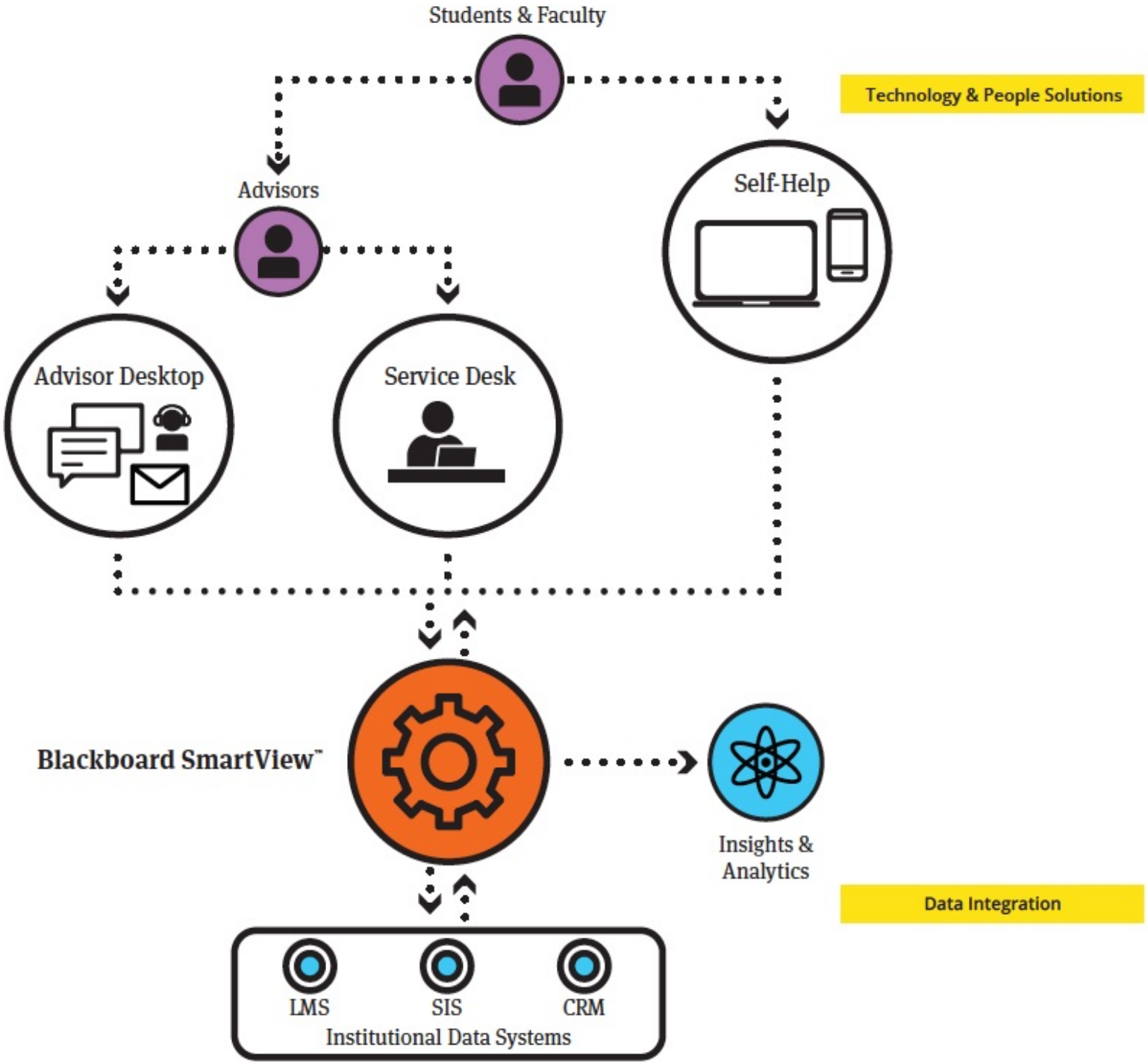
Blackboard

Blackboard SmartView Screen Shots

Service Desktop
Self Help Portal
Trackers
Advisor Desktop
Reporting

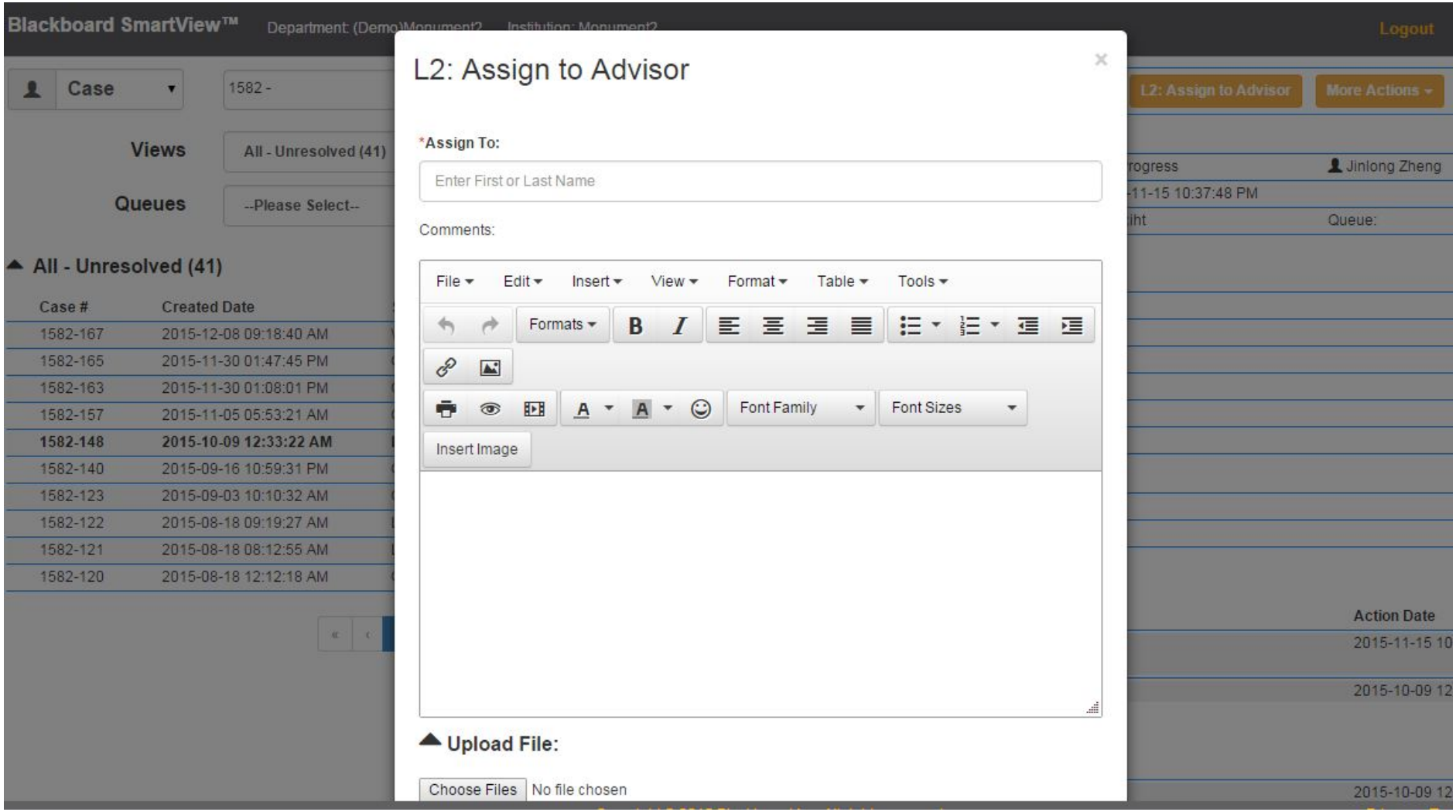
Blackboard
SmartView™ Platform

- Scalable 24/7/365 solution
- Virtual one-stop-shop
- Rapid integration of institutional data
- Multi-modal service delivery
- Proactive self-guided help
- Extensive knowledge base
- Faster, more accurate service

