

CITY COLLEGE OF SAN FRANCISCO

Streamlines Operations and Cuts Costs with BlackBeltHelp



SUCCESS STORY



Ellen Rayz
AVP/CTO
City College of San Francisco

Website
www.ccsf.edu

Type
Two Year Public Community College

Total Enrollment
65,000

Founded
1935

I would recommend BlackBeltHelp for Service Desk and Chatbot build. They built our ChatBot in 2 weeks, created a new Helpdesk website, and are helping us train our Chatbot every day. Our students are very excited, and we have gone from 0 to over 450 Q&A's in our knowledge base in under three weeks! Thanks, BBH!

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City College of San Francisco

THE CHALLENGE

Before adopting BlackBeltHelp's chatbot solution, CCSF grappled with manual support processes during nighttime hours, leading to inefficiencies and staff overload. Limited resources compounded the issue, resulting in backlogs, service delays, and end-user dissatisfaction. CCSF sought a cost-effective after-hours support solution to address these challenges within budgetary constraints, ultimately selecting BlackBeltHelp. The multitude of challenges, include:

- Ensuring continuous support round-the-clock
- Enhancing response times to meet student needs promptly
- Efficiently collecting and analyzing data for informed decision-making
- Improving student access to critical information and resources
- Elevating overall student satisfaction levels
- Streamlining operational costs to maximize efficiency

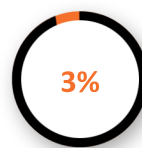
THE CHALLENGE

BlackBeltHelp implemented Chatbot across various departments, including IT, Admissions, Records, Registration, Financial Aid, Accounts Receivable, and Counseling Services.

OUTCOMES



CSAT



Transfer to Agent



Answer Rate



Chatbot Accuracy Rate

ABOUT CCSF

City College of San Francisco (CCSF) is a prominent public community college located in San Francisco, California. Founded initially as a junior college, CCSF plays a vital role in the local community, with approximately one in nine San Francisco residents enrolling annually. The college is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC).