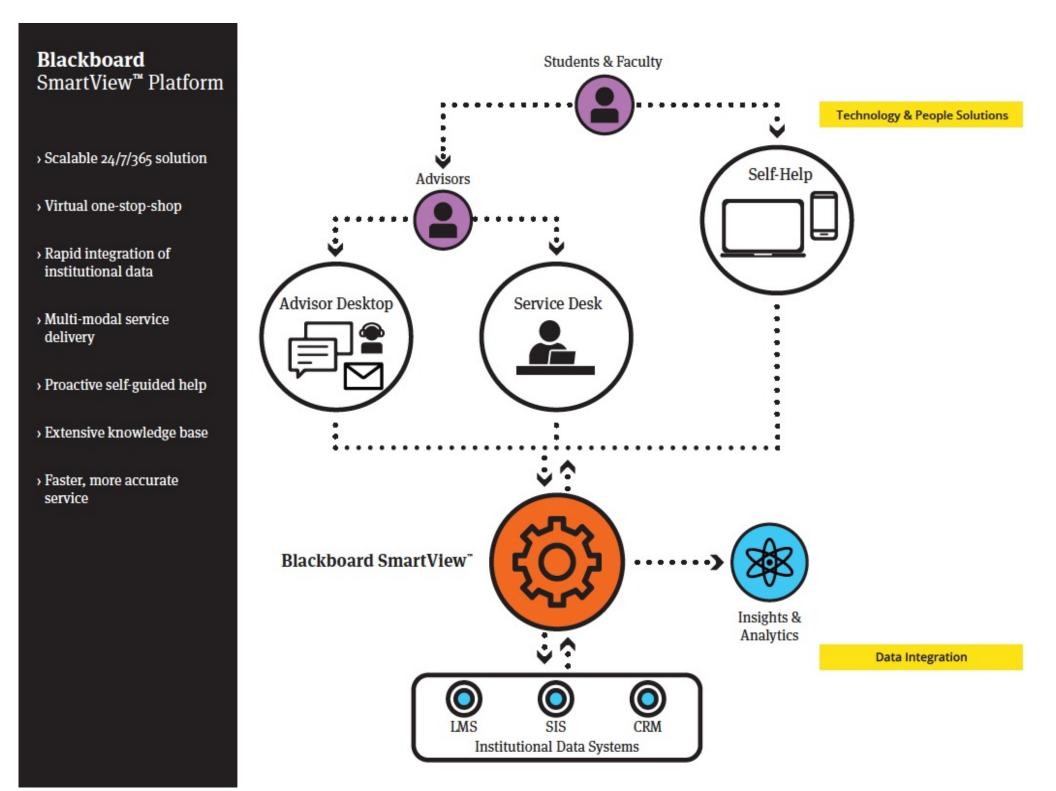
Blackboard

Blackboard SmartView Screen Shots

Service Desktop Self Help Portal Trackers Advisor Desktop Reporting



SmartView Service Desktop Ticketing For Staff

Assign to an Advisor

Blackboard SmartView™ Department (Demo	Monument? Institution: Monument?		
L Case • 1582-	L2: Assign to Advisor ×	L2: Assign to Advisor	More Actions +
Views All - Unresolved (41)	*Assign To:		
	Enter First or Last Name	rogress	L Jinlong Zheng
QueuesPlease Select		-11-15 10:37:48 PM iht	Queue:
	Comments:	IIIL	Queue.
All - Unresolved (41)	File - Edit - Insert - View - Format - Table - Tools -		
Case # Created Date	File Edit Insert View Format Table Tools		
1582-167 2015-12-08 09:18:40 AM	★		
1582-165 2015-11-30 01:47:45 PM	c ²		
1582-163 2015-11-30 01:08:01 PM			
1582-157 2015-11-05 05:53:21 AM	🖶 🐨 🔝 🛕 🛪 🛕 🛪 🙄 Font Family 🔹 Font Sizes 🔹		
1582-148 2015-10-09 12:33:22 AM	Insert Image		
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			
			Action Date
ac c			2015-11-15 10
	4		2015-10-09 12
	▲ Upload File:		
	Choose Files No file chosen		2015-10-09 12

