

Blackboard

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
Learn Escalation Procedures.pdf		Jul 12,2021
Connect Escalation Procedures.pdf		Jul 12,2021
Community Engagement Escalation Procedures.pdf		Jul 12,2021
Analytics Escalation Procedures.pdf		Jul 12,2021
Collaborate Escalation Procedures.pdf		Jul 12,2021