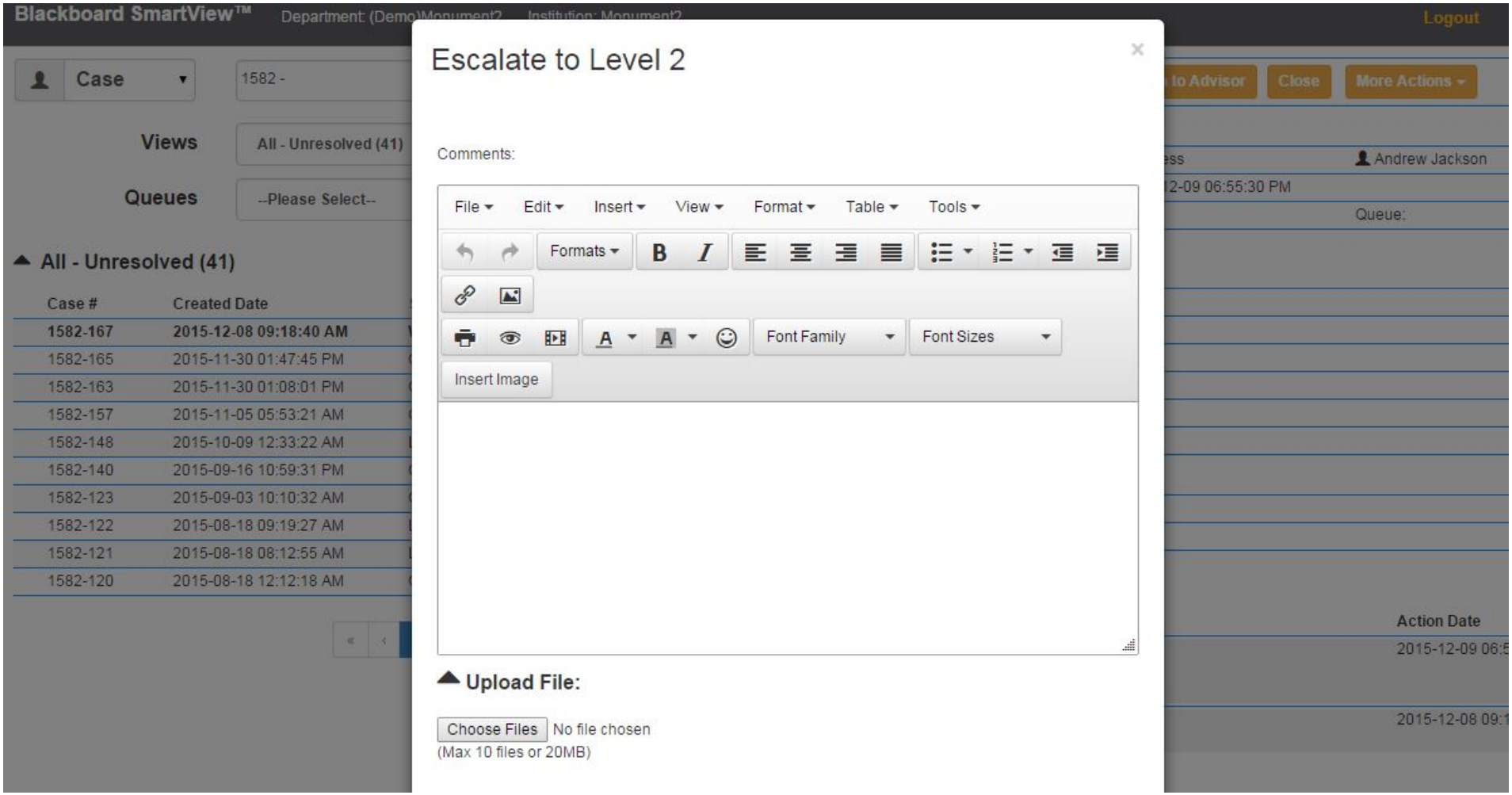


SmartView
Service Desktop Ticketing
For Staff

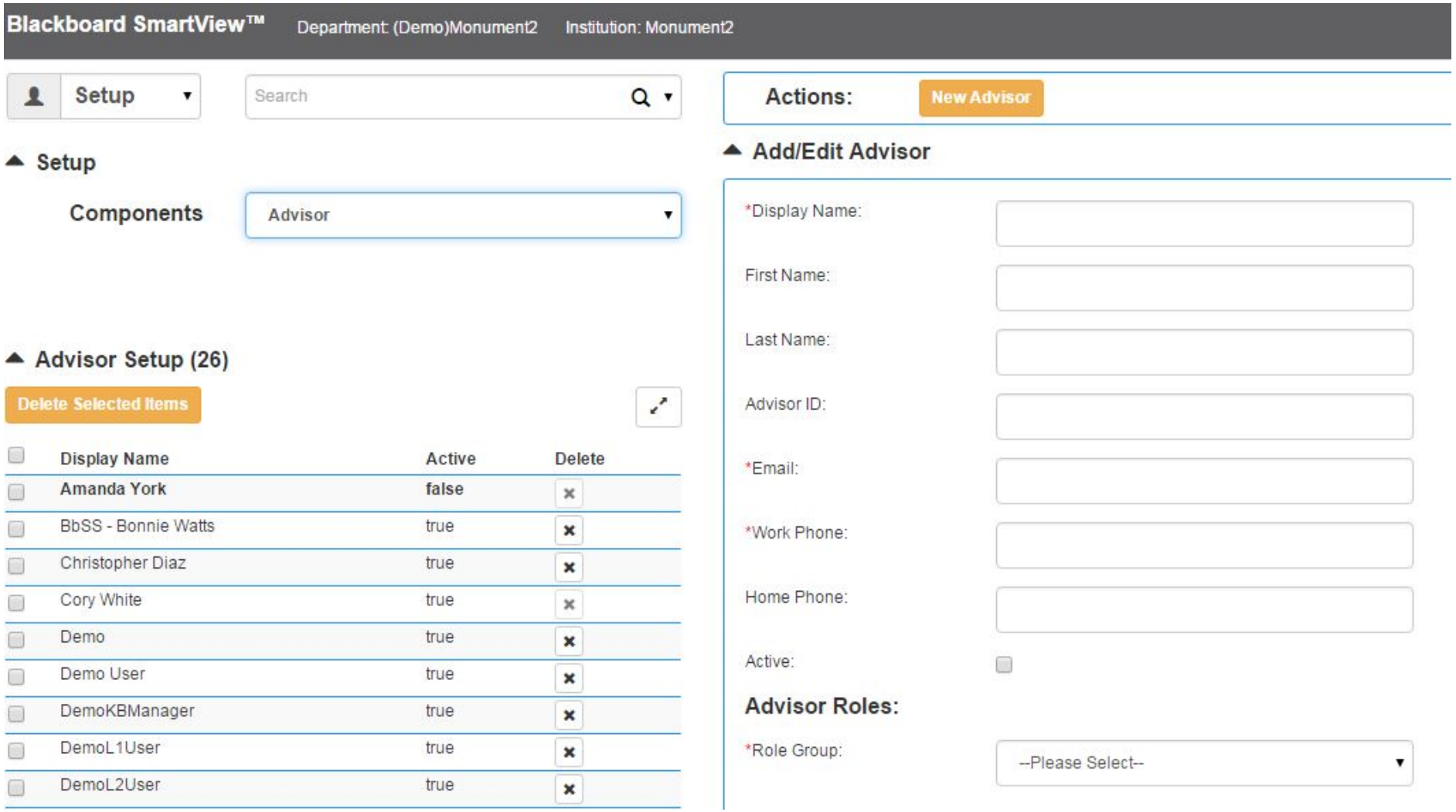
Assign to an Advisor



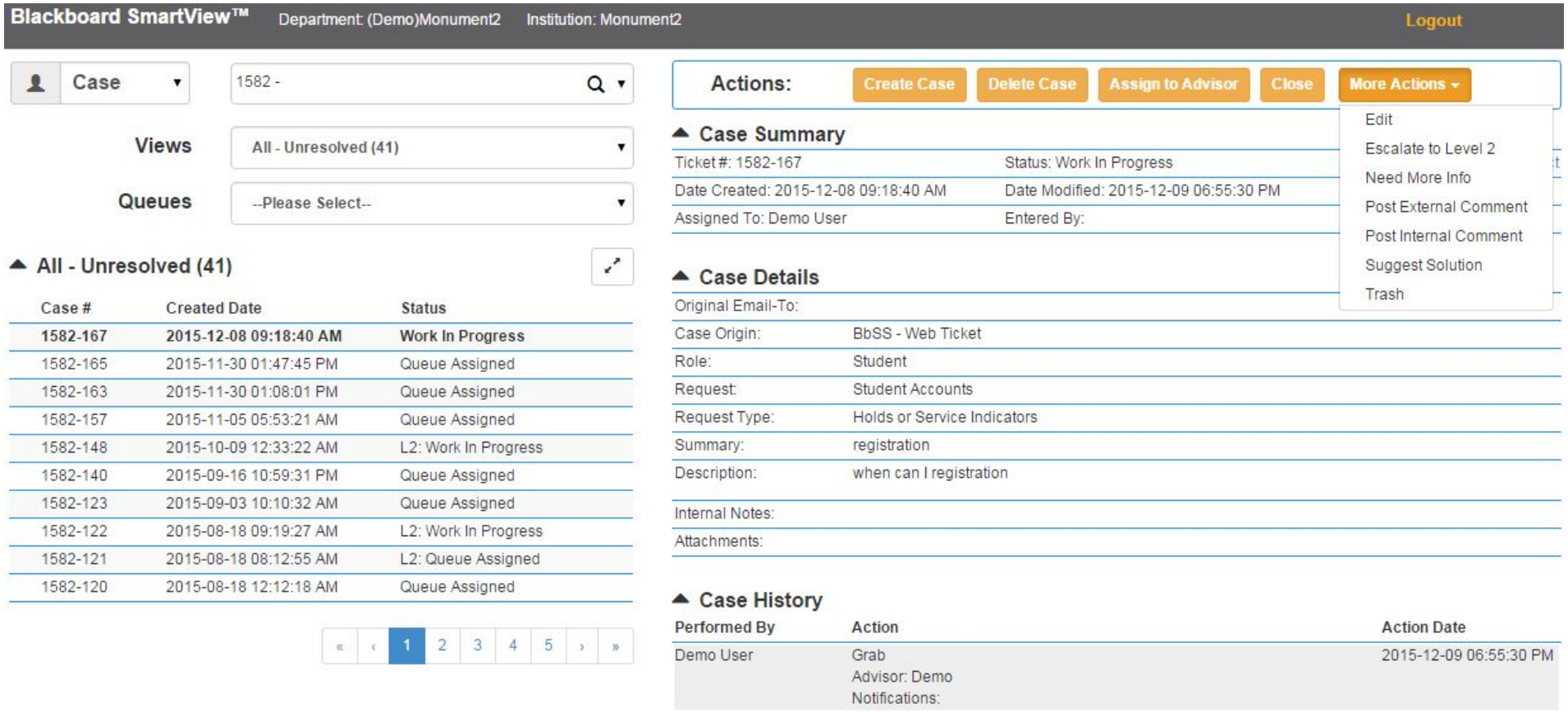
Escalation


Blackboard SmartView™
Logout
Case
Views
All - Unresolved (41)
Queues
--Please Select--
All - Unresolved (41)
Case #
Created Date
1582-167
2015-12-08 09:18:40 AM
1582-165
2015-11-30 01:47:45 PM
1582-163
2015-11-30 01:08:01 PM
1582-157
2015-11-05 05:53:21 AM
1582-148
2015-10-09 12:33:22 AM
1582-140
2015-09-16 10:59:31 PM
1582-123
2015-09-03 10:10:32 AM
1582-122
2015-08-18 09:19:27 AM
1582-121
2015-08-18 08:12:55 AM
1582-120
2015-08-18 12:12:18 AM
Close
More Actions
Andrew Jackson
Queue:
Action Date
Escalate to Level 2
Comments:
File
Edit
Insert
View
Format
Table
Tools
Formats
Font Family
Font Sizes
Insert Image
Upload File:
Choose Files
No file chosen
(Max 10 files or 20MB)

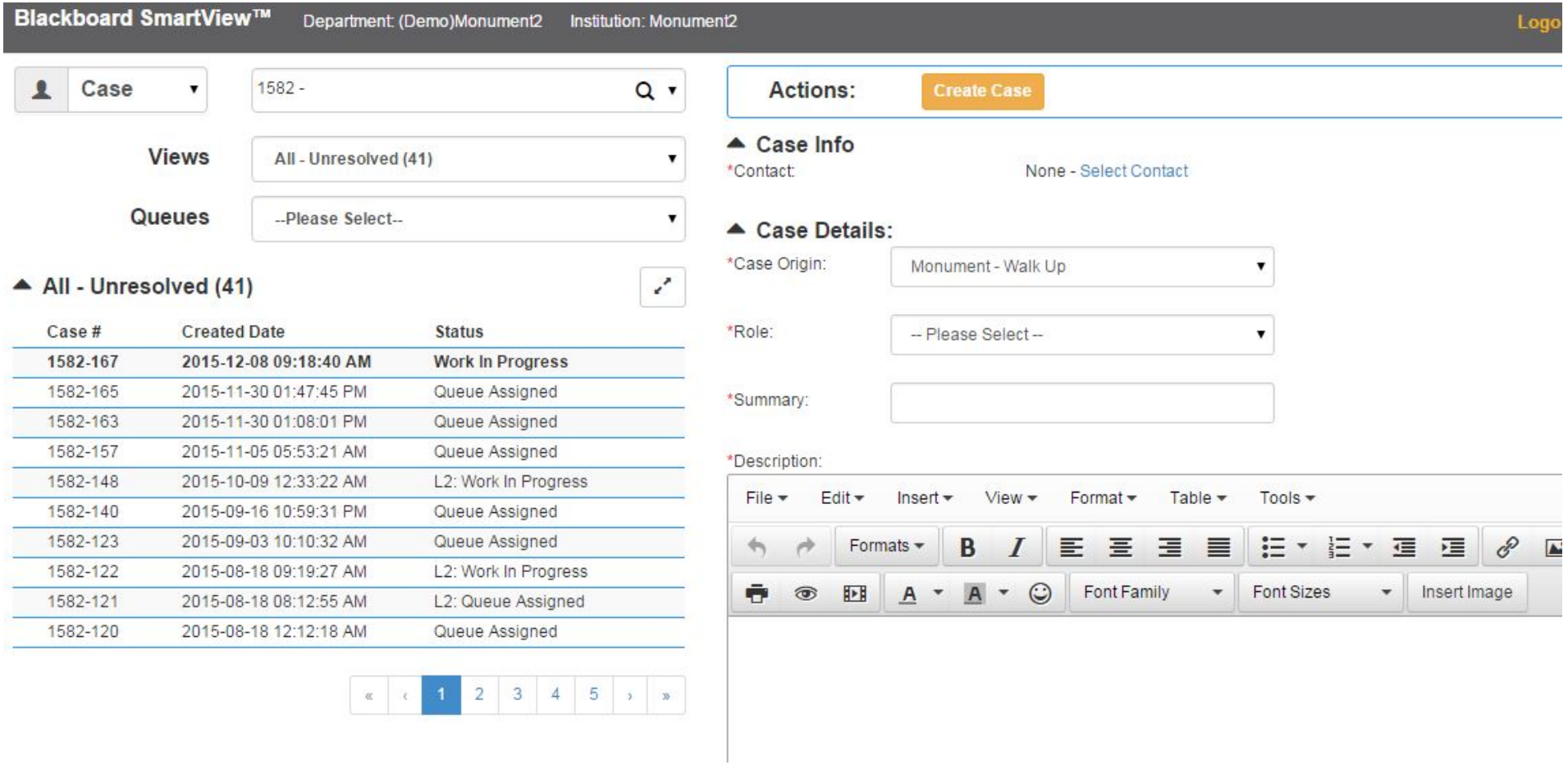
Setup


Blackboard SmartView™
Department: (Demo)Monument2
Institution: Monument2
Setup
Search
Actions:
New Advisor
Setup
Components
Advisor
Add/Edit Advisor
*Display Name:
First Name:
Last Name:
Advisor ID:
*Email:
*Work Phone:
Home Phone:
Active:
Advisor Roles:
*Role Group:
--Please Select--
Advisor Setup (26)
Delete Selected Items
Display Name
Active
Delete
Amanda York false
BbSS - Bonnie Watts true
Christopher Diaz true
Cory White true
Demo true
Demo User true
DemoKBManager true
DemoL1User true
DemoL2User true