Escalation

Blackboard	SmartView	™ Department: (Dem	Monument? Institution: Monument?	Logout
1 Case	Ţ	1582 -	Escalate to Level 2	Close More Actions -
	Views	All - Unresolved (41)	Comments:	Andrew Jackson 30 PM
All - Unres			File \checkmark Edit \checkmark Insert \checkmark View \checkmark Format \checkmark Table \checkmark Tools \checkmark \blacklozenge \blacklozenge Formats \checkmark B I Ξ Z	Queue;
Case #	Created	Date	8	
1582-167	2015-12	08 09:18:40 AM	👘 🐨 📴 A 🔻 A 👻 Font Family 👻 Font Sizes 👻	
1582-165	2015-11-	30 01:47:45 PM		
1582-163	2015-11-	30 01:08:01 PM	Insert Image	
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		
				Action Date
				2015-12-09 06:5
			▲ Upload File:	
			Choose Files No file chosen (Max 10 files or 20MB)	2015-12-08 09:1

Setup

Blackboard	SmartView™	Department: (Demo)Monumer	nt2 Institution: Monume	nt2	
1 Setu	p • Searc	h	Q •	Actions:	New Advisor
 Setup 				Add/Edit Advisor	
Comp	oonents Adv	isor	•	*Display Name:	
				First Name:	
Advisor	Setup (26)			Last Name:	
Delete Selecto	Contraction of the contract		1	Advisor ID:	
Display	Name	Active	Delete	*Email:	
Amanda	York	false	×		
BbSS - B	onnie Watts	true	×	*Work Phone:	
Christop	her Diaz	true	×		
Cory Wh	ite	true	×	Home Phone:	
Demo		true	×		
Demo Us	ser	true	×	Active:	
	Manager	true	×	Advisor Roles:	
DemoL1		true	×	*Role Group:	
DemoL2	in linear of the second se	true	×		Please Select

Workflow Management Cases

ackboard S	martView	Department.	(Demo)Monument2 Institu	ution: Monun	nent2					Logout
Case	•	1582 -		Q.	Actions:	Create Cas	e Delete Case	Assign to Adviso	or Close	More Actions +
Views All - Unresolved (41)		▲ Case Summary					Edit Escalate to Level 2			
					Ticket#: 1582-167	Ticket #: 1582-167 Status: Work In Progress				
0	leues	Please Select		•	Date Created: 2015-	12-08 09:18:40 AM	Date Modif	ied: 2015-12-09 06:55	:30 PM	Need More Info
Q	leues	Please Select			Assigned To: Demo	Jser	Entered By	r.		Post External Commer
All - Unresolved (41)		1	Case Details	(Post Internal Commer Suggest Solution		
Case #	Created	Date	Status		Original Email-To:		Trash			
1582-167	2015-12	-08 09:18:40 AM	Work In Progress		Case Origin:	BbSS - Web	Ticket			
1582-165	2015-11	-30 01:47:45 PM	Queue Assigned	1	Role:	Student				
1582-163	2015-11-	-30 01:08:01 PM	Queue Assigned		Request:	Student Acco	unts			
1582-157	2015-11	-05 05:53:21 AM	Queue Assigned		Request Type:	Holds or Serv	ice Indicators			
1582-148	2015-10-	-09 12:33:22 AM	L2: Work In Progress		Summary:	registration				
1582-140	2015-09	-16 10:59:31 PM	Queue Assigned		Description:	when can I re	gistration			
1582-123	2015-09	-03 10:10:32 AM	Queue Assigned		Internal Notes:					
1582-122	2015-08	-18 09:19:27 AM	L2: Work In Progress		Attachments:					
1582-121	2015-08	-18 08:12:55 AM	L2: Queue Assigned		Attachments.					
1582-120	2015-08	-18 12:12:18 AM	Queue Assigned		A Case Histor					



Case History

Performed By	Action	Action Date
Demo User	Grab	2015-12-09 06:55:30 PM
	Advisor: Demo	
	Notifications:	

Ticketing – Create a Case

	•	1582 -	٩	 Actions: 	Create Case			
	Views	All - Unresolved	(41)	Case Info	Non	e - Select Contact		
Q	ueues	Please Select	2	Case Detail	s:			
II - Unres	olved (41)			*Case Origin:	Monument - Walk U	p	•	
ase #	Created		Status	*Role:	Please Select		•	
582-167	2015-12-	08 09:18:40 AM	Work In Progress					
582-165	2015-11-	30 01:47:45 PM	Queue Assigned	*Summary:				
582-163	2015-11-	30 01:08:01 PM	Queue Assigned	- Communy.				
582-157	2015-11-	05 05:53:21 AM	Queue Assigned	*Description:				
582-148	2015-10-	09 12:33:22 AM	L2: Work In Progress				42.2	
502 140	2015-09-	16 10:59:31 PM	Queue Assigned	File ▼ Edit ▼	Insert View	Format - Table -	Tools -	
582-140		03 10:10:32 AM	Queue Assigned	h 🔿 For	mats • B I		E - E	• = = d
1715-751-151-75	2015-09-		L2: Work In Progress		T T	1		1
582-140	and the second second second	18 09:19:27 AM	L2. WORK IN Flogress		<u>A * A * ③</u>	Font Family -	Font Sizes	 Insert Image
582-140 582-123	2015-08-	18 09:19:27 AM 18 08:12:55 AM	L2: Queue Assigned			J		

