Case Study

Integration and Documentation of Assessment Solutions in Learning Management Systems

Magic EdTech

The Client
The client is a leading global provider of digital assessment solutions, dedicated to empowering educational institutions, professional organizations, and awarding bodies worldwide.
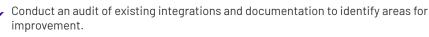
The Challenge
The client faced challenges in seamlessly integrating Assessment and Plagiarism check solutions with different Learning Management Systems (LMSs). Additionally, they sought a user-friendly process for customers to register these solutions as LTI Tool providers within the LMS environment. The goal was to make the process straightforward and user-friendly for people with different technical skills, ensuring compatibility with different LMS platforms.

Critical Success Parameters

✓ Develop custom code for seamless integration of client's solutions as LTI Tool providers across all LMS platforms.

✓ Conduct an audit of existing integrations and documentation to identify areas for improvement.

✓ Create user-friendly documentation with clear instructions and guidance for users with varying technical expertise.

✓ Establish a comprehensive FAQ section addressing common issues encountered during the integration process.

Our Approach

✓ Developed a plug-and-play solution, seamlessly integrating client's solutions with any LMS while preserving existing infrastructure.

✓ Tailored content for easy comprehension, providing step-by-step instructions and visual aids to enhance user-friendly navigation, replacing outdated documentation.

✓ Equipped the client with knowledge on LMS-specific Custom Parameters, enabling them to customize solutions according to the specific needs of their end customers.

✓ Analyzed 280 customer support requests and implemented a comprehensive FAQ section to address and resolve issues promptly, ensuring a quick resolution of user challenges.

Key Result Highlights

Developed custom LTI Tool provider integration code within a record **15**-day timeframe.

Reduced customer support errors by **70%.**

For more details, visit: **www.magicedtech.com**