



Achieve operational efficiency while providing the highest levels of faculty support : Tailored Help Desk Solutions

Blackboard's Services Team:



Handles 7+ Million support interactions per year



Employs 1,200 advisors in five global service centers



Operates 24x7, 365



Chat, email, text and self-service solutions

Today's Complex Service Environment

Gone are the days of the one-way service model via phone-call or walk-in. Today's environment has broadened to include email, chat, automated support, and self-service options. Increased user expectations and demand don't always mean increased resources, so the institutional workload pays the price.

The Challenge: Effectively Solve the Widening Service Gap

To meet the needs for on demand, 24-7 help desk and contact center solutions, we pioneered the concept of a fully Tailored Help Desk Solution. This is a framework designed to optimize your institutional resources and capabilities while at the same time increasing service levels and implementing cloud-based technologies to support faculty across multiple contact channels.

The Tailored Help Desk Solution concept is one that uses a combination of services and technologies, to deliver the highest levels of customer care to faculty (and students) in the most efficient and effective manner. Solve internal IT challenges by:

- Removing limitations on your ability to increase advisor pay and retain top talent
- Eliminating management challenges that come with recruiting and retaining a lower wage labor force
- Creating efficiencies that drive reductions in costs and increase your IT team's capacity for more strategic deployments of internal resources
- Easily staffing for seasonality ramping up for peak periods and decreasing staffing during slower seasons
- Utilizing content as a service to build a comprehensive and effective knowledge base

“Wonderful! very friendly, knowledgeable, and helpful! she was also very kind and patient, a positive happy ending to a stressful situation for me.”

- University of Virginia Student

“The support was superb! My request for support was answered almost before I finished hitting “send” on my email and the representative couldn’t have been nicer.”

- Georgetown University Faculty Member

“I honestly couldn’t imagine a more helpful and knowledgeable staff and I am so grateful that support is now available 24 hours a day!”

- Georgetown University Faculty Member

Collaborating to Solve Challenges:

Blackboard partners with your institution to highlight key strengths, identify weaknesses, and design a customized support strategy that meets your institution’s specific needs; combining digital technologies, multi-channel communications, CRM/Help desk systems, and high availability (24/7) help desk solutions.

University of Virginia

The University of Virginia considers Blackboard’s IT Help Desk as an extension of their IT organization, providing exceptional service to students and faculty 24x7. With a telephony based average speed of answer of less than 90 seconds and satisfaction of 90%, Blackboard is the key to delivering a “One-Stop IT Help Desk”.

Georgetown University

In 2012, Georgetown University consolidated their University Information Services help desk to Blackboard to provide 24x7 help desk services through chat, email, phone and self-service solutions. Through this partnership, over 51,000 service requests from students, faculty, staff and alumni are handled annually.



Georgetown
University



USC University of
Southern California



Northeastern

Blackboard Help Desk Services:

Blackboard’s comprehensive Help Desk Solutions deliver scalable resources and technology to support a university’s learning management system (Blackboard Learn, ANGEL, Sakai, Desire2Learn, Canvas, and Moodle), as well as over 100 of the most commonly used applications and technologies, including Microsoft Office, Google apps, email, and collaboration technology. With Blackboard Help Desk Services, institutions can enhance student, faculty, and administrative staff support and satisfaction while delivering time savings to in-house IT resources to focus more on critical technology support, adoption, and technology expansion projects.

Learn more by contacting your Sales Manager or visiting us at
blackboard.com/student-services

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