



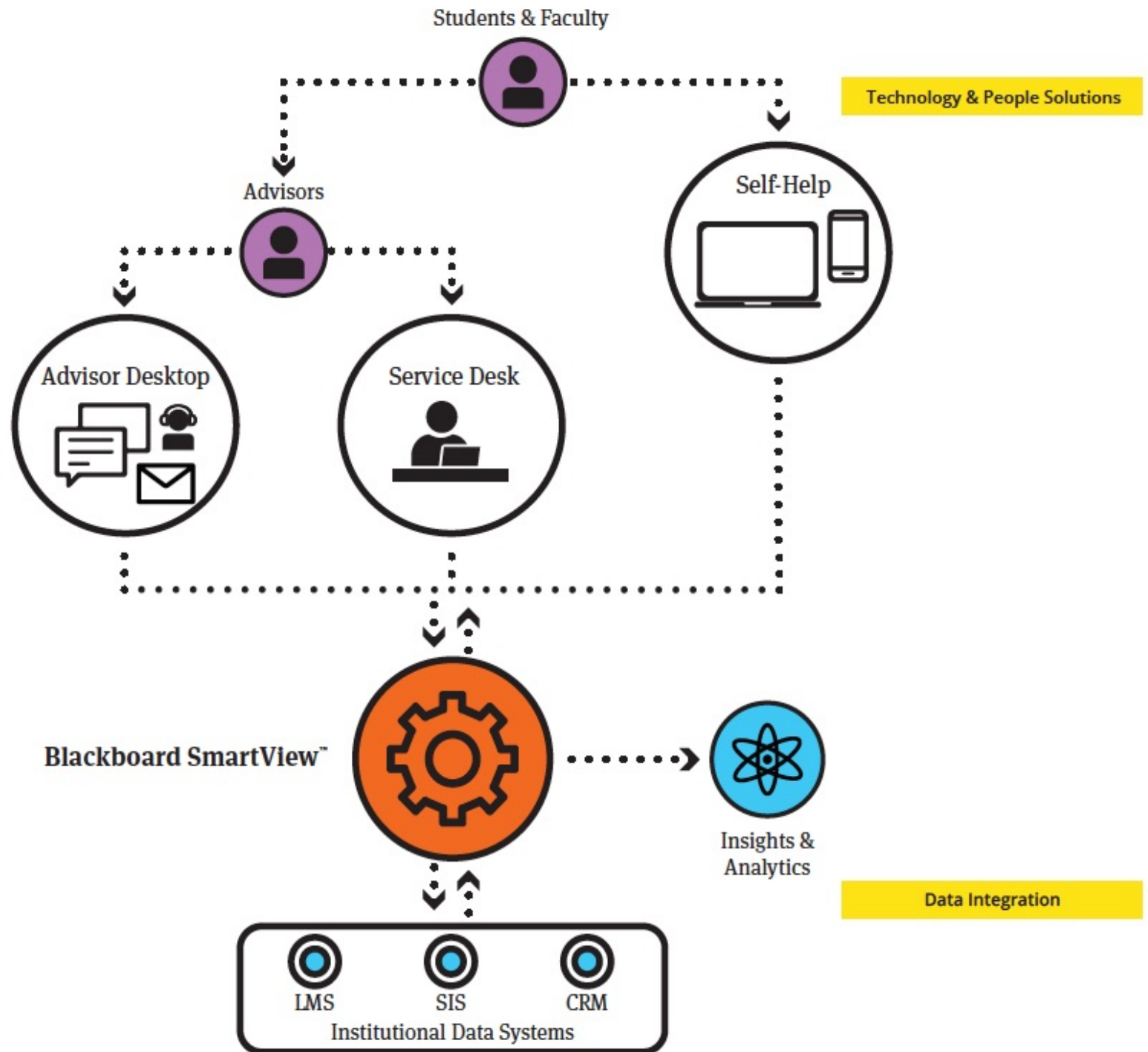
Blackboard

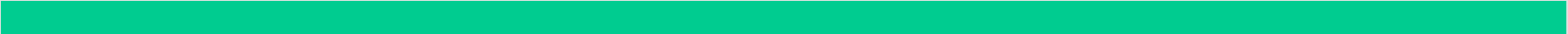
Blackboard SmartView Screen Shots

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

The screenshot shows the Blackboard SmartView interface with a modal dialog titled "L2: Assign to Advisor". The background interface includes a top navigation bar with "Blackboard SmartView™", "Department: (Demo)Monument2", and "Institution: Monument2". On the left, there are filters for "Case" (1582-), "Views" (All - Unresolved (41)), and "Queues" (--Please Select--). A table of cases is visible, with the following data:

