Reimagine How Support Staff Access and Deliver Information

Everything You Need from All Your Campus Systems on a Single Screen to Resolve Issues More Efficiently

Higher Ed's Only Cross-Campus Support Platform

Improve student experience and satisfaction, and increase staff efficiency and bandwidth with a streamlined, centralized, systems-integrated, one-stop platform for all your campus support.

Key Features

- **A Single-Screen, Holistic View into Students' Relevant Support Information and Data**
- **Seamless Integration with Campus Systems & Applications**
- **Customizable View to Meet Institution's Requirements and Needs**
- **Ability to Create, Escalate, and Close Tickets within the Platform**
- **Secure and FERPA Compliant**
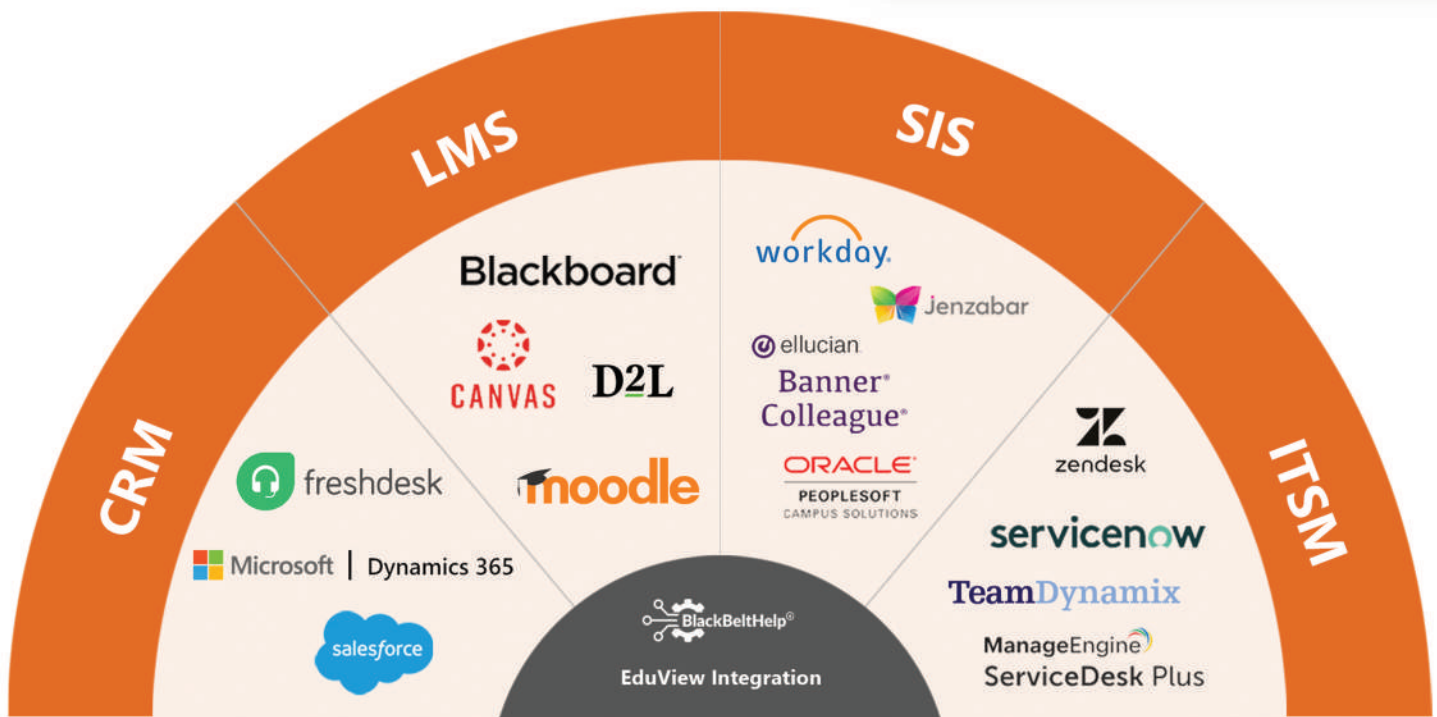- **Role-Based Access Control**

Expected Outcome

55 Secs. Avg. Speed to Answer

90% First Call Resolution

92% Answer Rate

Answer Every Question from a **Single Platform**

LMS · SIS · CRM · ITSM

Blackboard · CANVAS · D2L · freshdesk · moodle · Microsoft | Dynamics 365 · salesforce

workday · Jenzabar · ellucian · Banner · Colleague · ORACLE PEOPLESOFT CAMPUS SOLUTIONS · zendesk · servicenow · TeamDynamix · ManageEngine ServiceDesk Plus

BlackBeltHelp® EduView Integration

Our **EduView** Clients

CORNELL UNIVERSITY · JOHNS HOPKINS CAREY BUSINESS SCHOOL · METROPOLITAN STATE UNIVERSITY OF DENVER · COLLIN COLLEGE · FAIRLEIGH DICKINSON UNIVERSITY · QUINSIGAMOND Community College

CLEVELAND STATE UNIVERSITY · MOREHOUSE SCHOOL OF MEDICINE · TEXAS A&M UNIVERSITY CORPUS CHRISTI · PASADENA CITY COLLEGE · UNIVERSITY OF DELAWARE · UNIVERSITY OF THE PACIFIC

In Their **Words**

> "BlackBeltHelp does off-hours support for us and it has been a pleasure working with them. They have been helping us in handling the calls efficiently even during the increase in call volumes. We have the confidence in BlackBeltHelp during outages and know that our customers will get every support needed even when we are not working."

Keyan Williams | Assistant Director
I.T. Support Operations

> "BlackBeltHelp always steps-up to provide immediate support to Pasadena City College's students for the challenges that arise on Admissions, Financial Aid, and Enrollment. Having a reliable Call Center where our students can talk to a professional well-versed in our campus procedures reduces anxiety and accelerates our ability to deliver information quickly."

Candace Jones | Vice President
Business Services