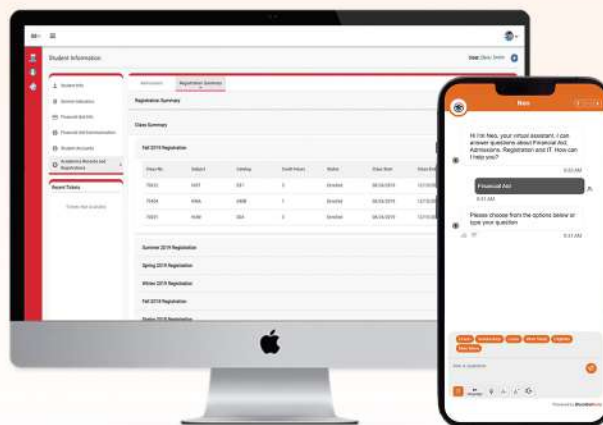# AdvisorAssist Desktop

Speedy Answers, Happy Students – Revolutionizing How Advisors Get and Deliver Information.

Empowering Your Advisor's Potential: AI-powered CX solution for Higher Ed

- Seamless Integration
- Instant access to student data
- Enables fast advisor responses
- Reduces costs

ADVISORASSIST DESKTOP - FEATURES

Integrates with institution's enterprise applications

Integrates with an institutions' ERP/SIS, ITSM, LMS, CRM, and other applications through APIs

Advisors can create tickets from within the tool

Designed to help advisors quickly create, escalate, and close tickets for student requests with just a few simple steps.

One Screen – All the Answers

Advisors can accurately provide information to students from a single screen instead of having to navigate through a lot of different applications.

Create, view, and manage student interaction tickets

Each interaction is tracked to enable advisors to view the student interaction history and deliver personalized service.

ADVISORASSIST DESKTOP – BENEFITS

Increases End User Satisfaction

- Faster Issue Resolution
- Reduces hold time
- Increases Accuracy

Security

- Role Based Access Control
- Client based access control
- Complete Transaction History
- PII is never stored

Cost Benefits

- Reduces application license cost
- Reduces license management overhead
- Reduces user onboarding time

Institution Ready

- Access can be granted to institution's users
- Customized views created to meet your requirements
- SSO based login can be enabled
- Full enterprise
- Wide Student History (SIS, LMS, CRM)
- Automated Workflow & Ticket Creation

Compliance

- Enables process adherence
- Reduces documentation errors
- FERPA, ISO 27001: 2013

AdvisorAssist Desktop is an AI-powered CX solution where all the information an agent needs to resolve an issue is on a single screen, and complicated tasks are handled with just a click of a button. It empowers agents with user-friendly interface, intuitive dashboards, and powerful reporting capabilities that Simplify the complex.

- ✅ Customer service agents can work more efficiently and effectively
- ✅ Increases End User Satisfaction
- ✅ Seamless Integration with campus applications
- ✅ Enable process adherence
- ✅ Reduces documentation errors
- ✅ Reduces user onboarding time
- ✅ Secure and FERPA compliant

ADVISORASSIST DESKTOP – OUT OF THE BOX INTEGRATIONS

salesforce

zendesk

TeamDynamix

Quicklaunch™
identity & integration

Colleague® by ellucian.

Banner® by ellucian.

anthology.

CANVAS

and more...

"BlackBeltHelp is the leading provider of CCaaS and AI-powered CX Engagement Solutions for students, faculty, and staff.

Our CX Solutions and Human Cloud Network empower Higher Education Institutions to extend their support services across campus, improving the student experience and ultimately increasing enrollment and retention."

- Anthony R. Humphreys, President, BlackBeltHelp

Request a live demo to see our AdvisorAssist Desktop in action!