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

The "L2: Assign to Advisor" dialog box contains the following elements:

- *Assign To:** A text input field with the placeholder "Enter First or Last Name".
- Comments:** A rich text editor with a menu bar (File, Edit, Insert, View, Format, Table, Tools) and various formatting options like bold, italic, text color, background color, font family, and font size. It also includes an "Insert Image" button.
- Upload File:** A section with a "Choose Files" button and the text "No file chosen".

The background interface also shows a "More Actions" dropdown menu with "L2: Assign to Advisor" selected, and a table of actions with columns for "Action Date" and "Queue".

Escalation

The screenshot shows the Blackboard SmartView interface. In the background, there is a table of cases under the heading "All - Unresolved (41)". The table has two columns: "Case #" and "Created Date".

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

Overlaid on this is a dialog box titled "Escalate to Level 2". The dialog has a "Comments:" section with a rich text editor. The editor includes a menu bar with "File", "Edit", "Insert", "View", "Format", "Table", and "Tools". Below the menu are various icons for undo, redo, bold, italic, text alignment, list creation, link, image, and font settings. There is also an "Insert Image" button. At the bottom of the dialog, there is an "Upload File:" section with a "Choose Files" button and the text "No file chosen (Max 10 files or 20MB)".

Setup

 Setup ▾

Search



Actions:

New Advisor

▲ Setup

Components

Advisor ▾

▲ Advisor Setup (26)

Delete Selected Items



<input type="checkbox"/>	Display Name	Active	Delete
<input type="checkbox"/>	Amanda York	false	<input type="button" value="x"/>
<input type="checkbox"/>	BbSS - Bonnie Watts	true	<input type="button" value="x"/>
<input type="checkbox"/>	Christopher Diaz	true	<input type="button" value="x"/>
<input type="checkbox"/>	Cory White	true	<input type="button" value="x"/>
<input type="checkbox"/>	Demo	true	<input type="button" value="x"/>
<input type="checkbox"/>	Demo User	true	<input type="button" value="x"/>
<input type="checkbox"/>	DemoKBManager	true	<input type="button" value="x"/>
<input type="checkbox"/>	DemoL1User	true	<input type="button" value="x"/>
<input type="checkbox"/>	DemoL2User	true	<input type="button" value="x"/>

▲ Add/Edit Advisor

*Display Name:

First Name:

Last Name:

Advisor ID:

*Email:

*Work Phone:

Home Phone:

Active:

Advisor Roles:

*Role Group:

--Please Select-- ▾

Workflow Management Cases

Blackboard SmartView™ Department: (Demo)Monument2 Institution: Monument2 Logout

Case 1582 -

Views All - Unresolved (41)

Queues --Please Select--

▲ All - Unresolved (41)

Case #	Created Date	Status
1582-167	2015-12-08 09:18:40 AM	Work In Progress
1582-165	2015-11-30 01:47:45 PM	Queue Assigned
1582-163	2015-11-30 01:08:01 PM	Queue Assigned
1582-157	2015-11-05 05:53:21 AM	Queue Assigned
1582-148	2015-10-09 12:33:22 AM	L2: Work In Progress
1582-140	2015-09-16 10:59:31 PM	Queue Assigned
1582-123	2015-09-03 10:10:32 AM	Queue Assigned
1582-122	2015-08-18 09:19:27 AM	L2: Work In Progress
1582-121	2015-08-18 08:12:55 AM	L2: Queue Assigned
1582-120	2015-08-18 12:12:18 AM	Queue Assigned

« < 1 2 3 4 5 > »

Actions:

▲ Case Summary

Ticket #: 1582-167	Status: Work In Progress
Date Created: 2015-12-08 09:18:40 AM	Date Modified: 2015-12-09 06:55:30 PM
Assigned To: Demo User	Entered By:

▲ Case Details

Original Email-To:	
Case Origin:	BbSS - Web Ticket
Role:	Student
Request:	Student Accounts
Request Type:	Holds or Service Indicators
Summary:	registration
Description:	when can I registration
Internal Notes:	
Attachments:	

