



## Web Community Manager Technical Support Services

*“Super fast response, very knowledgeable, and communicative. I always get a fast answer and learn something new every time! I feel like I’m the only customer because of this one-on-one attention...Thanks so much!”*

*“This is the ONLY company I have ever dealt with that consistently offers such impeccable support. Keep up the awesome job.”*

**Feel confident that your online presence is being supported by a responsive, reliable, and knowledgeable team of professionals.**

Our standard premium support is included as part of every subscription license. It’s available to you 24/7 and includes a wide range of self-help materials, service request options, and support with 100% same day response rates.

### **STANDARD PREMIUM SUPPORT**

- **Forums:** Connect to our community where you can view questions and answers from your peers and Blackboard support staff.
- **Phone support:** Talk live with an experienced technician to resolve problems and get emergency support.
- **Online tutorials:** Explore our comprehensive library of tutorials and documents when you need them.
- **Service requests:** Report incidents, request support, ask about new features, check the status of your request, view incident history, and search our knowledge base for information.

