

MCO - Augmented Helpdesk Project

An option for building cost effective academic technology support models that strengthen student success.

GOAL:	Provide colleges with 24/7 augmented helpdesk services that extends the capacity of their existing helpdesk services model.
SERVICES & SCOPE	<p>Call Center based support for the following systems/service: Extended Academic Support – evenings, weekends & holidays: LMS, Password Resets, Ticketing and Call Escalation</p> <p>Each college can provide custom scripts to support their processes.</p>
HOW & IMPLEMENTATION	<p>Each College can extend their IVRs or forward numbers to their dedicated toll free support number. Mix Interactions Each College can publish their extended support number. Knowledge Base Setup and Call Matrix</p>
FREQUENTLY ASKED QUESTIONS: WILL WE HAVE A DEDICATED CALL CENTER STAFF THAT IS TRAINED ON ISSUES?	Your team will be trained & certified to handle your calls, but the group of agents will be in a shared group, meaning that they can handle your calls or another school groups calls too, when the vendor is not busy on your call traffic. This allows them to keep the agents utilized throughout their work day. The call center is based in Cleveland – and may use agents in Chicago.
WHAT HAPPENS IF A REQUEST COMES FROM ONE OF OUR STUDENTS THAT CAN'T BE SOLVED?	The vendor will follow your call flow and business rules. If their agents are not able to answer/solve a concern, then they will escalate that concern in the manner that you outline to them (email, warm transfer, or give them guidance via FAQ's etc.). Usually the vendor will let the student know that they have to escalate the issue and inform the student they will receive a call back within a certain amount of time.
HOW WILL WE BE INFORMED OF OUTSTANDING RESOLUTION REQUESTS?	The vendor will follow your business rules on how you want outstanding requests managed; but normally, they would handle the originating concern, then your team(s) would follow up on all concerns until they are resolved. The vendor is there to capture those concerns; but not there to fix those concerns (unless easily fixed by FAQ responses).
WILL I HAVE ACCESS TO REPORTING THAT OUTLINES THE TYPES OF CALLS RECEIVED AFTER HOURS, THE TIMES RECEIVED, AND THE FREQUENCY?	Yes, the vendor will send ACD reports which will show you all calls received & the services levels associated with those time intervals

WILL EACH PARTICIPATING COLLEGE BE ABLE TO HAVE THEIR OWN LIST OF HOT TOPICS THAT THE CALL CENTER CAN PROVIDE SUPPORT FOR, OR WILL THE TOPICS BE MORE GENERAL AND APPLY TO ALL COLLEGES?

Each college can submit their own list of FAQ's. Those frequently asked questions can be changed, as needed, by the schools. The vendor can set up either a greeting that covers all colleges or each college can have their own branded greeting and website. This is dependent on how you set up the ticketing systems that the vendor will use.

IF HOT SUPPORT TOPICS CHANGE OVER TIME, WILL THE CALL CENTER COMPANY HAVE THE ABILITY TO TRAIN THEIR STAFF OF THE TOPICS?

Yes, this is called refresher training. If there is enough information to cover the vendor can do this in a training room setting, but if there are just daily bulletin details then they can update the agents in daily team huddles before each group begins.

WILL THE SERVICE ONLY BE AVAILABLE AFTER HOURS, OR CAN WE USE IT FOR OVERFLOW CALLS DURING NORMAL BUSINESS HOURS?

It can be used for both after hours and overflow during normal business hours.

COST:

\$350 Per College - Includes Salesforce Helpdesk Ticket License and a dedicated Toll Free phone number

\$6.00 Per User Interactions – Depending on your college needs that could amount to anywhere from \$1,110 (185 interactions) to \$2,760 (460 interactions) per year.

VENDOR

BlackbeltHelp (Campus EAI)

5 years, 200 clients globally, 400 full-time technical and counseling staff handling 600,000+ support requests per year.

Western, 68 community colleges, 21 universities and 79 liberal arts colleges

NEXT STEPS

Contact Carl Weckerle (cweckerle@mcca.org)

Sign a joiner agreement to the MCCA contract.

Begin work with vendor to set-up the college knowledge base.