

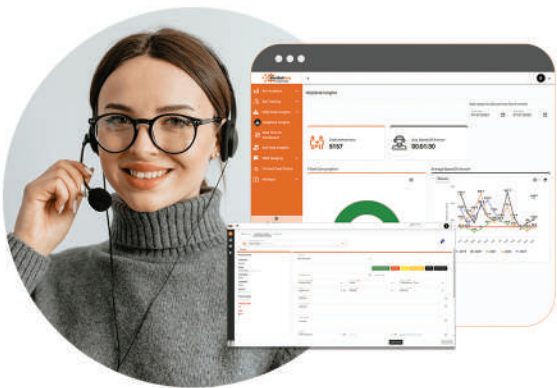
Uninterrupted Learning and Instruction for Your Students and Faculty

Enable Seamless 24/7 Learning and Support for Students and Faculty



24/7 LMS Helpdesk Support for Higher Education

Provide round-the-clock support with experienced professionals delivering personalized, multimodal, AI-powered assistance through web, live chat, chatbot, text, and phone. Our LMS helpdesk seamlessly integrates with your campus technologies, offering a single point of contact for all Learning Management System issues and inquiries.



Key Features



Available via phone, email, live chat, chatbot, and self-service.



Customized to meet your institution's specific LMS needs.



Support major LMS platforms such as Blackboard, Moodle, Canvas, D2L, and more.



Domestic and global teams designed to fit your budget.



Fully compliant with FERPA regulations.



Round-the-clock support for all end-user inquiries.

Expected Outcome



68 Secs. Avg. Speed to Answer



78% First Call Resolution



92% Answer Rate

The Impact of LMS Helpdesk Support



Facilitate Uninterrupted Learning and Improve Academic Outcomes



Provide Continuous and Seamless Instructional Delivery



Increase Faculty and Staff Bandwidth



Improve Student Experience and Satisfaction



Lower LMS Support Service Delivery Cost



Our LMS Helpdesk Support Clients



In Their Words

"We really appreciate the quality of BBH support agents and the quick turnaround time when it comes to updating the internal Knowledge Base after we contact our account rep with changes. They also ask great clarifying questions and let us know if one of our users has an issue that we need to address. During the pandemic, I was thankful to have BBH to lean on."

Andrea Tanner | Senior Director
Technology Support, CCBC

"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, Pasadena City College