

eLearning Industry ranked GyrusAim as # 3 in Top 20 LMS for Customer Experience



Bostonia, Aug 14, 2020 ([IssueWire.com](https://www.issuewire.com)) - **Gyrus Systems**, a leader in the Learning Management Systems (LMS) industry, proudly announced today that it has been recognized as part of the [top 20 LMS for Customer Experience](#) by [eLearning Industry Inc.](#) This Top 20 LMS list has been created using a holistic approach and is based on input from actual LMS users. The order of appearance depends on Customer Satisfaction (CSAT Score), Customer Effort (CEF Score) & Customer Expectation (CEX Score). You can also find LMS Customer Experience Resources that will help you choose the right software.

What Is Top 20 LMS for Customer Experience?

This Top 20 LMS list has been planned following a holistic approach based on input from actual users who were willing to share their experience with the LMS. The reviews have been verified one by one by eLearning Industry.

The order of appearance is a function of the following metrics:

- **Customer Satisfaction (CSAT Score):** measures the degree of customer happiness with a particular product, service, or interaction.
- **Customer Effort (CEF Score):** quantifies the amount of effort required to get customer support from the LMS vendor.
- **Customer Expectation (CEX Score):** measures the gap between customer expectations and service received by the LMS vendor.

All of the above metrics are calculated based on a 5-step Likert scale from Strongly Disagree to Strongly Agree.

Our methodology was developed in collaboration with Dr. Panagiotis Zaharias who is a scientific collaborator of eLearning Industry INC and UX expert.

“At Gyrus Systems, we are focus on improving the Customer Experience for our clients. With the recent addition of the AI and LXP design in **GyrusAim Learning Cloud**, we continue to innovate our product and services.”, said **Viren Kapadia, President, and CEO at Gyrus Systems**.

About eLearning Industry

[eLearning Industry](#) is a leading publishing platform that delivers inspiring, industry-specific content to eLearning professionals. As a top-tier eLearning marketplace, we offer a plethora of sophisticated, online marketing solutions to corporate training companies to empower and help them grow.

About Gyrus

Gyrus Systems is the one-stop solution for the efficient management of any size training program. Since 1987, 500+ companies worldwide have used Gyrus Systems' products to improve training effectiveness, organization efficiency, and to attain greater success within their respective industries. The company is headquartered in Richmond, Virginia. For more information, please visit <http://www.gyrus.com/>

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Source : <https://www.gyrus.com/eLearning-Industry-ranked-GyrusAim-as-number-3-in-Top-20-LMS-for-Customer-Experience>

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