The Value of Automation

Automated Services Designed for Your Student:

At Blackboard, we know why individuals contact us and we’ve designed an automated framework that can quickly identify and handle common requests, saving your students time and frustration when they require simple support. We provide a seamless experience for resolving common requests without having to speak to an agent. Shifting from live agent support to automated support:

- Reduces support costs
- Provides 24/7 self-service options
- Reduces hold times for your students
- Shortens the time it takes to regain access to systems and applications
- Enables agents and staff to focus on mission-critical tasks with more time for complex inquiries
- Gives students more control; values their time

Personalization at Scale

Students have increasingly-high expectations for how they get information and support. Self-service options are in demand, but can’t be overly-generic. We can proactively track and offer “next step” actions a student needs to take. Our behind-the-scenes tools and technology are geared toward providing the most relevant and timely information to your students in a variety of ways.

Our goal is to provide clear, concise, accurate information to every user, every time. By leveraging data with technology, we excel at providing comprehensive, easy-to-use support to each member of your community.

Student-Specific Messaging

Our unique technology enables your data to provide personalized roadmaps for each user. Whether it’s related to admissions, financial aid, student accounts, or records/registration, we can keep users in-the-know about their progress and answer these questions:

- Where am I in the process?
- What’s keeping me from moving on?
- What action do I need to take now?

Specialized FAQ

Students require information along their journey and need a single source they can rely on to provide it. Our team works closely with you to understand your workflow, guidelines, policies, timelines, escalation processes, and other details that help us create a roadmap and content for your users. We package all of this information into tools that give users control over when and how they access key information.

Automated Chat Support

Individuals now expect 24/7 options for getting information quickly and easily, and most prefer self-help when they have access to it. Our automated chat support answers most inquiries in real time and is able to address many of your students requests.

Together We Can Improve Student Experience

Our Implementations Team specializes in conducting detailed assessments to best understand your needs, then recommends options that best leverage our technology solutions with our agents’ expertise – all toward providing wide-ranging yet efficient and economical support to your students.

Self-Service Benefits Everyone

By empowering your students with the self-service options they want, you make student support more efficient, reduce wait times, improve student satisfaction, and increase your staff’s job satisfaction. It’s a win-win for everyone!