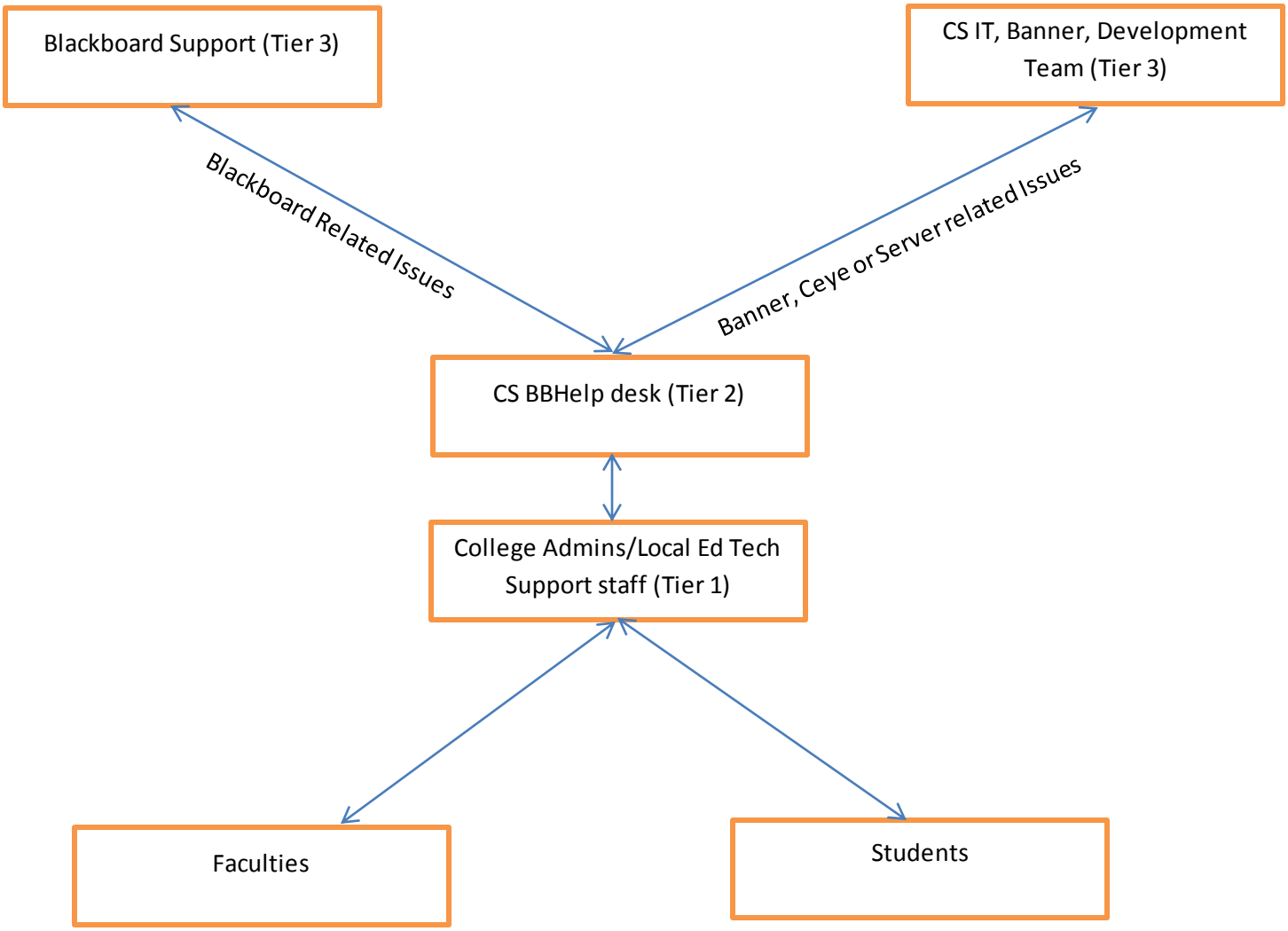
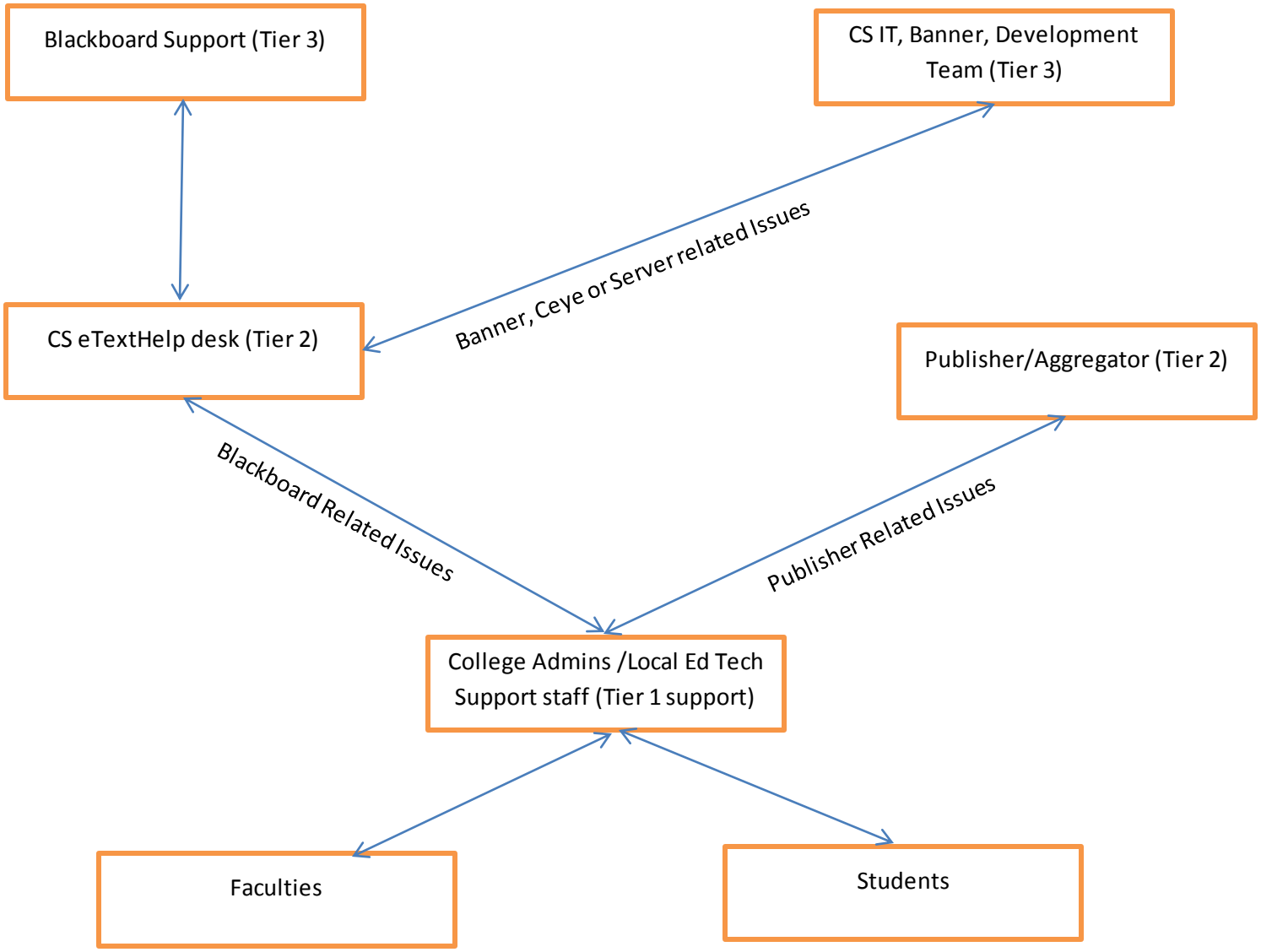
Blackboard Help Desk Support Workflow