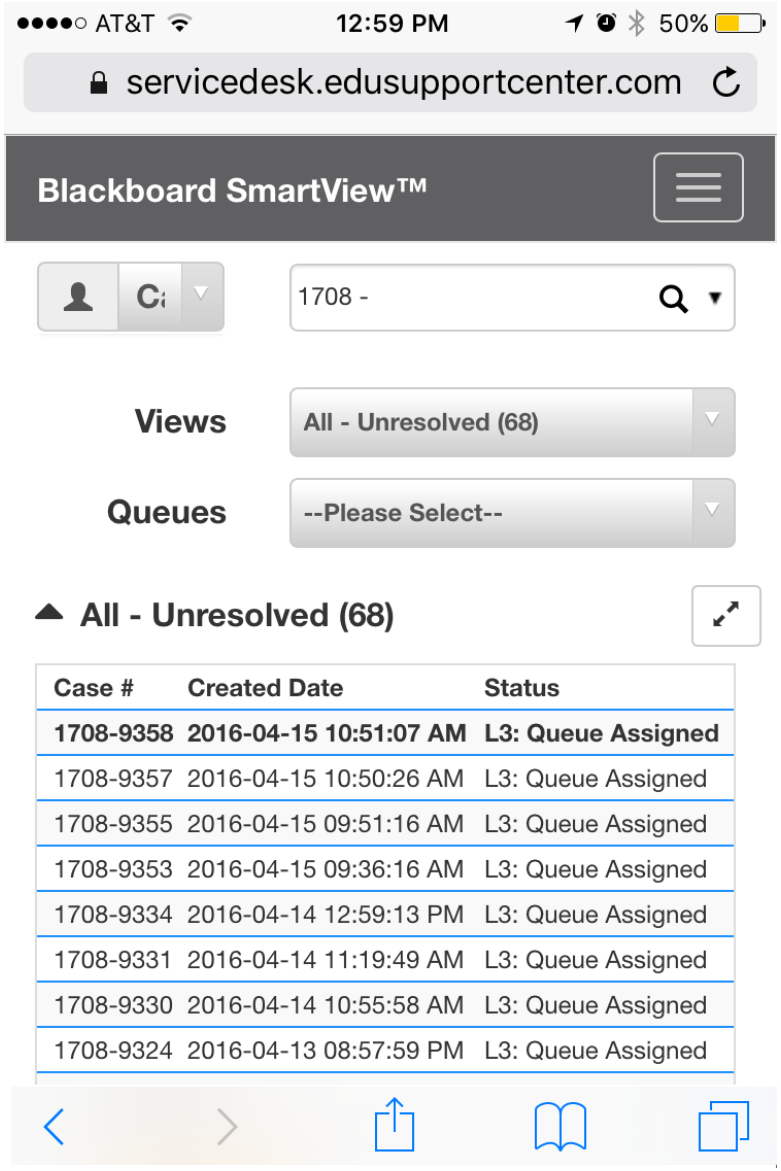
Workflow Management Cases

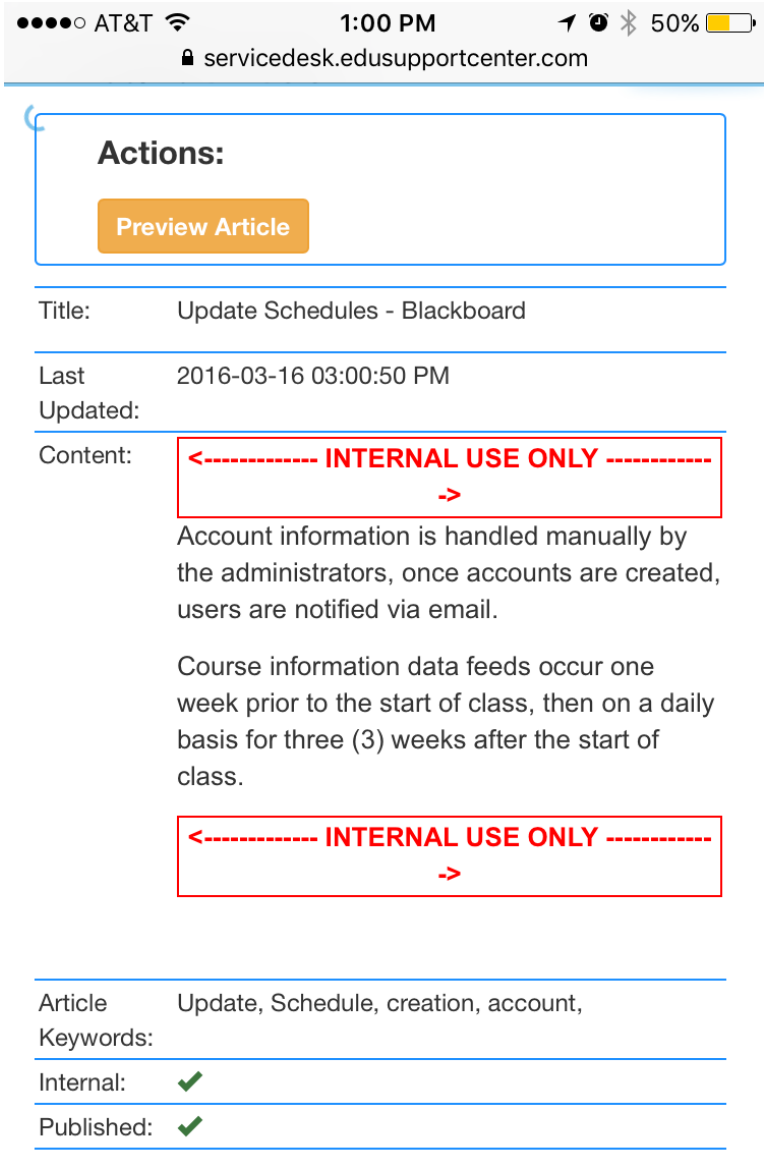


Ticketing – Create a Case



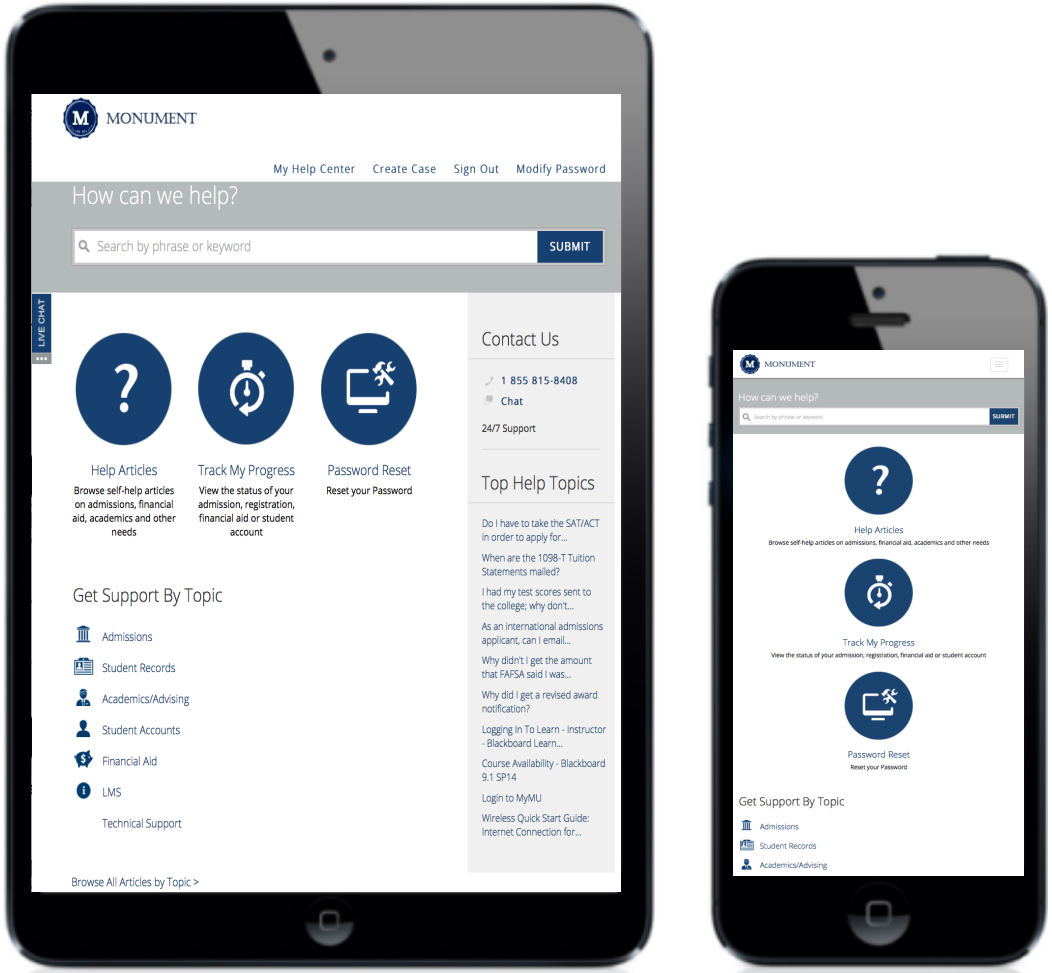
Mobile


●●●●○ AT&T
12:59 PM
50%
servicedesk.edusupportcenter.com
Blackboard SmartView™
1708 -
Views
All - Unresolved (68)
Queues
--Please Select--
All - Unresolved (68)
Case # Created Date Status
1708-9358 2016-04-15 10:51:07 AM L3: Queue Assigned
1708-9357 2016-04-15 10:50:26 AM L3: Queue Assigned
1708-9355 2016-04-15 09:51:16 AM L3: Queue Assigned
1708-9353 2016-04-15 09:36:16 AM L3: Queue Assigned
1708-9334 2016-04-14 12:59:13 PM L3: Queue Assigned
1708-9331 2016-04-14 11:19:49 AM L3: Queue Assigned
1708-9330 2016-04-14 10:55:58 AM L3: Queue Assigned
1708-9324 2016-04-13 08:57:59 PM L3: Queue Assigned

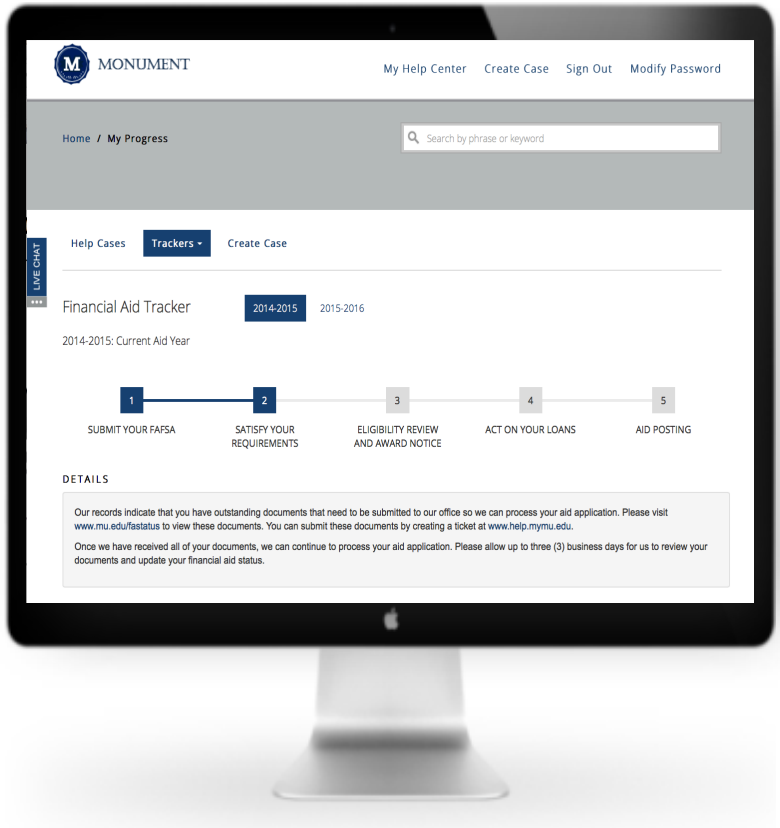

●●●●○ AT&T
1:00 PM
50%
servicedesk.edusupportcenter.com
Actions:
Preview Article
Title: Update Schedules - Blackboard
Last Updated: 2016-03-16 03:00:50 PM
Content: <---------- INTERNAL USE ONLY ---------- ->
Account information is handled manually by the administrators, once accounts are created, users are notified via email.
Course information data feeds occur one week prior to the start of class, then on a daily basis for three (3) weeks after the start of class.
<---------- INTERNAL USE ONLY ---------- ->
Article Keywords: Update, Schedule, creation, account,
Internal: ✔
Published: ✔

SmartView
Self Help Support Services Portal
For Students

Self-Services Portal – Responsive Design



Self-Help Portal



Status Trackers

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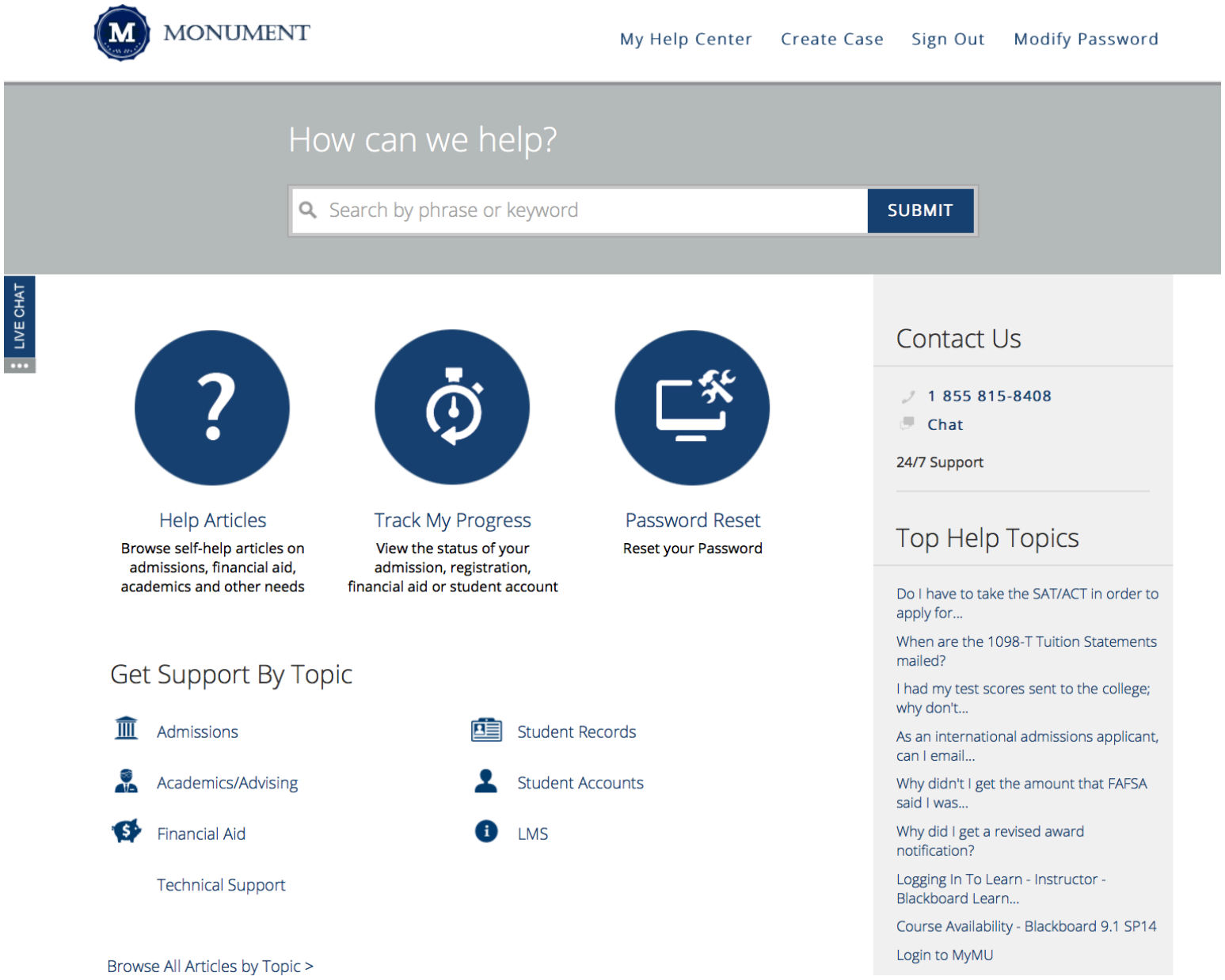
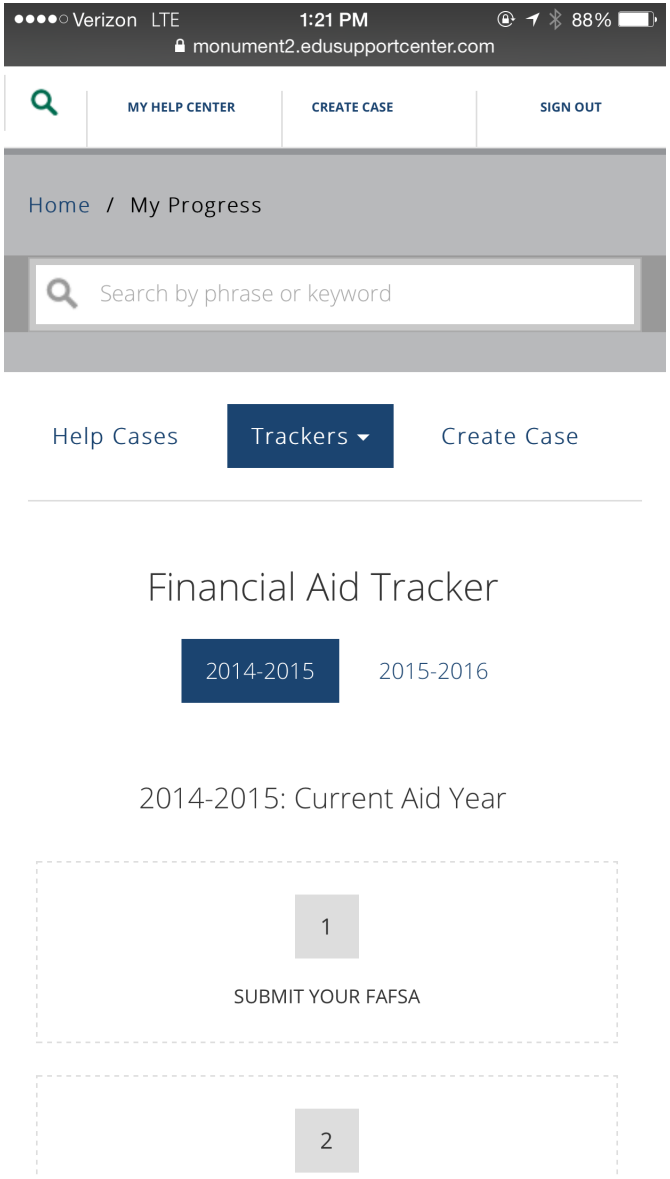
Self-Service