Mobile

●●●●○ AT&T ᅙ	12:59 PM	┦ ๊ ∦ 50% <mark>–</mark> .
servicede	sk.edusupportco	enter.com C
Blackboard Sm	artView™	
	1708 -	Q •
Views	All - Unresolved (68)
Queues	Please Select	V

▲ All - Unresolved (68)

Case #	Created Da	te	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
<	>	ΓÎ	n f

2.

●●●○ AT&T	I:00 PM I I I ■ servicedesk.edusupportcenter.com
Acti	ons:
Prev	view 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

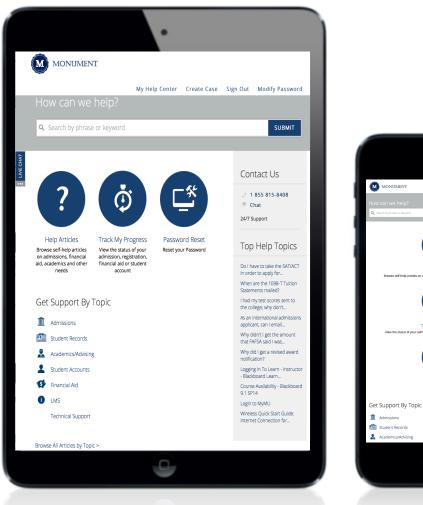
SUBMIT

?

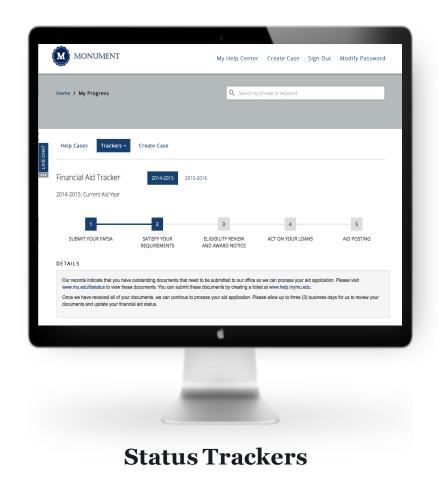
Help Articles

Ō

Track My Progre







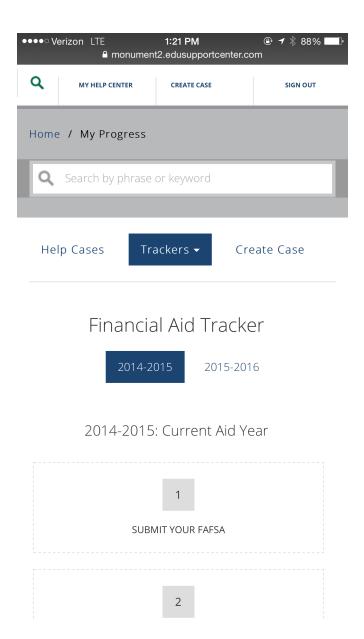
Self-Service

LIVE CHAT

MONUMENT My Help Center Create Case Sign Out Modify Password How can we help? **Q** Search by phrase or keyword SUBMIT Contact Us 1 855 815-8408 Chat 24/7 Support Help Articles Track My Progress Password Reset **Top Help Topics** Browse self-help articles on View the status of your Reset your Password admissions, financial aid, admission, registration, academics and other needs financial aid or student account Do I have to take the SAT/ACT in order to apply for... When are the 1098-T Tuition Statements mailed? Get Support By Topic I had my test scores sent to the college; why don't... T Admissions Student Records As an international admissions applicant, can I email... Academics/Advising Student Accounts Why didn't I get the amount that FAFSA said I was... Financial Aid LMS Why did I get a revised award s٠ Ð notification? Logging In To Learn - Instructor -Technical Support Blackboard Learn... Course Availability - Blackboard 9.1 SP14

