehensive software spans Math, ELA, Science, and Social Studies for grades K-8 and meets the needs of struggling students as well as those working on grade level and beyond. Demand for Moby's tools was so great that by November 2020, more than 5,500 schools have taken advantage of Moby's free offer.

But Moby didn't only free up its products. We immediately increased our live training options—a hallmark of the Moby support system—by offering daily webinars gratis so every teacher using Moby could succeed as well online as in the classroom. Moby issued an "Emergency e-Learning Rescue" game plan for teachers facing unexpected shutdowns. We developed a model eLearning Contingency Plan to help teachers and administrators create their own. We actively used our blog, Facebook, and Twitter feeds to share online teaching success stories so that educators could learn how to cope and succeed from each other.

Our quick response empowered thousands of teachers to move forward, in many cases, with no interruption in learning or achievement. "I am a little weepy today as we are down to the last 3 days of instruction this school year... knowing that I was able to reach a 95% daily engagement with my 4th graders these last 3 months because of your messaging app lifts my spirits," reported one teacher.

MobyMax is America's most highly-acclaimed edtech company for two reasons. First, it offers the only complete K-8 curriculum for 27 subjects via integrated, automated classroom tools that save teachers precious hours with comprehensive assessments, grading and markup systems, accurate diagnostics, IEP reporting, and real-time progress monitoring. Second, Moby's customer support system is unparalleled for the quality, responsiveness, and help it provides.

Moby's U.S.-based support team includes both tech experts and former educators who inherently understand customers' needs. Live phone and chat support are available between 7:00 am and 6:00 pm EST Monday-Friday. Teachers can also email [support@mobymax.com](mailto:support@mobymax.com) 24/7 and get a speedy reply.

Critically, the answers teachers receive are completely personalized and well-informed. Each support team member receives 240 hours of professional training in all aspects of the Moby universe. In response to the pandemic, Moby increased their free live training options—a hallmark of the Moby support system—as soon as the 2020 lockdown occurred, offering daily webinars so every teacher using Moby could succeed as well online as in the classroom. Moby prides itself on superior customer support with lightning speed response that delights and surprises educators. The stats speak for themselves.

-Average call wait time: 35 seconds

-Average ticket response time: 3 hours and 7 min

-Average live chat response time: 35 seconds

## Supplemental Links

MobyMax To Provide All K-8 Schools And School Districts Closed By COVID-19 With Free Internet Learning Software

<https://press.mobymax.com/mobymax-to-provide-all-k-8-schools-and-school-districts-closed-by-covid-19-with-free-internet-learning-software>

4,000 Schools Closed by COVID-19 Sign Up For Free MobyMax Differentiated Learning Software

<https://press.mobymax.com/4000-schools-closed-by-covid-19-sign-up-for-free-mobymax-differentiated-learning-software>

Over 10,000 Rave Reviews:

<https://www.mobymax.com/rave-reviews>

Free daily live training webinars:

<https://ed.mobymax.com/mobymax-webinar-2/>

Free recorded webinar demonstrations

<https://ed.mobymax.com/mobymax-webinar-recordings/>

Video library of Moby “How to” Videos:

<https://www.youtube.com/MobyLearning>

5 Best Ways to Get the Max Out of MobyMax

<https://blog.mobymax.com/5-best-ways-to-get-the-max-out-of-mobymax>