▲ Case History

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

- Edit
- Escalate to Level 2
- Need More Info
- Post External Comment
- Post Internal Comment
- Suggest Solution
- Trash

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: 2016-03-16 03:00:50 PM

Updated:

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: Update, Schedule, creation, account,

Keywords:

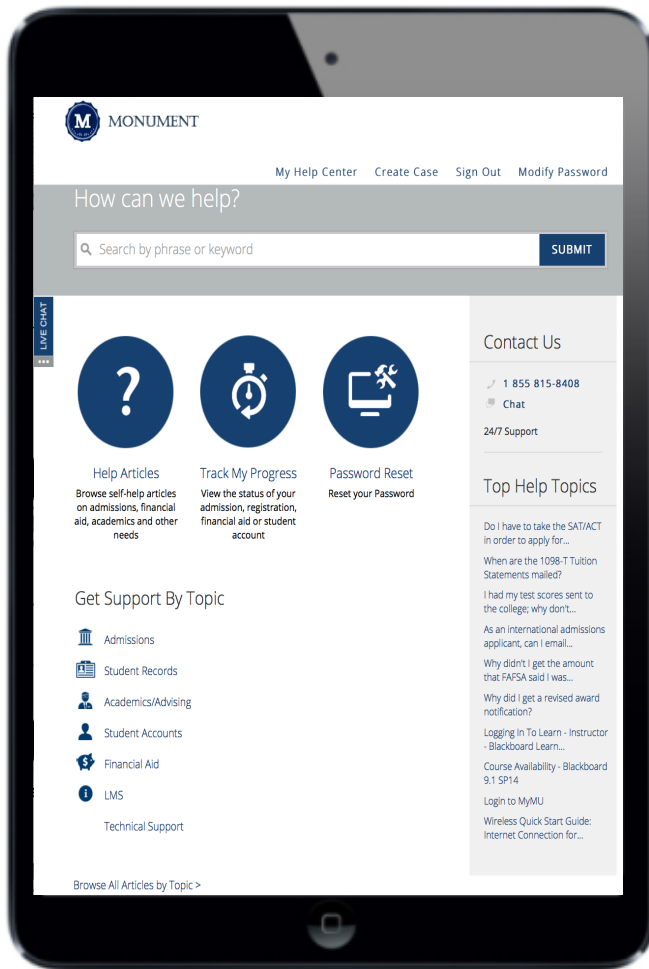
Internal: ✓

Published: ✓

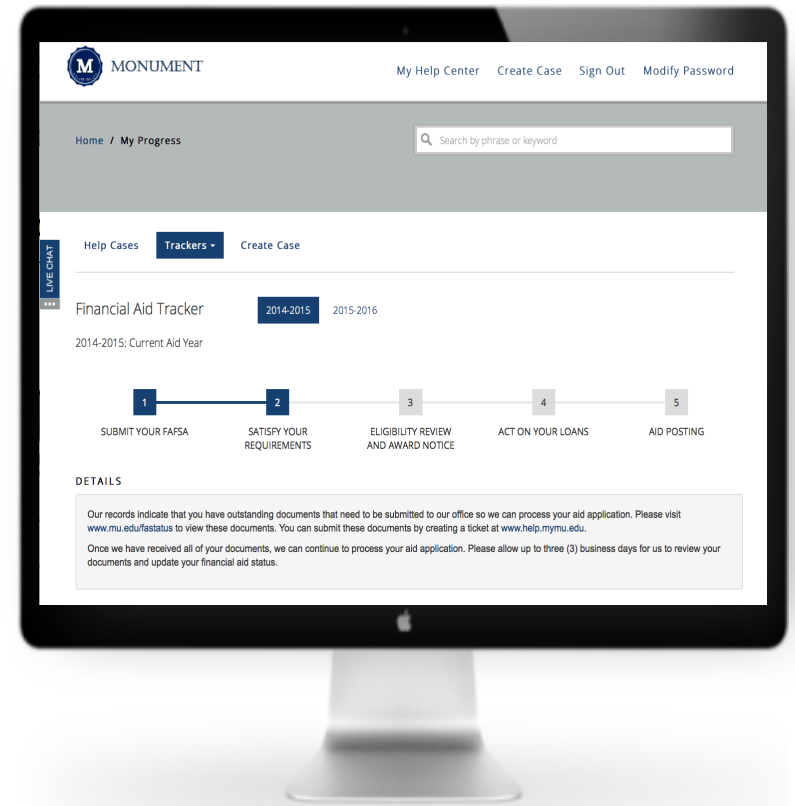
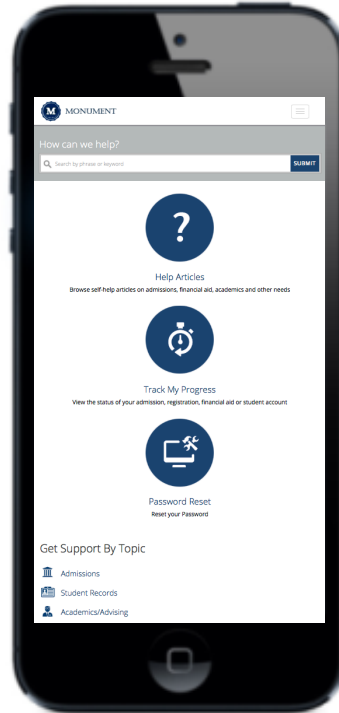