Login to MyMU

Mobile Ready



Support Ticket Summary

1	MONUME	NT	My Help Cente	er Create Case	Sign Out	Modify Password
	Home / My Help Cent	er	Search b	by phrase or keyword		
	Help Cases Trac Help Center Case Cases listed below are fr					
	Case Number	Title		Last Updated		Status
	1582-57	when will I receive my financial aid letter in the m	ail	2015-05-20 10:24:45		Queue Assigned
	1582-56	when will I receive financial aid letter		2015-05-19 20:34:58		Queue Assigned
	1582-55 🔽	Financial aid		2015-05-15 10:28:22		Closed
	1582-54	Test		2015-05-15 10:20:59		Queue Assigned
	1582-49	Financial Aid		2015-05-06 14:17:07		Closed
	1582-46	Financial Aid Question		2015-04-09 18:37:29		Queue Assigned

Automated Password Reset

MONUM	ENT	My Help Center	Create Case	Sign Out	Modify Password
Home / Reset Passwor	d	Q Search by phra	ase or keyword		
Reset Pass	sword				
	Reset Password Please complete all fields in order t First Name: Last Name: Last Name: Employee ID or Student ID: 4 Digit BirthYear: New Password: Confirm New Password: Confirm New Password: S V.' K C Type the Code Shown: Type in all char For alternate w	GIQU acters as they appear in the box. rords press the refresh button on t			

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

Admissions Tracker

	MONUMENT	My Help Center	Create Case	Sign Out	Modify Password
	Home / My Progress	Q Search by phr	ase or keyword		
СНАТ	Help Cases Trackers - Create Case				
: LIVE CHAT	Admissions Tracker				
	1 APPLICATION ACCEPTED ORIENTATION AS	2 SESSMENT ADVISOR	R	3 REGISTE	R
	DETAILS				

We show that you have not yet finished your admission application and submitted it for consideration. Be sure to complete all required elements and submit the application via <u>MU.edu/applynow</u>.

Financial Aid Tracker

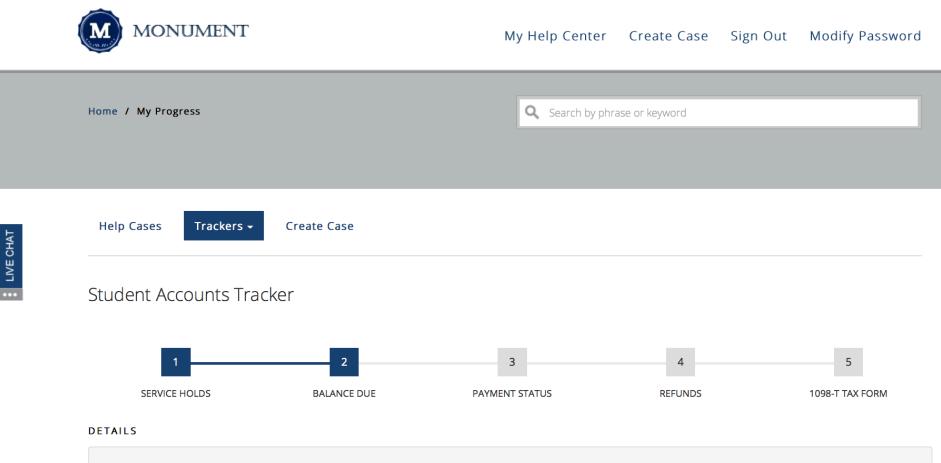
	MONUMENT			My Help Center	Create Case	Sign Out	Modify Passw	ord
	Home / My Progress			Q Search by phra	ase or keyword			
СНАТ	Help Cases Trackers -	Create Case						
LIVE CHAT	Financial Aid Tracker 2014-2015: Current Aid Year	2014-2015	2015-2016					
	1 SUBMIT YOUR FAFSA	2 SATISFY YOUR REQUIREMENTS		3 ITY REVIEW AND ARD NOTICE	4 ACT ON YOUR LOAM	15	5 AID POSTING	

DETAILS

Our records indicate that you have outstanding documents that need to be submitted to our office so we can process your aid application. Please visit www.mu.edu/fastatus to view these documents. You can submit these documents by creating a ticket at www.help.mymu.edu.

Once we have received all of your documents, we can continue to process your aid application. Please allow up to three (3) business days for us to review your documents and update your financial aid status.

Student Accounts Tracker



Our records indicate that you have a balance due on your account. You arrange a payment through your online account on www.mymu.edu or by visiting our student affairs office.