Mobile Ready



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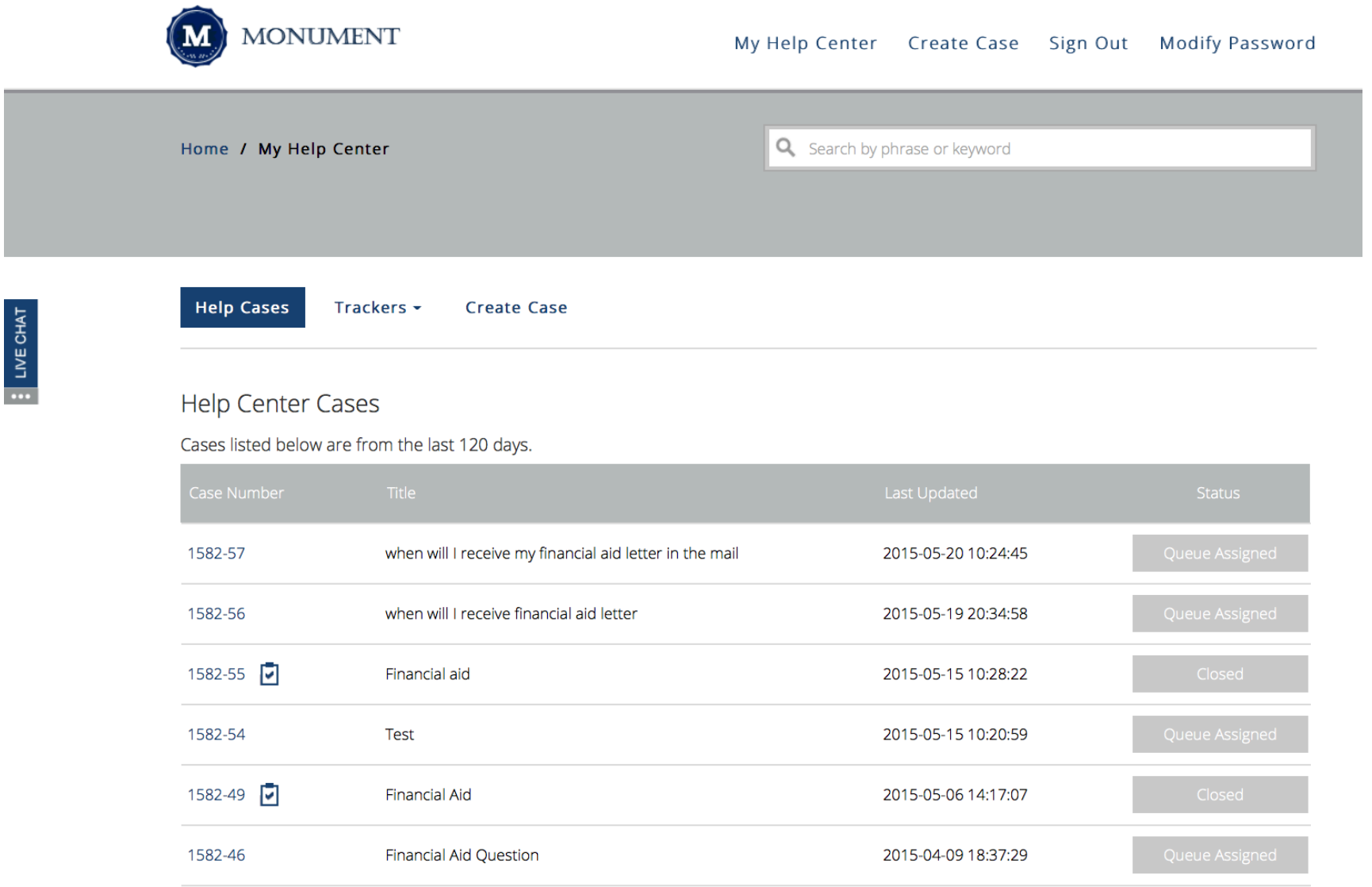
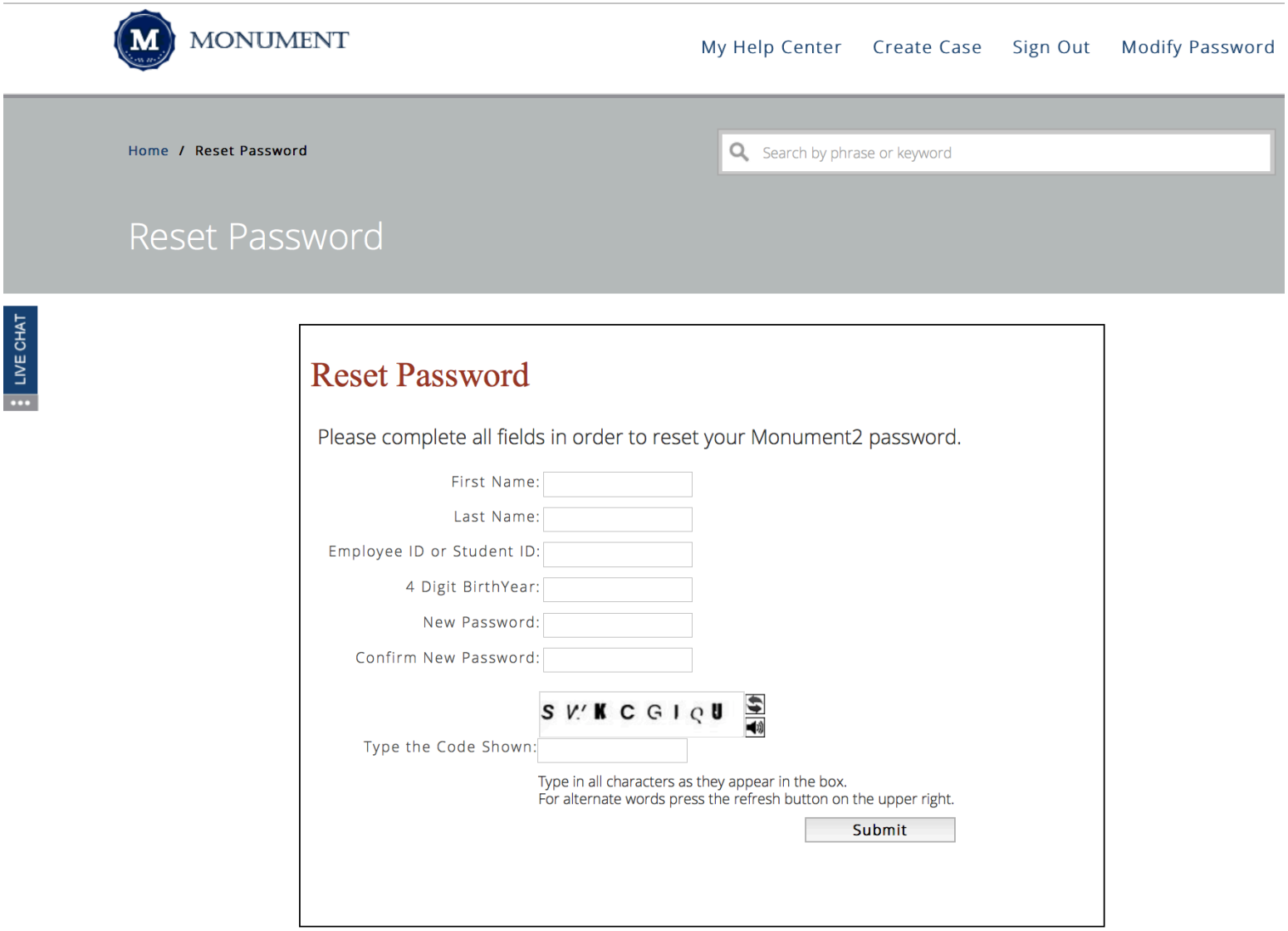
Support Ticket Summary

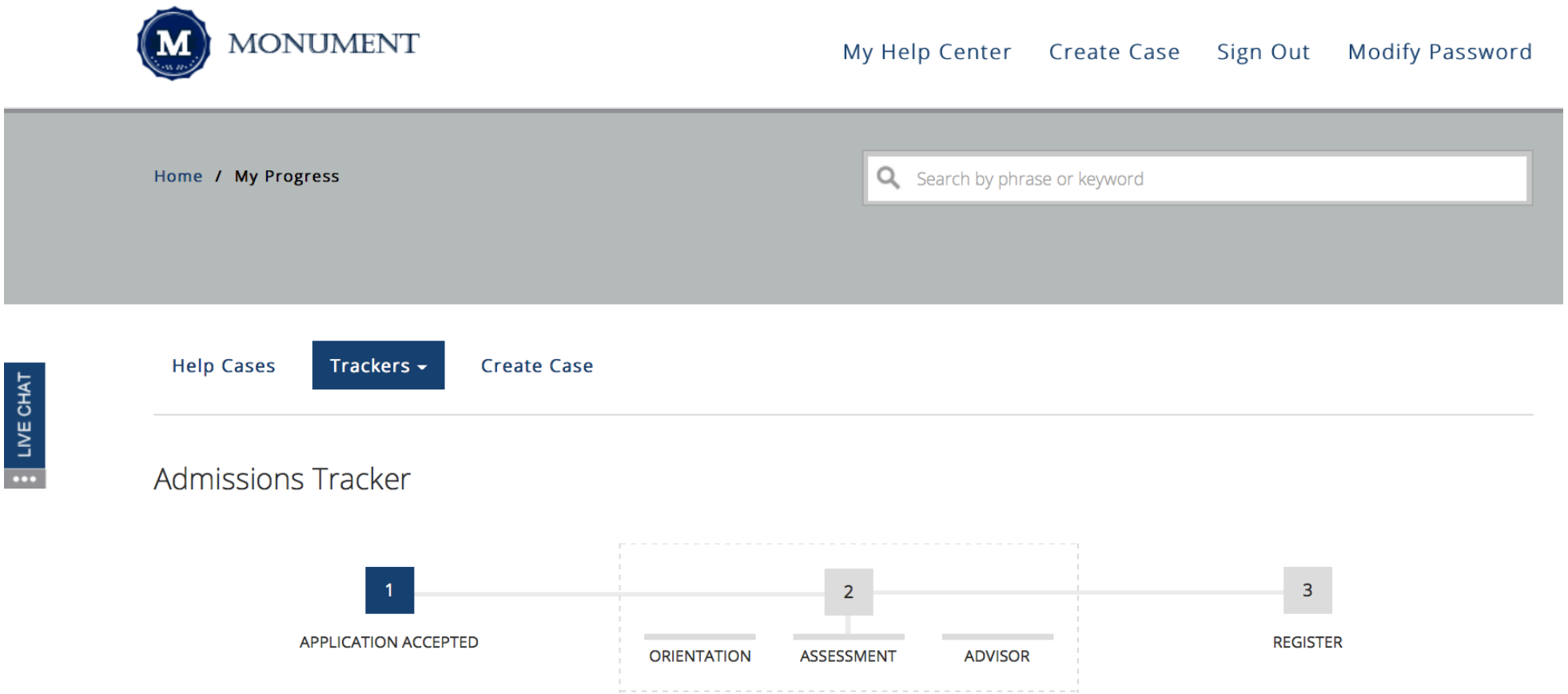


Automated Password Reset

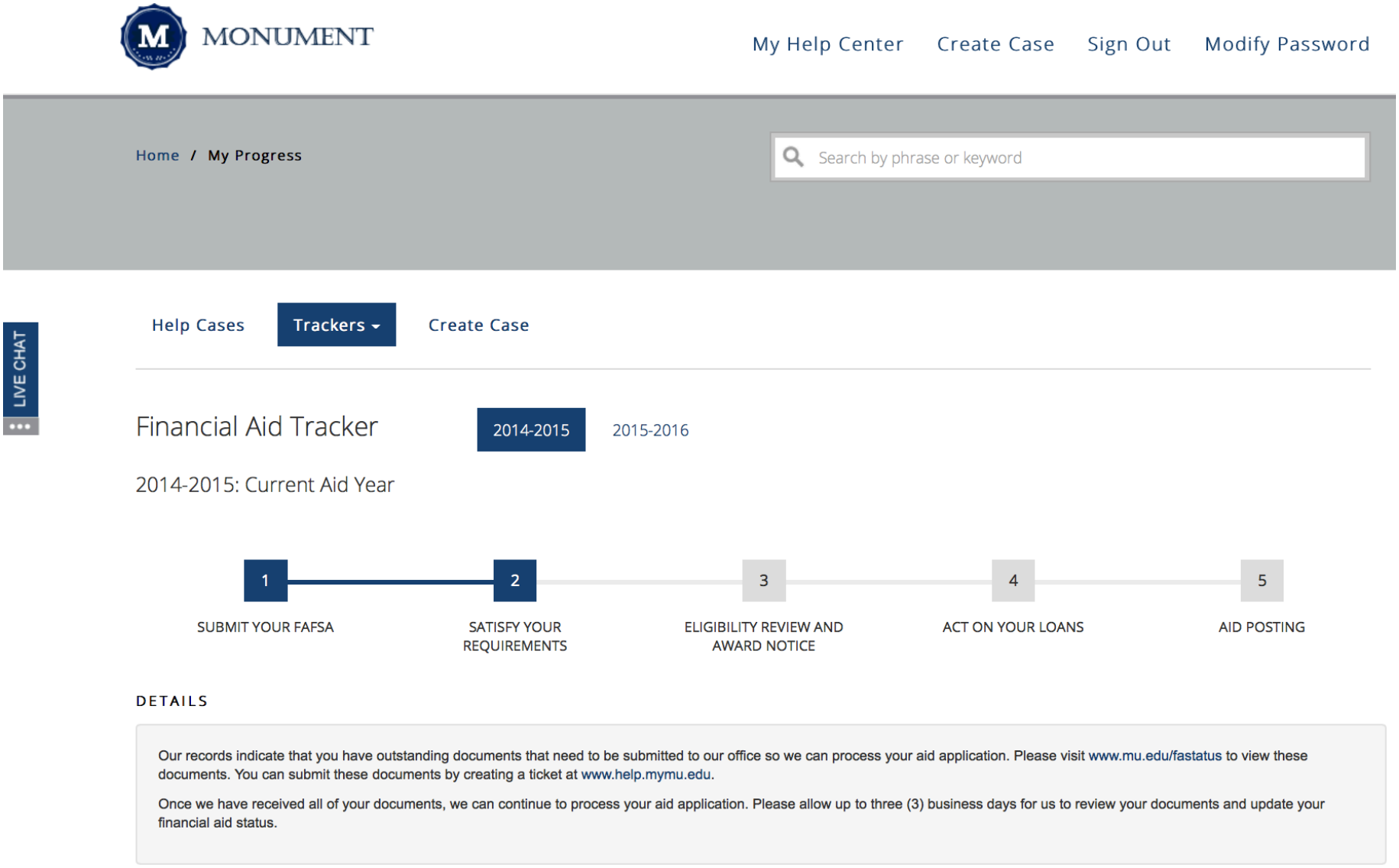


SmartView
Admission, Financial Aid & Student Account Trackers
For Students & Staff