SmartView
Self Help Support Services Portal
For Students

Self-Services Portal – Responsive Design



Self-Help Portal



Status Trackers

Self-Service



How can we help?

SUBMIT

LIVE CHAT



Help Articles

Browse self-help articles on admissions, financial aid, academics and other needs



Track My Progress

View the status of your admission, registration, financial aid or student account



Password Reset

Reset your Password

Contact Us

1 855 815-8408

Chat

24/7 Support

Top Help Topics

Do I have to take the SAT/ACT in order to apply for...

When are the 1098-T Tuition Statements mailed?

I had my test scores sent to the college; why don't...

As an international admissions applicant, can I email...

Why didn't I get the amount that FAFSA said I was...

Why did I get a revised award notification?

Logging In To Learn - Instructor - Blackboard Learn...

Course Availability - Blackboard 9.1 SP14

Login to MyMU

Get Support By Topic

Admissions

Academics/Advising

Financial Aid

Technical Support

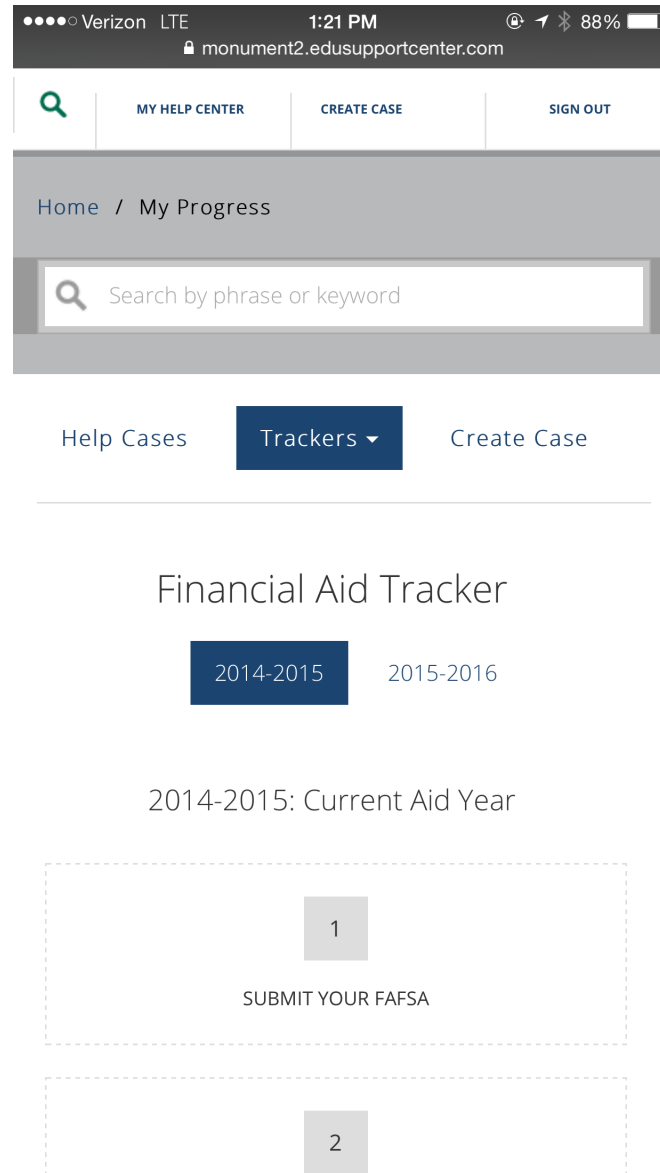
Student Records

Student Accounts

LMS

[Browse All Articles by Topic >](#)