SmartView Integrated Advisor Desktop For Staff

Integrated Advisor Desktop – ISIR Info

Blackboard	SmartView	у ^{тм}										Instituti	on: Monume	ent2 Adviso	or: Dem	o User(1005100
Greeting	Caller	Case	Integration	LN	IS	Passwo	rd Reset									
Display Nan				Trac			Indicators	Financial Aid	Information	Financial A	id Communica	ation	Student Accou	ints		
First Name:		Andrew		Aca		ecords and	Registration	1								
Middle Nam	ie:	x		Selec	t Financi	ial Year: (please selec	ct 🗘								
Last Name:		Jackson		+		EAR: 201	5									
Student ID:		1														
Date of Birth	h:	1967-03-15	i	+		EAR: 201	4									
Email:		andrew.jack nument.edu				EAR: 201	3									
Personal En	nail:															
Marital State	us:	MARRIED			- ISIR	Activity										
Gender:		MALE				-										
National ID:		1111							CPS	Institution						
Preferred Ph	none:	571464111	1		Load	Transact	ion ISIR	Dependency	Selected for	Selected for	Verification	Global's n File	S ISIR Correction	CPS Processed	Primary	Transaction
FERPA Indic	cator:	No Release			Status	Number	Status		Verification			Status	Status	Date	EFC	Date
FERPA Acce	966.	Approved			loaded	5	Currer	nt Dependent	SELECTED	Confirm	N			2012-02-	2300.00	2012-03-10
		Address:M	Α							documents in the Checklist				15		
Address 1:		123		117												
Address 2:		STREET														
Address 3:				[+ Nee	d Summa	ary									
City:		YOURTOW	N		_ A		.									
State:		VA		L		rd Activi	ty .									
Postal:		12345		A	ward Na	ame: Pell										
Country:		USA								Offered	Accepted			Net Aid Disbu	sed	Actual Term
Parent					Term		Action Status	Anticipated Term Disbursement D		Award	Award	Memoed	Authorized	to Stud Acco	dent D	isbursement Date
Display Nan	ne:				lerm	Date	Status		ate	Amount	Amount	Memoed	Authorized	ACCI	Juni	Date
First Name:					Fall		Disbursed	0		2750.00	0.00	0.00	2750.00		0.00	2012-08-25
Middle Nam	ie:				2013											
Last Name:					Spring		Disbursed	0		2750.00	0.00	0.00	2750.00		0.00	2013-01-10
Person ID:					2010											
Date of Birth	h:							Total		5500.00	0.00	0.00	5500.00		0.00	
First Name: Middle Nam Last Name: Person ID:	ie:				2013			⊘ ⊘ Total		2750.00	0.00	0.00	2750.00		0.00	

Integrated Advisor Desktop – FA Awards

ackboard	SmartVie	w								Instit	tution: Monu	iment2 Advisor: D	emo User(100
reeting	Caller	Case	Integration	LMS	Passw	ord Reset							A 🖉
Demogra	aphic			Tracker	Service	Indicators	Financial Aid Information	Financial A	id Communication	Stude	ent Accounts	Academic Records a	nd Registration
Display Name	e:			Select Finan	cial Year:	please select							
First Name:		Andrew			YEAR: 20	-							
/iddle Name		х			TEAN: 20	15							
ast Name:		Jackson			YEAR: 20	14							
Student ID:		1											
Date of Birth:		1967-03-15		+ IS	IR Activity								
imail:		andrew.jack ment.edu	son@monu	+ Ne	ed Summ	ary							
ersonal Ema	ail:					14 · ·							
Aarital Status	S:	MARRIED			vard Activ	ity							
Gender:		MALE		Award I	Name: Pell								
National ID:		1111						Offered					Actual Te
referred Pho	one:	5714641111	I		Action	Action	Anticipated Term	Award	Accepted			Net Aid Disbursed	Disburseme
ERPA Indica	ator:	No Release	Approved	Term	Date	Status	Disbursement Date	Amount	Award Amount	Memoed	Authorized	to Student Account	Da
ERPA Acces	SS:			Fall		Disbursed	0	2750.00	0.00	0.00	2750.00	0.00	2012-08-
Preferre	d Mailing	Address:N	A	2014									
ddress 1:		123		Spring 2014		Disbursed	0	2750.00	0.00	0.00	2750.00	0.00	2013-01-
ddress 2:		STREET											
ddress 3:							Total	5500.00	0.00	0.00	5500.00	0.00	
City:		YOURTOW	N	Aurord	Name: SEO	_							
tate:		VA		Award	Name: SEO	3							
Postal:		12345						Offered					Actual Ter
Country:		USA		Term	Action Date	Action Status	Anticipated Term Disbursement Date	Award Amount	Accepted Award Amount	Memoed	Authorized	Net Aid Disbursed to Student Account	Disburseme Da
Parent				Fall		Disbursed	0	1250.00	0.00	0.00	1250.00	0.00	2012-08-
isplay Name	e:			2014					2.50			2.30	
irst Name:				Spring		Disbursed	0	1250.00	0.00	0.00	1250.00	0.00	2013-01-
liddle Name	e:			2014			-		2.50			2.30	
ast Name:							Total	2500.00	0.00	0.00	2500.00	0.00	
erson ID:									5100			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
ate of Birth:				Award I	Name: Instu	tional Grant							
MAIL:													
					Action	Action	Anticipated Term	Offered Award	Accepted			Net Aid Disbursed	Actual Ter Disburseme

Integrated Advisor Desktop – Missing Documents

Blackboard SmartVie	₽₩ [™]					Institution: Monument2	Advisor: Demo User(10051
Greeting Caller	Case Integration	LMS	Password Reset				
Demographic		Tracker	Service Indicators	Financial Aid Information	Financial Aid Communication	Student Accounts Aca	demic Records and Registration
Display Name:		Select Financia	al Year: please select	0			
First Name: Middle Name:	Andrew X		EAR: 2015				
Last Name:	Jackson		EAR: 2014				
Student ID:	1						
Date of Birth:	1967-03-15		EAR: 2013				
Email:	andrew.jackson@monu ment.edu	Che	ck List				
Personal Email:							
Marital Status:	MARRIED	Item Coo	de Description	1	Instructions to Students	Status Date	Status Satisfied
Gender:	MALE	ISIR	Dependent	Tax Transcript		2013-12-27	Yes
National ID:	1111	ISIR	Household S	Size Worksheet		2013-12-27	Yes
Preferred Phone: FERPA Indicator:	5714641111	ISIR	Scholarship	Thank you Letter		2013-12-27	Yes
FERPA Indicator:	No Release Approved						
	AddrosovMA	MPN	Master Pron	hissory Note		2013-12-27	Yes
Preferred Mailing	Address:MA	TXP10	Parent Tax T	ranscript		2013-12-27	Yes
Address 1:	123						
Address 2:	STREET						
Address 3:		+ Corr	respondence				
City:	YOURTOWN	+ Com	nments				
State:	VA						

Country:

Postal:

12345 USA

Integrated Advisor Desktop – Student Accounts

Blackboard	SmartVie	WTM						Insti	tution: Monume	ent2 Advisor	: Demo User(10051
Greeting	Caller	Case	Integration	LMS	Password Reset						1 🔶 🗡
Demogra	aphic			Tracker	Service Indicators	Financial Aid Information	Financial Aid Comm	nunication Stud	ent Accounts	Academic Recor	ds and Registration
Display Nam	e:										
First Name:		Andrew		H Boo	kstore Charge Limit						
Middle Name	e:	х			ount Balance						
Last Name:		Jackson									
Student ID:		1		- Acc	ount Detail						
Date of Birth: Email:	:	1967-03-15 andrew.jack ment.edu		🕂 Te	rm:Spring 2014						
Personal Ema Marital Statua Gender:		MARRIED		Te Paid State	rm:Fall 2013 us:Y						
National ID:		1111		Date	Description		Detail Code	Charge Amou	nt Payr	ment Amount	Invoice Number
Preferred Pho	one:	5714641111	1	2013-11	-15 Refund		RFND	500.0	00		7
FERPA Indica		No Release	Approved	2013-11	-07 Financial Aid pa	ayment	FAPAY			500.00	6
FERPA Acces		Address:N		2013-09	-15 Refund		RFND	1000.0	00		5
	a maning i			2013-08	-25 Financial Aid pa	ayment	FAPAY			7100.00	4
Address 1: Address 2:		123 STREET		2013-07	-22 Room and Boa	rd 2013 - 2014	RMBD	5000.0	00		3
Address 3:				2013-07	-21 Fee Fall 2013		FEE	100.0	00		2
City:		YOURTOW	N	2013-07	-20 Tuition Fall 201	3	TUIT	1000.0	00		1
State:		VA		2010 01		0	Tom	1000.			•
Postal:		12345									
Country:		USA		Ref	unds						
Parent											
Display Nam	e:			Date/Tir							Amoun
First Name:				2014-01	-22						1500.0
Middle Name	е:			2013-11	-15						500.0
Last Name:				2013-09	-15						1000.0
Person ID:											
Date of Birth:	:										
EMAIL:				+ 109	вт						
Gender:											

