



كيف يمكن الوصول إلى الدعم المباشر أثناء
الاختبارات الإلكترونية من خلال قناة



Cisco WebEx

١. الدخول إلى موقع الجامعة السعودية الإلكترونية على الرابط Seu.Edu.Sa

The screenshot shows the homepage of the Saudi Electronic University (SEU) website. The browser address bar displays <https://www.seu.edu.sa/>. The page features a large video player with a play button in the center. The video content includes the text "التعلم المدمج" (Blended Learning) and "تبنى الجامعة نموذجاً للتعليم المدمج يتميز بالمرونة ويُلبي حاجة المتعلمين في عصر المعرفة في بيئة تقنية توظف تكنولوجيا المعلومات والاتصالات". A "اقرأ المزيد" (Read more) button is visible below the video. In the bottom right corner, there is a "Live Help" button with a speech bubble icon. A blue arrow points from a text box to this button. The page also includes logos for the Ministry of Education and the university's vision "VISION رؤية 2030".

٢. انقر على هذه الأيقونة لطلب
المساعدة المباشرة

٣. ستظهر لديك شاشة منبثقة لتعبئة بياناتك الشخصية كاملة وصحيحة ليتم مساعدتك بشكل سريع وسلس

Welcome to Live Support

First name:
Test

Last name:
Test

Email address:
Test@seu.edu.sa

subject:
Exam issue

College:
Computing

Submit

Welcome to Live Support

To talk with a representative, please answer the following:

* Denotes a required field

student ID:
s100000

First name:
Test

Last name:
Test

Email address:
Test@seu.edu.sa

subject:
Exam issue

College:
Computing

٤. انقر على
submit

للدخول إلى المحادثة المباشرة مع الفني

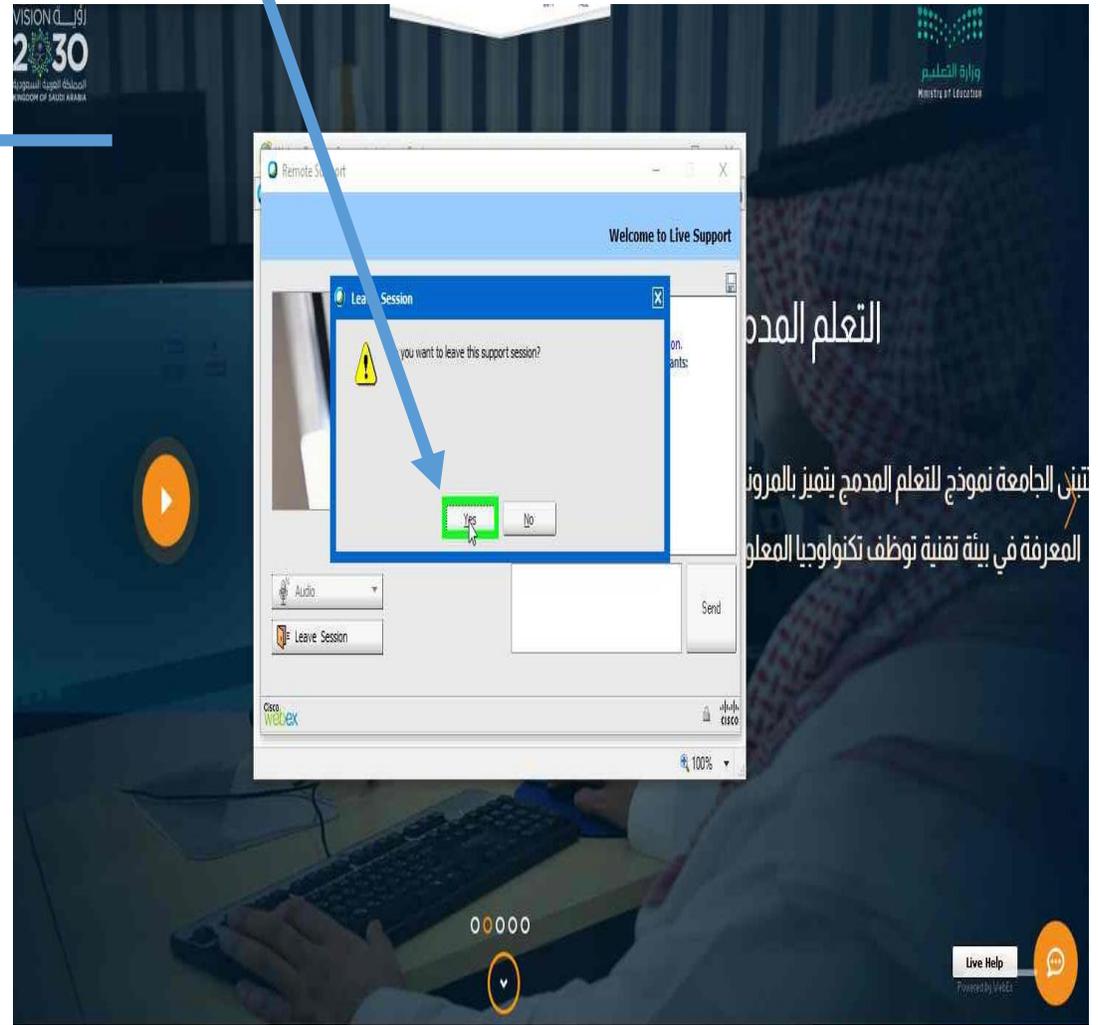
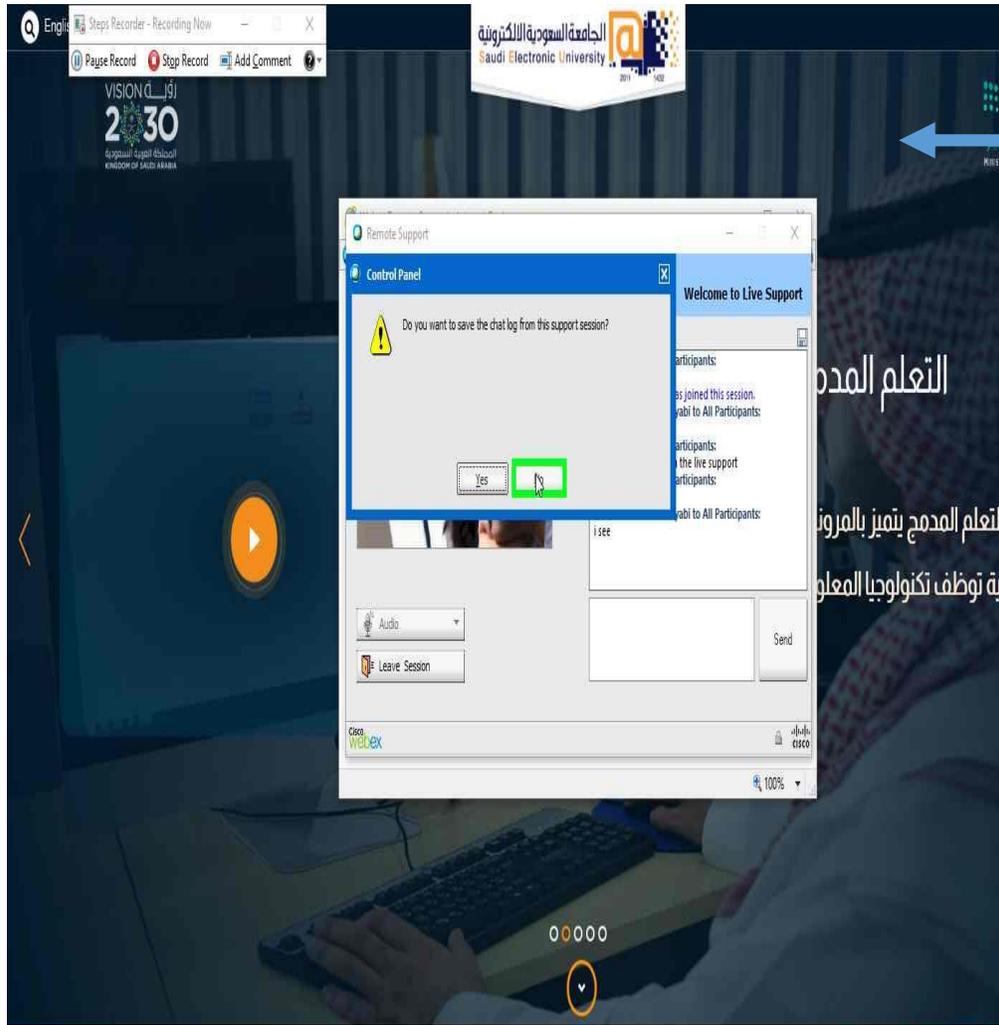
٥. اكتب وصف مشكلتك بشكل واضح في هذا المربع وسيتم توجيهك من قبل الفني بالحل أو سيطلب الفني الإذن للدخول على جهازك لمساعدتك