Mobile Ready



Support Ticket Summary



[My Help Center](#) [Create Case](#) [Sign Out](#) [Modify Password](#)

[Home](#) / [My Help Center](#)

LIVE CHAT

Help Cases

[Trackers](#) ▾

[Create Case](#)

Help Center Cases

Cases listed below are from the last 120 days.

Case Number	Title	Last Updated	Status
1582-57	when will I receive my financial aid letter in the mail	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 <input checked="" type="checkbox"/>	Financial aid	2015-05-15 10:28:22	Closed
1582-54	Test	2015-05-15 10:20:59	Queue Assigned
1582-49 <input checked="" type="checkbox"/>	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



MONUMENT

[My Help Center](#) [Create Case](#) [Sign Out](#) [Modify Password](#)

[Home](#) / [Reset Password](#)

Reset Password

LIVE CHAT

Reset Password

Please complete all fields in order to reset your Monument2 password.

First Name:

Last Name:

Employee ID or Student ID:

4 Digit BirthYear:

New Password:

Confirm New Password:



Type the Code Shown:

Type in all characters as they appear in the box.
For alternate words press the refresh button on the upper right.



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

Admissions Tracker

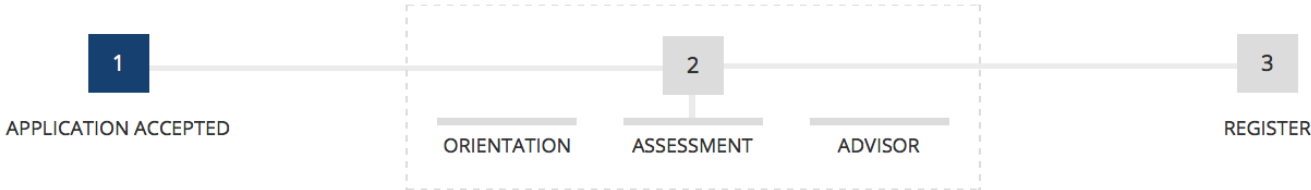


[Home](#) / [My Progress](#)

LIVE CHAT

[Help Cases](#) **Trackers** [Create Case](#)

Admissions Tracker



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 MU.edu/applynow.

Financial Aid Tracker



[Home](#) / [My Progress](#)

LIVE CHAT

[Help Cases](#) [Trackers ▾](#) [Create Case](#)

Financial Aid Tracker

2014-2015

2015-2016

2014-2015: Current Aid Year



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



[My Help Center](#) [Create Case](#) [Sign Out](#) [Modify Password](#)

[Home](#) / [My Progress](#)

LIVE CHAT

[Help Cases](#) [Trackers](#) [Create Case](#)

Student Accounts Tracker



DETAILS

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

Demographic

Display Name:
 First Name: Andrew
 Middle Name: X
 Last Name: Jackson
 Student ID: 1
 Date of Birth: 1967-03-15
 Email: andrew.jackson@monument.edu
 Personal Email:
 Marital Status: MARRIED
 Gender: MALE
 National ID: 1111
 Preferred Phone: 5714641111
 FERPA Indicator: No Release Approved
 FERPA Access:

Preferred Mailing Address:MA

Address 1: 123
 Address 2: STREET
 Address 3:
 City: YOURTOWN
 State: VA
 Postal: 12345
 Country: USA

Parent

Display Name:
 First Name:
 Middle Name:
 Last Name:
 Person ID:
 Date of Birth:

Select Financial Year:

AID YEAR: 2015

AID YEAR: 2014

AID YEAR: 2013

ISIR Activity

Load Status	Transaction Number	ISIR Status	Dependency Status	CPS Selected for Verification	Institution Selected for Verification	Verification Result	Global's File Status	ISIR Correction Status	CPS Processed Date	Primary EFC	Transaction Date
loaded	5	Current	Dependent	SELECTED	Confirm documents in the Checklist	N			2012-02-15	2300.00	2012-03-10