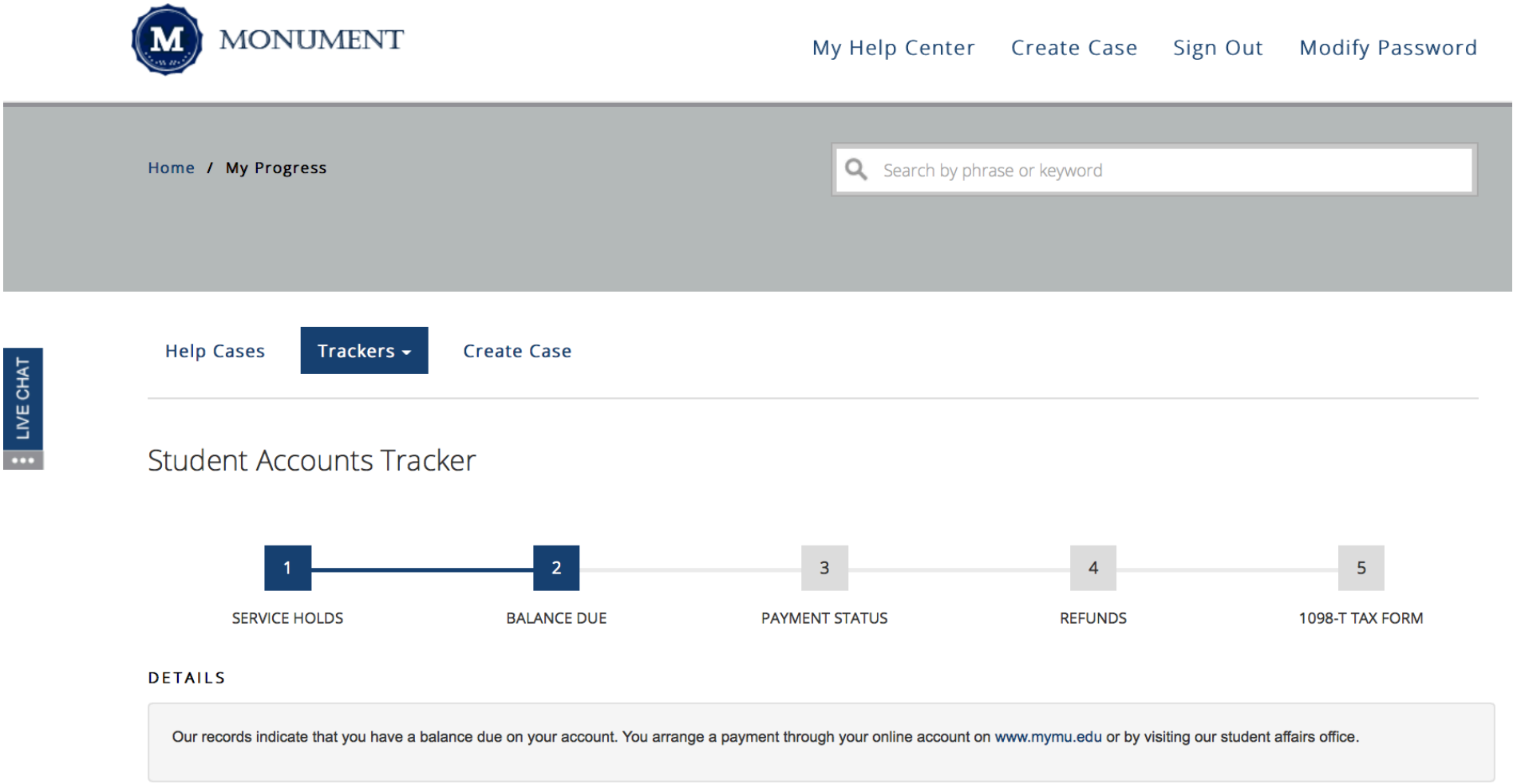
Admissions Tracker



Financial Aid Tracker

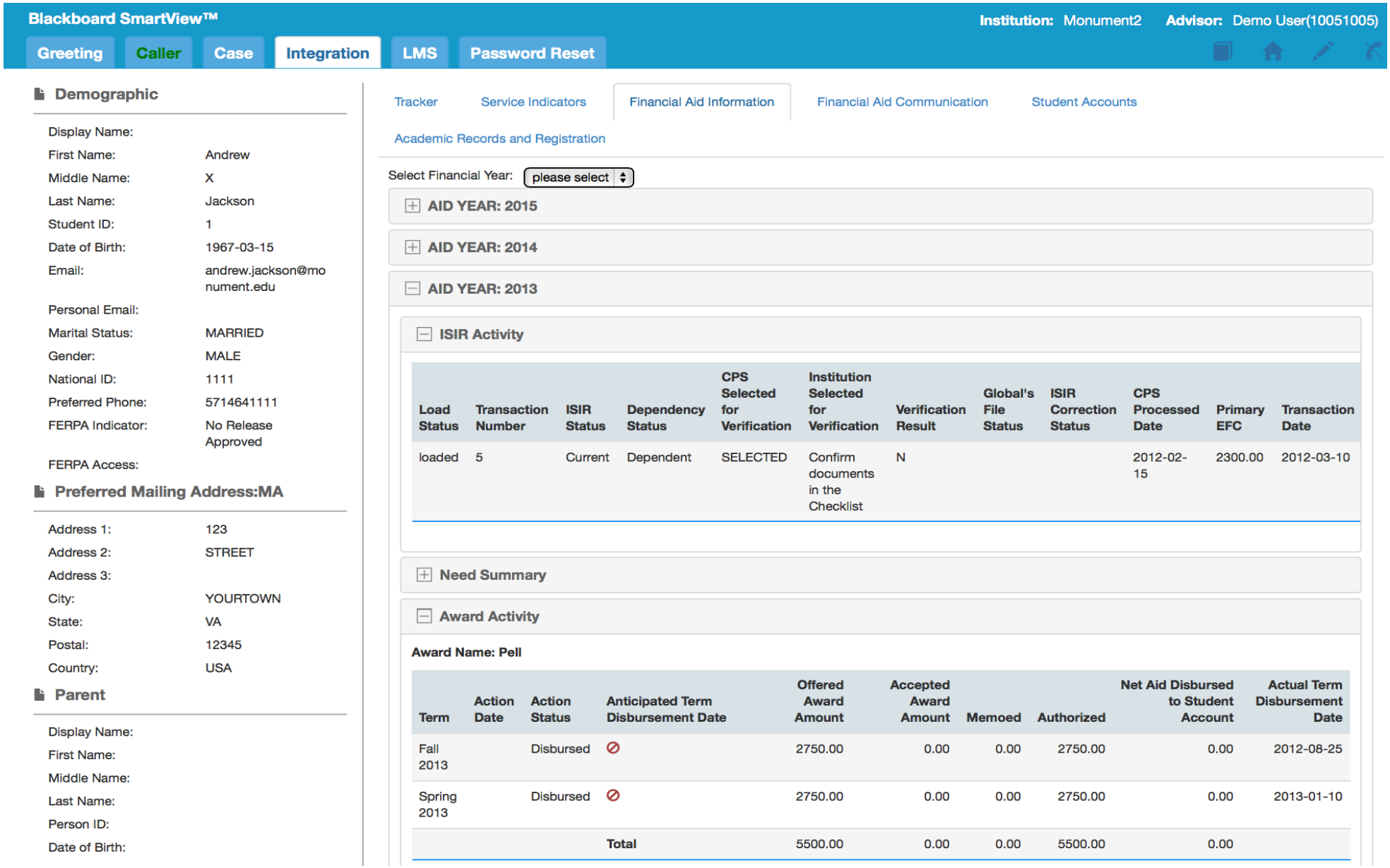


Student Accounts Tracker

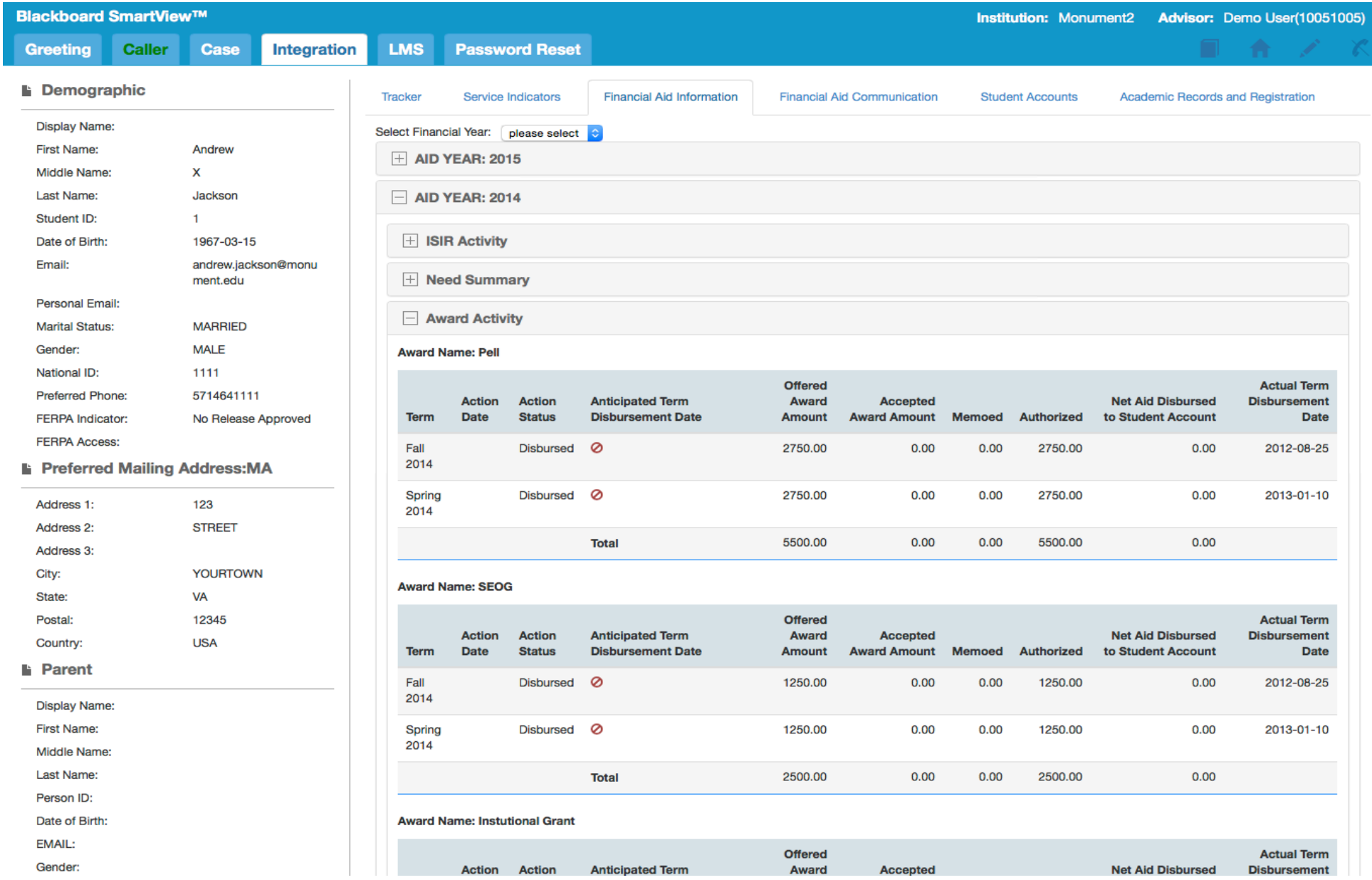


SmartView
Integrated Advisor Desktop
For Staff

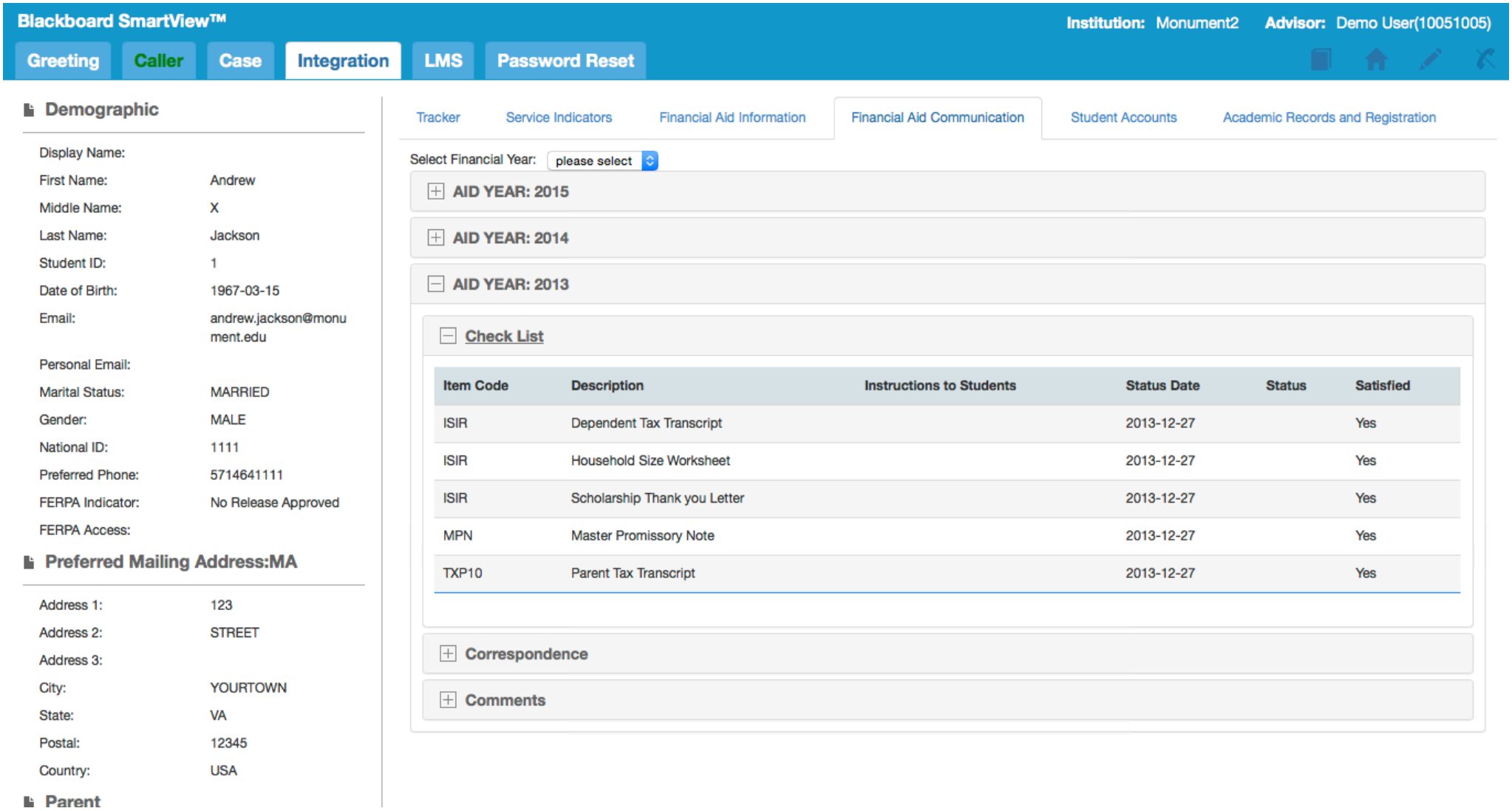
Integrated Advisor Desktop – ISIR Info



