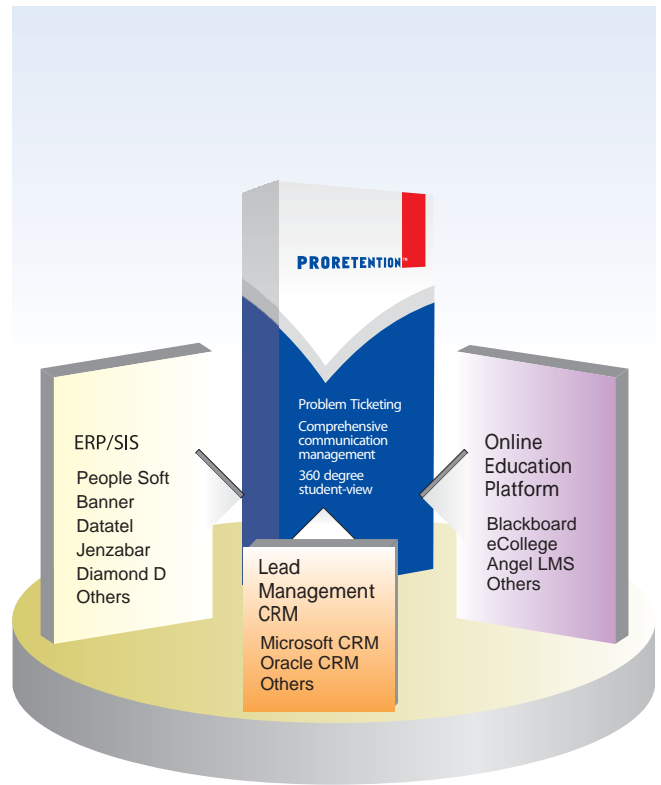




**BENEFITS**

- Adds muscle to existing systems
- Configures easily to your unique needs
- Enables mass communication
- Completely configurable to the needs of a school
- Elegant, intuitive navigation with user-friendly interface
- Web-based software for any time, anywhere access
- Easy implementation with no disruption to existing software
- Creates interdepartmental accountability and brings departments together for better student service
- Student issue types can be analyzed, classified and used for decision making
- It is very reasonably priced for a one-time server license fee and scales at no cost with your growth, and guarantees incredibly quick ROI



**FEATURES**

- Logging every student communication be it voice, walk-in or email
- A priority based problem ticketing system with ticket age monitoring
- Reminder system for a student or ticket
- Alerts to track irate students or students at risk for immediate action
- Ability to send out student satisfaction surveys, capture results and report
- Complete student information including important lifecycle milestones
- Knowledge repository of each department for quick access, by a call agent
- View original documents like application, transcript etc. of student for easy reference
- Mass emailing to groups of students
- Dashboard for real-time analysis, student satisfaction levels and student demographics
- Comprehensive sliced and diced online reporting for Managers, Vice Presidents and C-level executives to know the student pulse in the University

ProRetention™ comes bundled with a Student Portal which puts the power to raise problem tickets in the hands of students anytime, anyplace.

**Student Portal Features**

- Students can view, modify or edit their profile information
- Students will have a complete view of their critical milestones
- Students can choose personal preferences including mode and time of contact etc.
- Students can raise a trouble ticket against specific departments
- Students will have access to other features blogs, Events, Forums, Media, gallery etc.
- University can use the portal to make announcements to the students, RSVP for events, conduct surveys etc.
- Student Portal is tightly integrated with ProRetention™ basic SRM

Send in your queries to: [info@proretention.com](mailto:info@proretention.com) or Call : 703 940 0195

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