Need Summary

Award Activity

Award Name: Pell

Term	Action Date	Action Status	Anticipated Term Disbursement Date	Offered Award Amount	Accepted Award Amount	Memoed	Authorized	Net Aid Disbursed to Student Account	Actual Term Disbursement Date
Fall 2013		Disbursed	🚫	2750.00	0.00	0.00	2750.00	0.00	2012-08-25
Spring 2013		Disbursed	🚫	2750.00	0.00	0.00	2750.00	0.00	2013-01-10
Total				5500.00	0.00	0.00	5500.00	0.00	

Integrated Advisor Desktop – FA Awards

Demographic

Display Name:

First Name: Andrew

Middle Name: X

Last Name: Jackson

Student ID: 1

Date of Birth: 1967-03-15

Email: andrew.jackson@monument.edu

Personal Email:

Marital Status: MARRIED

Gender: MALE

National ID: 1111

Preferred Phone: 5714641111

FERPA Indicator: No Release Approved

FERPA Access:

Preferred Mailing Address:MA

Address 1: 123

Address 2: STREET

Address 3:

City: YOURTOWN

State: VA

Postal: 12345

Country: USA

Parent

Display Name:

First Name:

Middle Name:

Last Name:

Person ID:

Date of Birth:

EMAIL:

Gender:

Tracker Service Indicators **Financial Aid Information** Financial Aid Communication Student Accounts Academic Records and Registration

Select Financial Year: please select

AID YEAR: 2015

AID YEAR: 2014

ISIR Activity

Need Summary

Award Activity

Award Name: Pell

Term	Action Date	Action Status	Anticipated Term Disbursement Date	Offered Award Amount	Accepted Award Amount	Memoed	Authorized	Net Aid Disbursed to Student Account	Actual Term Disbursement Date
Fall 2014		Disbursed	⊘	2750.00	0.00	0.00	2750.00	0.00	2012-08-25
Spring 2014		Disbursed	⊘	2750.00	0.00	0.00	2750.00	0.00	2013-01-10
Total				5500.00	0.00	0.00	5500.00	0.00	

Award Name: SEOG

Term	Action Date	Action Status	Anticipated Term Disbursement Date	Offered Award Amount	Accepted Award Amount	Memoed	Authorized	Net Aid Disbursed to Student Account	Actual Term Disbursement Date
Fall 2014		Disbursed	⊘	1250.00	0.00	0.00	1250.00	0.00	2012-08-25
Spring 2014		Disbursed	⊘	1250.00	0.00	0.00	1250.00	0.00	2013-01-10
Total				2500.00	0.00	0.00	2500.00	0.00	

Award Name: Institutional Grant

Action	Action	Anticipated Term	Offered Award	Accepted	Net Aid Disbursed	Actual Term Disbursement
--------	--------	------------------	---------------	----------	-------------------	--------------------------

Integrated Advisor Desktop – Missing Documents

Blackboard SmartView™ Institution: Monument2 Advisor: Demo User(10051005)

Greeting **Caller** **Case** **Integration** **LMS** **Password Reset**

Demographic

Display Name:

First Name: Andrew

Middle Name: X

Last Name: Jackson

Student ID: 1

Date of Birth: 1967-03-15

Email: andrew.jackson@monument.edu

Personal Email:

Marital Status: MARRIED

Gender: MALE

National ID: 1111

Preferred Phone: 5714641111

FERPA Indicator: No Release Approved

FERPA Access:

Preferred Mailing Address:MA

Address 1: 123

Address 2: STREET

Address 3:

City: YOURTOWN

State: VA

Postal: 12345

Country: USA

Parent

Tracker Service Indicators Financial Aid Information **Financial Aid Communication** Student Accounts Academic Records and Registration

Select Financial Year:

AID YEAR: 2015

AID YEAR: 2014

AID YEAR: 2013

Check List

Item Code	Description	Instructions to Students	Status Date	Status	Satisfied
ISIR	Dependent Tax Transcript		2013-12-27		Yes
ISIR	Household Size Worksheet		2013-12-27		Yes
ISIR	Scholarship Thank you Letter		2013-12-27		Yes
MPN	Master Promissory Note		2013-12-27		Yes
TXP10	Parent Tax Transcript		2013-12-27		Yes

Correspondence

Comments

Integrated Advisor Desktop – Student Accounts

Blackboard SmartView™
Institution: Monument2 Advisor: Demo User(10051005)