Integrated Advisor Desktop – Registration/Records

lackboard	SmartVie	W™								Ir	stitution:	Monumen	t2 Advisor: D	emo User	(1005
Greeting	Caller	Case	Integration	LMS	Password	l Reset								A	
Demogra	aphic			Tracker	Service Indi	cators	Financial Aid Information	F	inancial Aid Communica	ition S	Student Accou	unts	Academic Records a	nd Registrat	tion
Display Name	e:														
First Name:		Andrew		+ Admi	ssions										
Middle Name		х		+ Enrol	Iment Steps	- Overvi	ew								
Last Name:		Jackson					•								
Student ID:		1		- Asses	ssment Test	s									
Date of Birth:		1967-03-15													
Email:		andrew.jack ment.edu	son@monu	Туре		Code	Description			Score	•	Da	te Taken		
Personal Ema	ail:	ment.edu			:	SAT	SAT - MATH			1200		20	11-01-01		
Marital Status		MARRIED			:	SAT	SAT-READING	ì		1200		20	11-01-01		
Gender:	ender: MALE														
National ID:		1111													
Preferred Pho	ferred Phone: 5714641111			+ Advis	or										
FERPA Indica	ERPA Indicator: No Release Approved		Approved												
FERPA Acces	ss:			+ Previe	ous Instituti	on Atten	ded								
Preferree	d Mailing	Address:M	A	- Regis	tration Sun	mary									
Address 1:		123		Primary C	ampus	F	Primary Academic Program		Primary	Field of Stu	dy	Ef	fective Starting Ter	m	
Address 2:		STREET		Monument			Associate of Science		Undecla	red		Sn	pring 2011		
Address 3:				wonumen	L .	,	associate of Science		Undecia			04	111g 2011		
City:		YOURTOWI	N												
State:		VA			2014 Regis	tration									
Postal:		12345		+ Fall	2013 Regis	tration									
Country:		USA			-										
Parent				- Fall	2012 Regis	tration									
Display Name	e:			Class Number	Subject	Catalog	Course Descriptioin	Units	Status	Class Start	Class End	Grade Earned	Instructor Name	Building	Rea
First Name:					-	-	-						Name	Building	not
Middle Name				33803	BIOL	101	Introductory Biology	3	**Web Registered/Add**	2012-08- 20	2012-12- 15	0			
Last Name:				36727	POLS	101	Introduction to American	3	**Web	2012-08-	2012-12-	0			
Person ID:							Gover	-	Registered/Add**	20	15				
Date of Birth:				36815	PSYC	201	Lifespan Development	3	**Web	2012-08-	2012-12-	0			
EMAIL:									Registered/Add**	20	15				
Gender:				39002	CINS	101	Introduction to	3	**Web	2012-08-	2012-12-	0			

Integrated Advisor Desktop – Learning Mgt. System

Blackboard	SmartView™							Institution: Monu	ment2 Advi:	sor: Demo User(10051
Greeting	Caller Ca	e Integration	I LMS Pa	assword Reset						
ୟ Search L	MS User		LMS User	Information						
First Name*:	Andrew		User Name	First Name	Last Name	Email Address		Student ID	Birthday	Account Status
Last Name*:	Jackson		test100	Andrew	Jackson	andrew.jackson@n	nonument.edu	1	1967-03-15	false
BB User:	test100									
Email:	andrew.jacks	on@monument								
		Q Search								
Blackboa	ard Account		Course Inf	ormation						
User ID:	test100									
First Name: Last Name:	Andrew Jackson		- BIO 211	Biodiversity, Eco	logy, and Conse	ervation Biology				
Email:	andrew.jackson	@monument.edu	- Course	Properties		Course In	structor Inform	ation		
		sword Reset	Course	BIO 211: Biodiversi Conservation Biolog		First Name	Last Name	Email Address		Phone Number
			name: Course ID:	BIO_211	89	Loren	Lovins	loren.lovins@monument.eo	lu	555-606-0842
			Status:	Avaliable						
			Continuous	true						
			Course User Status:	true						
			Course User Role:	STUDENT						
			- ENG 101	I: First-Year Comp	osition					
			- Course	Properties		Course In	structor Inform	ation		
			Course name	-	t-Year	Course In First Name Ellen	Last Name	Email Address ellen.luzarraga@monument.t		Phone Number 555-867-5309

