



Blackboard

Blackboard Client Support Escalation Procedures

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Product:Community_Engagement,Transact,Payments_Cashnet,Collaborate,ANGEL_BU,Learn_BU,Xythos_BU,Open_LMS,Analytics,Open_Content;

Version:Community_Engagement,Transact,Cashnet_BU,Collaborate,Learn_BU,Xythos_BU,ANGEL_BU,Open_LMS,Analytics,Open_Content **Article No.:** 000013659

Product: All Products

Resource Type: Support Tools

Resource Description:

The documents in the attachments area of this article are the Blackboard Inc. escalation procedures for clients with Blackboard products and systems. The procedures outlined in these documents can be used when requesting assistance to resolve an issue. Successive levels of escalation contacts are provided for a client to use if they believe that Blackboard is not responding in a manner consistent with the severity of the issue.

Blackboard Open Content clients should reference the document corresponding most closely to the LMS in use (ANGEL, Blackboard Learn, Open LMS). For Blackboard Learn, the correct document will correspond to your geographic region and whether you have a self-hosted or managed-hosted environment.

Attachments

Filename	Notes	Last Updated
Learn Escalation Procedures.pdf		Aug 09,2019
Analytics Escalation Procedures.pdf		Aug 09,2019
ICM Escalation Procedures.pdf		May 28,2019
Xythos Escalation Procedures.pdf		May 28,2019
Community Engagement Escalation Procedures.pdf		May 28,2019
OpenLMS Escalation Procedures.pdf		May 28,2019
Collaborate Escalation Procedures.pdf		May 28,2019