Greeting **Caller** Case Integration LMS Password Reset

Demographic

Display Name:

First Name: Andrew

Middle Name: X

Last Name: Jackson

Student ID: 1

Date of Birth: 1967-03-15

Email: andrew.jackson@monument.edu

Personal Email:

Marital Status: MARRIED

Gender: MALE

National ID: 1111

Preferred Phone: 5714641111

FERPA Indicator: No Release Approved

FERPA Access:

Preferred Mailing Address:MA

Address 1: 123

Address 2: STREET

Address 3:

City: YOURTOWN

State: VA

Postal: 12345

Country: USA

Parent

Display Name:

First Name:

Middle Name:

Last Name:

Person ID:

Date of Birth:

EMAIL:

Gender:

Tracker
Service Indicators
Financial Aid Information
Financial Aid Communication
Student Accounts
Academic Records and Registration

Bookstore Charge Limit

Account Balance

Account Detail

Term:Spring 2014

Term:Fall 2013

Paid Status:Y

Date	Description	Detail Code	Charge Amount	Payment Amount	Invoice Number
2013-11-15	Refund	RFND	500.00		7
2013-11-07	Financial Aid payment	FAPAY		500.00	6
2013-09-15	Refund	RFND	1000.00		5
2013-08-25	Financial Aid payment	FAPAY		7100.00	4
2013-07-22	Room and Board 2013 - 2014	RMBD	5000.00		3
2013-07-21	Fee Fall 2013	FEE	100.00		2
2013-07-20	Tuition Fall 2013	TUIT	1000.00		1

Refunds

Date/Time	Amount
2014-01-22	1500.00
2013-11-15	500.00
2013-09-15	1000.00

1098T

Integrated Advisor Desktop – Registration/Records

Blackboard SmartView™

Institution: Monument2 Advisor: Demo User(10051005)

- Greeting
- Caller
- Case
- Integration
- LMS
- Password Reset



Demographic

Display Name:
 First Name: Andrew
 Middle Name: X
 Last Name: Jackson
 Student ID: 1
 Date of Birth: 1967-03-15
 Email: andrew.jackson@monument.edu
 Personal Email:
 Marital Status: MARRIED
 Gender: MALE
 National ID: 1111
 Preferred Phone: 5714641111
 FERPA Indicator: No Release Approved
 FERPA Access:

Preferred Mailing Address:MA

Address 1: 123
 Address 2: STREET
 Address 3:
 City: YOURTOWN
 State: VA
 Postal: 12345
 Country: USA

Parent

Display Name:
 First Name:
 Middle Name:
 Last Name:
 Person ID:
 Date of Birth:
 EMAIL:
 Gender:

- Tracker
- Service Indicators
- Financial Aid Information
- Financial Aid Communication
- Student Accounts
- Academic Records and Registration

Admissions

Enrollment Steps - Overview

Assessment Tests

Type	Code	Description	Score	Date Taken
	SAT	SAT - MATH	1200	2011-01-01
	SAT	SAT-READING	1200	2011-01-01

Advisor

Previous Institution Attended

Registration Summary

Primary Campus	Primary Academic Program	Primary Field of Study	Effective Starting Term
Monument	Associate of Science	Undeclared	Spring 2011

Fall 2014 Registration

Fall 2013 Registration

Fall 2012 Registration

Class Number	Subject	Catalog	Course Description	Units	Status	Class Start	Class End	Grade Earned	Instructor Name	Building	Room
33803	BIOL	101	Introductory Biology	3	**Web Registered/Add**	2012-08-20	2012-12-15	⊘			
36727	POLS	101	Introduction to American Gover	3	**Web Registered/Add**	2012-08-20	2012-12-15	⊘			
36815	PSYC	201	Lifespan Development	3	**Web Registered/Add**	2012-08-20	2012-12-15	⊘			
39002	CINS	101	Introduction to	3	**Web	2012-08-	2012-12-	⊘			

Integrated Advisor Desktop – CRM/Case Data

Q Caller Search As

User Name

Email

First Name

Last Name

User ID

 Search

Caller Information

User Name *

Email *

First Name *

Last Name *

User ID

Phone Number *

Second Phone

Third Phone

Fourth Phone






Caller Search Results

User Name	Email	First Name ▾	Last Name
demo	andrew.jackson@monument.edu	Andrew	Jackson