Integrated Advisor Desktop – FA Awards



Integrated Advisor Desktop – Missing Documents



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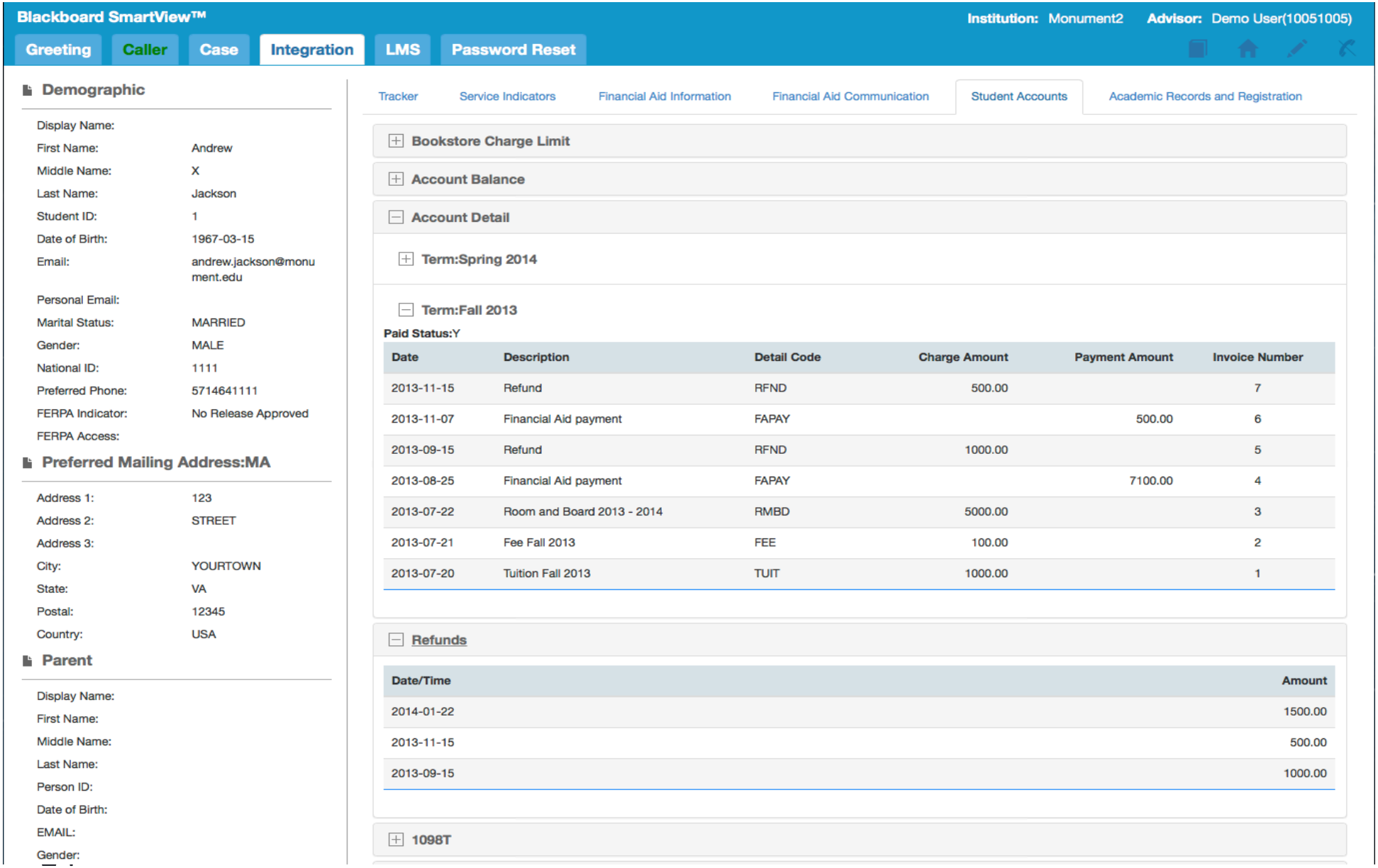
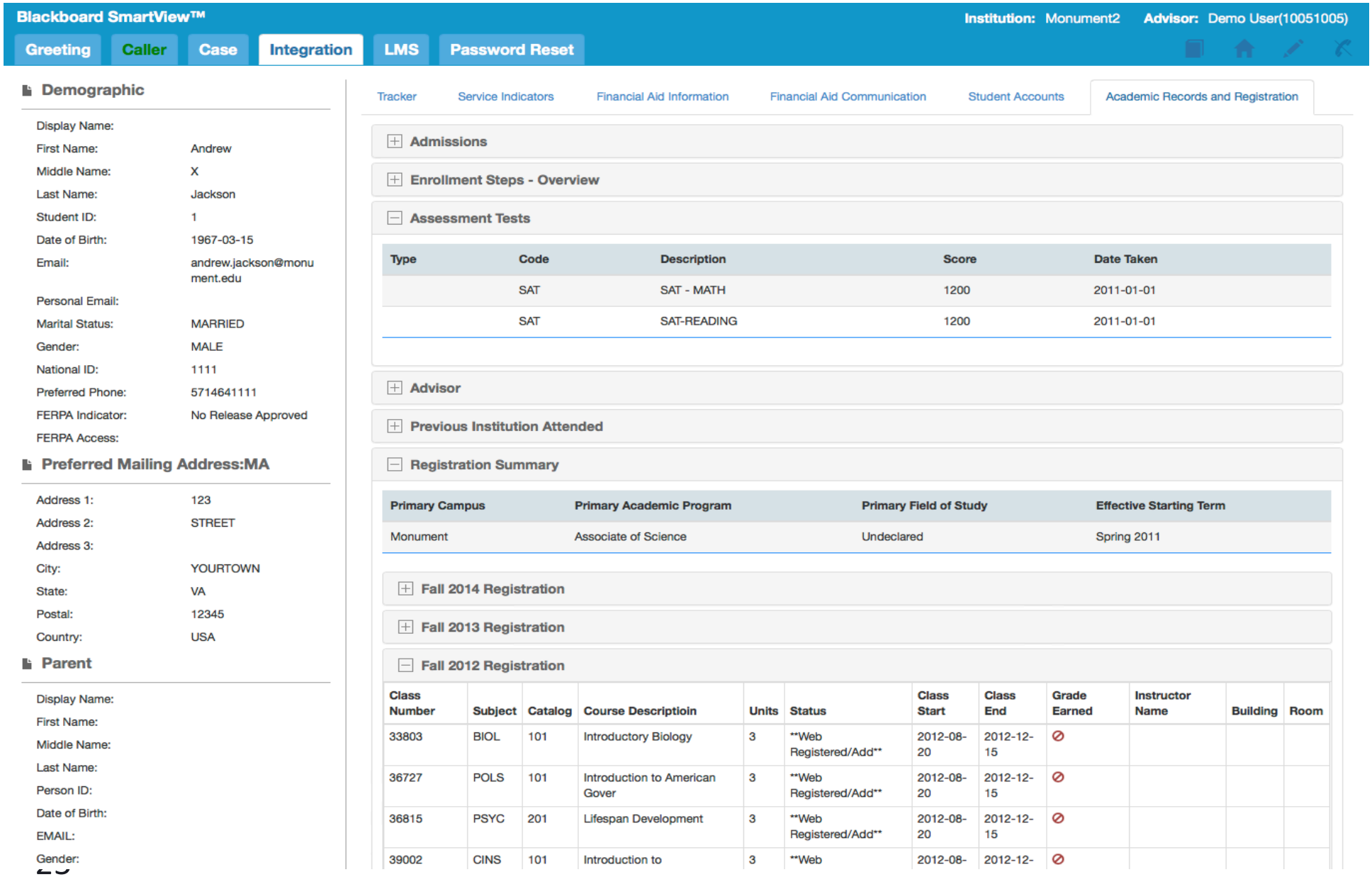
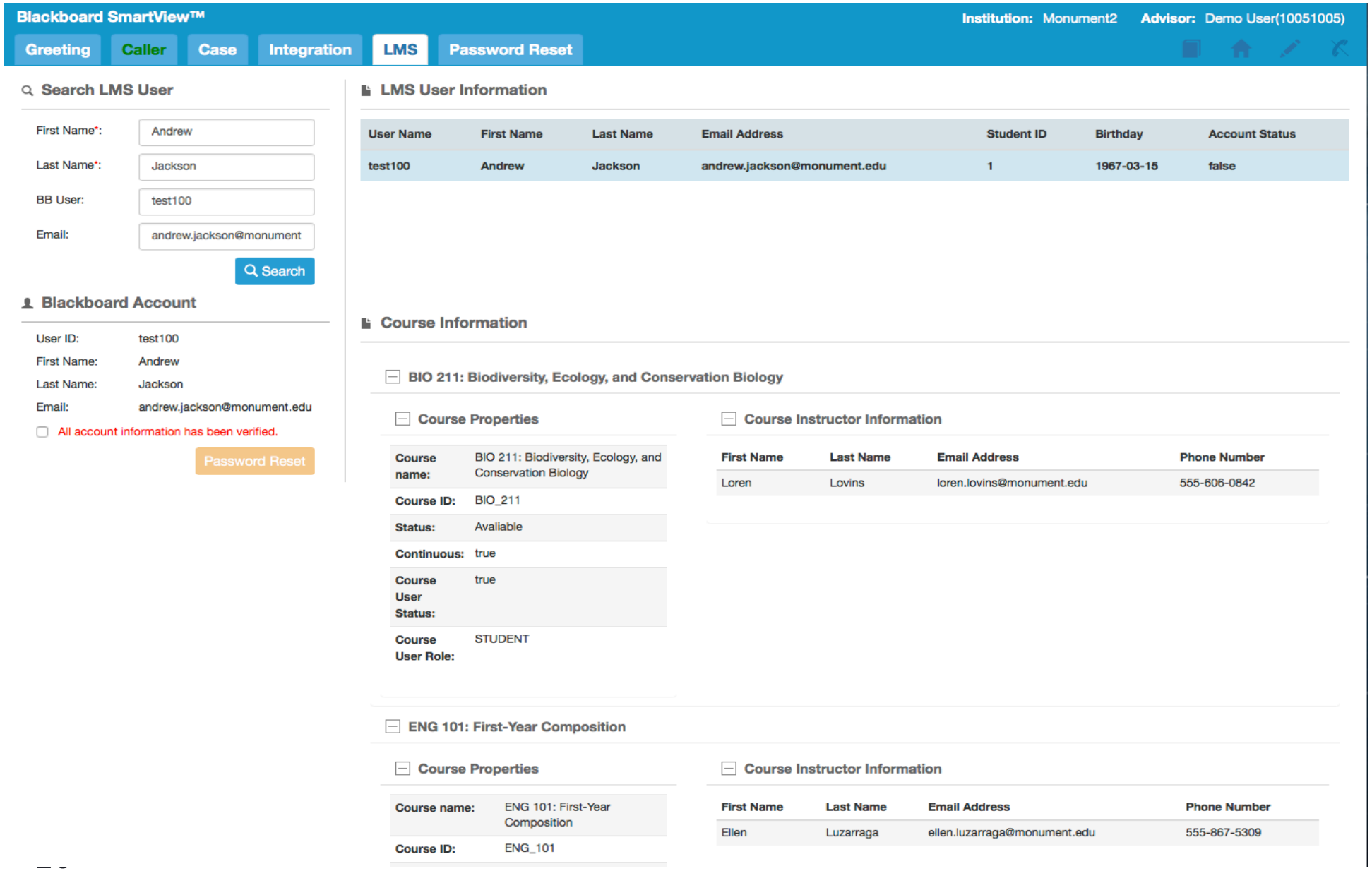
Integrated Advisor Desktop – Student Accounts



