



CORNELL UNIVERSITY

How BlackBeltHelp's After-Hours IT Helpdesk Support Streamlined Cornell University's Support Departments



SUCCESS STORY



Keyan Williams
Assistant Director, I.T. Support Operations
Cornell University

Website

www.cornell.edu

Type

4-year, Private not-for-profit

Total Enrollment

25,898

Founded

1864

BlackBeltHelp does off-hours support for us and it has been pleasure working with them. They have been helping us in handling the calls efficiently even during the increase in call volumes. We have the confidence in BlackBeltHelp during outages and know that our customers will get every support needed even when we are not working.

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Assistant Director, I.T. Support
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THE CHALLENGE

Before integrating BlackBeltHelp's helpdesk support solutions, the college faced significant challenges, particularly with the lack of availability during after-hours to address queries. Students often experienced difficulty accessing pertinent information and navigating complex systems, leading to frustration and dissatisfaction.

Cornell University encountered various challenges, including:

- Their student/staff needed a helpdesk solution.
- Giving quick response to users during after-hours.
- Proving them with First Call Resolution during after-hours.

THE SOLUTION

BlackBeltHelp has provided after-hours support, which has eased the workload and allowed students to call the helpline number and get their queries answered without hassle. This integration has significantly improved the student experience by providing timely and effective support, enhancing overall satisfaction.

OUTCOMES



Avg. Speed
to Answer



Answer
Rate



First Call
Resolution



Annual
Interactions

ABOUT CORNELL UNIVERSITY

Cornell University is a private Ivy League land-grant research university based in Ithaca, New York. The university was founded in 1865 by Ezra Cornell and Andrew Dickson White. Since its founding, Cornell has been a co-educational and non-sectarian institution. As of fall 2022, the student body included over 15,000 undergraduate and 7,000 graduate students from all 50 U.S. states and 130 countries.