The image shows a screenshot of a Cisco Webex Live Support chat window. The window is titled "Remote Support" and "Welcome to Live Support". It features a "Chat Messages:" section with the following text: "Your number in the queue: 1", "Your CSR will be with you in 1 minute(s)", and "A representative will be joining you shortly." Below the chat messages is a text input field with the placeholder text "Type a message, and send..." and a "Send" button. A blue arrow points from the text in the top banner to the text input field. The background of the screenshot shows a website with the "2030" logo and the text "وزارة التعليم Ministry of Education".

٦. عندما يتم حل مشكلتك فبإمكانك مغادرة الجلسة من خلال الضغط على هذه الأيقونة

The image shows a screenshot of a Cisco Webex Live Support session window. The window title is "Remote Support" and it says "Welcome to Live Support". On the left, there is a video thumbnail showing two people. On the right, there is a "Chat Messages" section with the following text: "from Test Test to All Participants: Hi", "Abdulrhman Mzyabi has joined this session.", "from Abdulrhman Mzyabi to All Participants: hi", "from Test Test to All Participants: this is just testing with the live support", "from Test Test to All Participants: thanks". Below the chat, there is a "Send" button. At the bottom left of the window, there is a "Leave Session" button, which is highlighted with a green box and a blue arrow pointing to it. The background of the slide features the Saudi Vision 2030 logo and the Ministry of Education logo. The text "التعلم المدمج" (Blended Learning) is visible in the background. At the bottom right, there is a "Live Help" button and a "Powered by WebEx" logo.

٧. ستظهر لك هذه الرسالتين لتأكيد إغلاق المحادثة وهل ترغب في حفظها .



٨. أخيراً بإمكانك تقييم الخدمة المقدمة لك من الفني وذلك لغرض تحسين تجربتك في المستقبل

Session Feedback

My Information

How do you rate your overall experience during this support session?

Excellent Above average Average Poor

How do you rate the subject matter expertise of the support representative?

Excellent Above average Average Poor

Were the issues addressed to your satisfaction?

Yes No Not sure

Please let us know of any suggestions you might have:

Submit