



पण्डित सुन्दरलाल शर्मा (मुक्त) विश्वविद्यालय छत्तीसगढ़

कोनी – बिरकोना मार्ग, बिलासपुर (छ.ग.) 495009 दूरभाष क्रमांक : (07752 – 240712)
(छ.ग. शासन के अधिनियम क्रमांक 26 सन् 2004 द्वारा स्थापित)

www.pssou.ac.in E-mail-registrar@pssou.ac.in

5.1.5 Attending to learners' queries (05):

Modes employed to attend learner s' queries

Detail:- 6 Modes are being used by the University Includes

1. Automated interactive voice response system
2. Call centre
3. Online Help Desk
- 4. Social Media**
- 5. App based support**
6. Chat Box
- 7. E-mail Support**
8. Interactive radio counseling
9. Teleconferencing
- 10. Web-conferencing**
- 11. Learner Service Centre/Inquiry Counter**
- 12. Postal communication**

Options:

- A. Any 8 or More of the above
- B. Any 6-7 of the above**
- C. Any 4-5 of the above
- D. Any 1-3 of the above
- E. None of the above

Help Desk

https://www.pssou.ac.in/index?page=element&id=HELP_DESK

App Based Support –

<https://play.google.com/store/apps/details?id=pssou.ac.in>