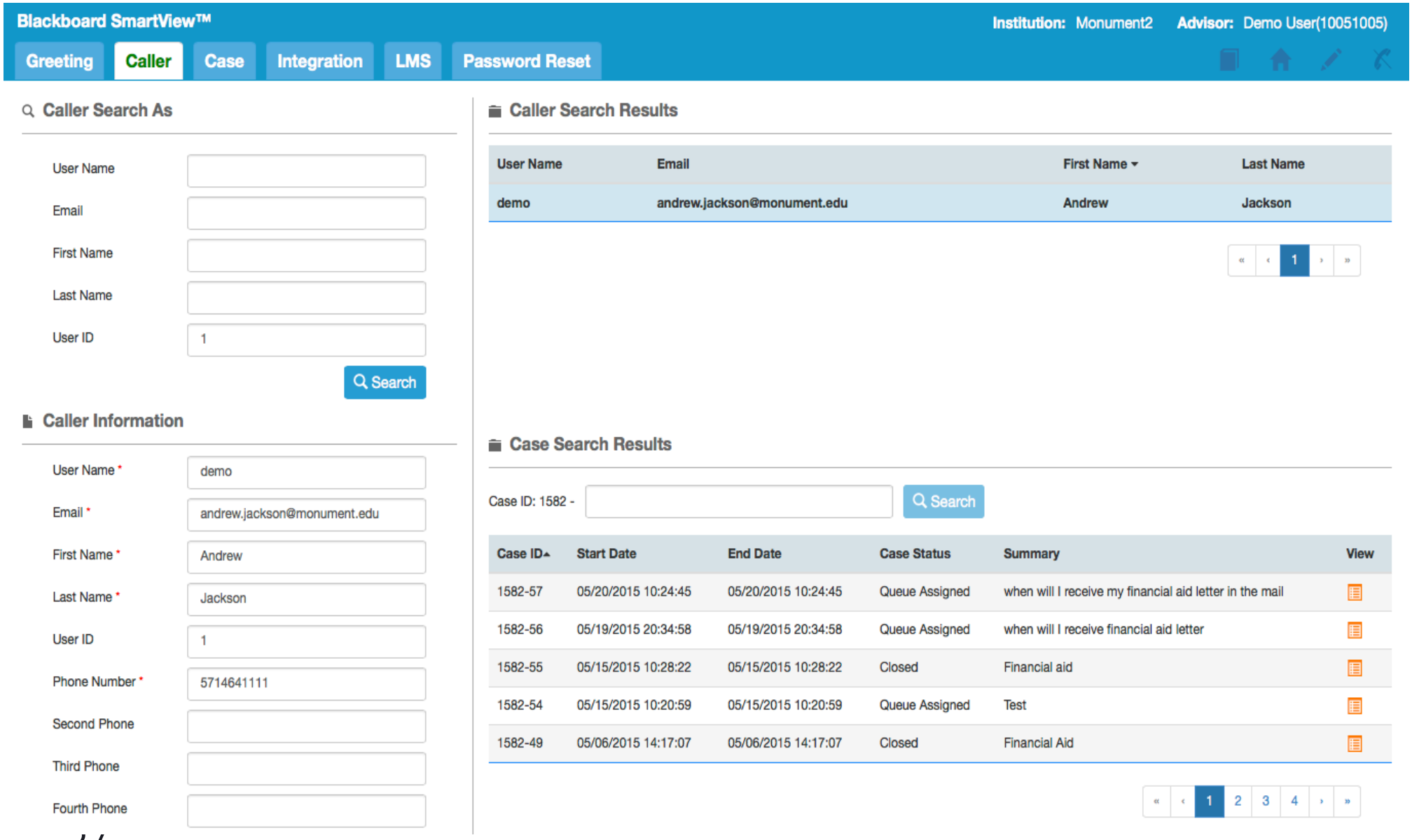
Integrated Advisor Desktop – Registration/Records



Integrated Advisor Desktop – Learning Mgt. System

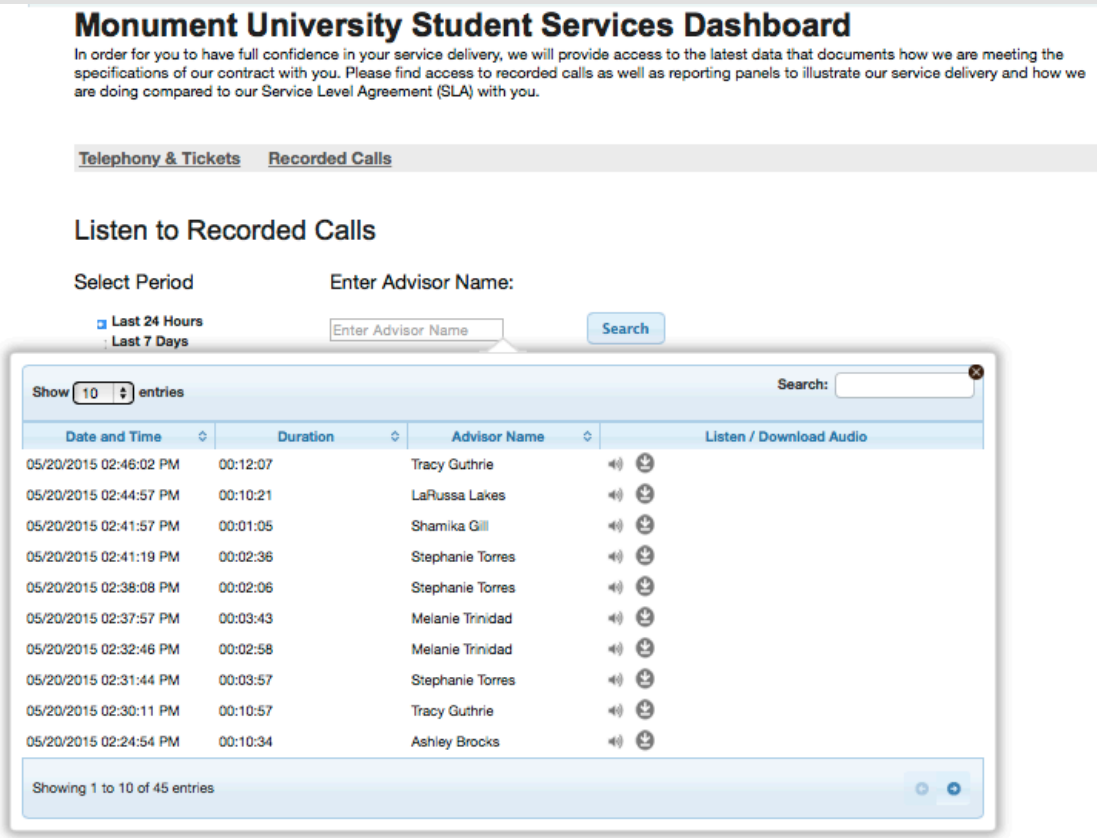


Integrated Advisor Desktop – CRM/Case Data



Reporting System
SLA Performance & Telephony Data
For Staff

Service Center Dashboard - New



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