

One Stop Support Services - BlackBeltHelp

Last Modified on 06/29/2023 12:14 pm EDT

Solution: Simplify Contact Center and Software Platform for OneStop Services

Provider: [BlackBeltHelp Inc.](#)

BlackBeltHelp's Simplify Contact Center is a cloud-based contact center solution that enables multi-modal student support whether staff are working on campus or at home. It helps higher education institutions in scaling support services while reducing costs and enhancing student satisfaction.

In a student-focused world, the consistent and high-quality contact center support by BlackBeltHelp reduces administrative burdens and costs, improves operational efficiencies and student experience while expanding access. This is enabled by an AI-powered cloud-based platform offering integrated voice, chat, ticket, email, and bot technology.

Contract Highlights

- **SIMPLIFY Contact Center Services – OneStop**
 - 24x7x365 or After-Hours Multi-Channel Student Accounts, Financial Aid, Registration and Records, Admissions, Switchboard Live Call Center Services
- **SIMPLIFY Software Platform**
 - **AI Chatbot:** Chatbot to assist students with self-service support options that helps institutions in reducing the support costs
 - **Advisor Desktop:** Simplify Advisor is a consolidated platform for addressing support requests related to IT and student services throughout the entire lifecycle
 - **SMS Nudging:** Enable 24x7 proactive messaging that will encourage students to take a specific action and drive engagement
- **Discounted Pricing**

To Inquire

For more information, contact: info@njedge.net

Method of Procurement

- Competitive procurement (RFP) under [EdgeMarket](#)

Bid, Award and Contract Documents

- [Bid and Award Documents](#)
- [Access EdgeMarket Contracts](#) (A Member-Only login is required to access contracts. Learn how to [create](#) one.)

If you do not have a Member-Only login and wish to see the contract documents, contact: info@njedge.net

EdgeMarket Contract Identification Number (ECIN)

The ECIN for this contract is: **269EMCPS-23-001-EM-BBH**

When you utilize this agreement:

- Please be sure to include the appropriate ECIN all purchase orders for goods or services purchased pursuant to this contract vehicle, and ensure that the vendor includes the same ECIN on relevant invoices.
- Please complete the [EdgeMarket: Notice of Use of EdgeMarket Agreement](#) form.

Return to Solution Category

[Enrollment, Marketing and Other Support Services \(EMOSS\) \(2023\)](#)
