



**Blackboard Client Support Escalation Procedures**

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**Product:** All Products  
**Resource Type:** Support Tools  
**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.

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
<a href="#">Ally Escalation Procedures.pdf</a>		Dec 05,2023
<a href="#">Analytics Escalation Procedures.pdf</a>		Dec 05,2023
<a href="#">Learn Escalation Procedures.pdf</a>		Nov 28,2023