COMMUNITY COLLEGE OF PHILADELPHIA
How BlackBeltHelp's After-Hours IT Helpdesk Support Streamlined CCP's Support Departments.

SUCCESS STORY

Susan Hauck
Dean, Flexible Learning Options and Academic Technology
Community College of Philadelphia

Website
www.ccp.edu

Type
2-year, Public

Total Enrollment
11,636

Founded
1965

> We have been happy with the services. I am most familiar with the support they have provided to our online students and faculty for our Canvas LMS. They are very prompt, often responding even outside of the contracted hours. If there is a problem, they are quick to deal with it, and if necessary, they escalate appropriately.
>
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THE CHALLENGE

Before integrating BlackBeltHelp's helpdesk support solutions, college staffing and resource limited the contribution in addressing 24*7 support requests. Students often experienced difficulty accessing pertinent information at the most crucial time.

Community College of Philadelphia encountered various challenges, including:

- Community College of Philadelphia has a high call volume and ever since implementing BBH's services, the users have experienced a significant increase in resolution rate and quick answers to their phones.

THE SOLUTION

After implementing BlaclBeltHelp's services the student's and faculty has seen a higher resolution rate and quick solutions. BlackBeltHelp provides support during holidays to make sure no queries are left unresolved.
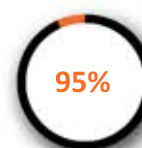
OUTCOMES

40 Secs	86%	95%	3,500
Avg. Speed to Answer	SLA	First Call Resolution	Annual Interactions

ABOUT COMMUNITY COLLEGE OF PHILADELPHIA

The Community College of Philadelphia (CCP) is a public community college with campuses throughout Philadelphia. The college was founded in 1965 and is accredited by the Middle States Commission on Higher Education. It offers over 100 associate degree and certificate programs through its four locations.