Support workflow explained:

- When Faculty or Student raise a Blackboard related query/issue at a campus, Tier 1 support (College Administrators of that campus) receive the query and provide a resolution.
- If Tier 1 support is not able to provide a resolution to the Faculty or Student, they escalate the issue to CS BBHelpdesk (Tier 2 support)
- Tier 2 support will then provide a solution to the Faculty or Student via the College Administrator/Ed Tech support (Tier 1).
- If Tier 2 is not able to troubleshoot the issue, they will escalate the matter to the specific HCT IT/Partnering Vendor/Platform support personnel via their internal helpdesk system (e.g. Behind the Blackboard helpdesk system of Blackboard)
- Once the resolution is provided by Tier 3, it is relayed to Tier 1 support (College Admin/Ed Tech Staff) by CS Helpdesk (Tier 2).

eText Help Desk Support Workflow



Support workflow explained:

- When Faculty or Student raise an eText related query/issue at a campus, Tier 1 support (College Administrators of that campus) receive the query and provide a resolution.
- If Tier 1 support is not able to provide a resolution to the Faculty or Student, they escalate the issue to CS BBHelpdesk (Tier 2 support) OR directly to the Publisher/Aggregator support if it is relating to their platform
- Tier 2 OR Publisher/Aggregator support will then directly provide a solution to the Faculty or Student via their College Administrator/Ed Tech support (Tier 1).
- If Tier 2 is not able to troubleshoot the issue, they will escalate the matter to the specific HCT IT/Partnering Vendor/Platform support personnel via their internal helpdesk system (e.g. Behind the Blackboard helpdesk system of Blackboard)
- Once the resolution is provided by Tier 3, it is relayed to Tier 1 support (College Admin/Ed Tech Staff) by CS Helpdesk (Tier 2).