« ‹ 1 › »

Case Search Results

Case ID: 1582 -  Search

Case ID▲	Start Date	End Date	Case Status	Summary	View
1582-57	05/20/2015 10:24:45	05/20/2015 10:24:45	Queue Assigned	when will I receive my financial aid letter in the mail	
1582-56	05/19/2015 20:34:58	05/19/2015 20:34:58	Queue Assigned	when will I receive financial aid letter	
1582-55	05/15/2015 10:28:22	05/15/2015 10:28:22	Closed	Financial aid	
1582-54	05/15/2015 10:20:59	05/15/2015 10:20:59	Queue Assigned	Test	
1582-49	05/06/2015 14:17:07	05/06/2015 14:17:07	Closed	Financial Aid	

« ‹ 1 2 3 4 › »

Reporting System SLA Performance & Telephony Data For Staff

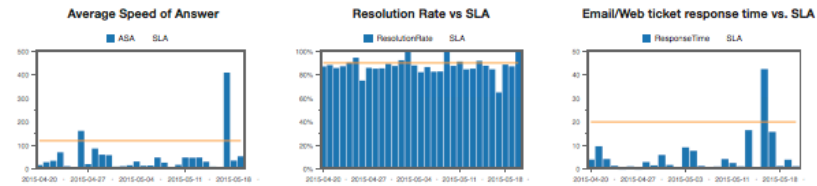
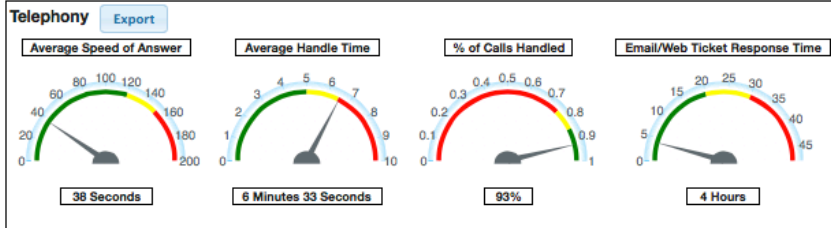
Service Center Dashboard - New

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.

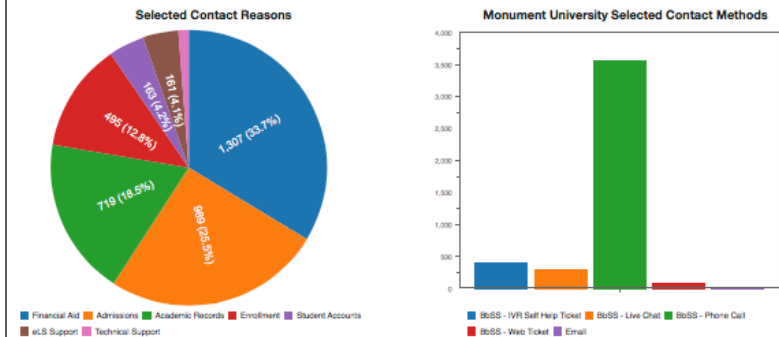
Telephony & Tickets Recorded Calls

Select Date Range [View Report](#)



Tickets

Select Line of Business [Export](#)



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

Select Period Enter Advisor Name:

Last 24 Hours Last 7 Days [Search](#)

Show entries Search:

Date and Time	Duration	Advisor Name	Listen / Download Audio
05/20/2015 02:46:02 PM	00:12:07	Tracy Guthrie	Listen Download
05/20/2015 02:44:57 PM	00:10:21	LaRussa Lakes	Listen Download
05/20/2015 02:41:57 PM	00:01:05	Shamika Gill	Listen Download
05/20/2015 02:41:19 PM	00:02:36	Stephanie Torres	Listen Download
05/20/2015 02:38:08 PM	00:02:06	Stephanie Torres	Listen Download
05/20/2015 02:37:57 PM	00:03:43	Melanie Trinidad	Listen Download
05/20/2015 02:32:46 PM	00:02:58	Melanie Trinidad	Listen Download
05/20/2015 02:31:44 PM	00:03:57	Stephanie Torres	Listen Download
05/20/2015 02:30:11 PM	00:10:57	Tracy Guthrie	Listen Download
05/20/2015 02:24:54 PM	00:10:34	Ashley Brooks	Listen Download

Showing 1 to 10 of 45 entries