Integrated Advisor Desktop – CRM/Case Data

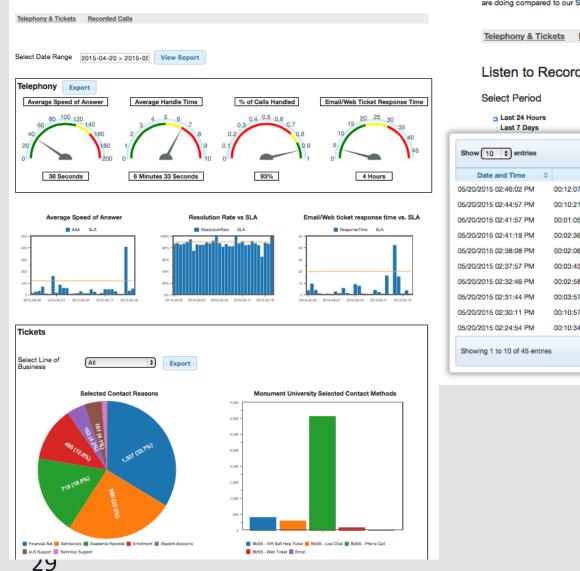
Blackboard Sr	martViev	у™							Institution: Monument2	Advisor: Demo User(1	0051005)
Greeting	Caller	Case	Integration	LMS	Password Res	et					
Q Caller Sear	rch As				Caller S	earch Results					
User Name	(User Name	Email			First Name -	Last Name	
Email	(demo	andrev	v.jackson@monument.edu		Andrew	Jackson	
First Name	[α c 1 >	35
Last Name											
User ID	[1									
Caller Infor User Name * Email *	rmation	demo andrew.jaci	Q s	Search	Case ID: 1582	earch Results		Q Search			
First Name *	(Andrew			Case ID-	Start Date	End Date	Case Status	Summary		View
Last Name *	[Jackson			1582-57	05/20/2015 10:24:45	05/20/2015 10:24:45	Queue Assigned	when will I receive my financ	ial aid letter in the mail	
User ID		1			1582-56	05/19/2015 20:34:58	05/19/2015 20:34:58	Queue Assigned	when will I receive financial a	aid letter	
Phone Numb	er*	571464111	1		1582-55	05/15/2015 10:28:22	05/15/2015 10:28:22	Closed	Financial aid		
Second Phon	ie				1582-54	05/15/2015 10:20:59	05/15/2015 10:20:59	Queue Assigned	Test		
Third Phone	[1582-49	05/06/2015 14:17:07	05/06/2015 14:17:07	Closed	Financial Aid		
Fourth Phone	•								60	< < 1 2 3 4 →	39

Reporting System SLA Performance & Telephony Data For Staff

Service Center Dashboard - New

Monument University Student Services Dashboard

In order for you to have full confidence in your service delivery, we will provide access to the latest data that documents how we are meeting the specifications of our contract with you. Please find access to recorded calls as well as reporting panels to illustrate our service delivery and how we are doing compared to our Service Level Agreement (SLA) with you.



Monument University Student Services Dashboard

In order for you to have full confidence in your service delivery, we will provide access to the latest data that documents how we are meeting the specifications of our contract with you. Please find access to recorded calls as well as reporting panels to illustrate our service delivery and how we are doing compared to our Service Level Agreement (SLA) with you.

Telephony & Tickets Recorded Calls

Listen to Recorded Calls

Last 24 Hours Last 7 Days	Er	ter Advisor Name	Search		_
Show 10 💠 entries				Search:	
Date and Time 🗘	Duration	Advisor Name	0	Listen / Download Audio	
5/20/2015 02:46:02 PM	00:12:07	Tracy Guthrie	-• O		
5/20/2015 02:44:57 PM	00:10:21	LaRussa Lakes	-• O		
5/20/2015 02:41:57 PM	00:01:05	Shamika Gill			
5/20/2015 02:41:19 PM	00:02:36	Stephanie Torres			
5/20/2015 02:38:08 PM	00:02:06	Stephanie Torres	*) (
5/20/2015 02:37:57 PM	00:03:43	Melanie Trinidad	*) (
5/20/2015 02:32:46 PM	00:02:58	Melanie Trinidad	*) (
5/20/2015 02:31:44 PM	00:03:57	Stephanie Torres			
5/20/2015 02:30:11 PM	00:10:57	Tracy Guthrie			
5/20/2015 02:24:54 PM	00:10:34	Ashley Brocks	•• 🕲		
Showing 1 to 10 of 45 entrie					