

# One Stop Support Services - BlackBeltHelp

Last Modified on 10/05/2024 1:41 pm EDT

## Solution: OneStop – the Ultimate Solution for Comprehensive Student Support

Provider: [BlackBeltHelp Inc.](#)

24/7, multimodal Student Services Support to improve student experience and increase staff bandwidth. Through seamless integration with campus systems (SIS/ERP, LMS, FAMS, and more), our agents can address students' questions around admissions, financial aid, registration, records, accounts and beyond.

## 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: [edgemarket@njedge.net](mailto:edgemarket@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.)

## 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 \(EMOSS\) \(2023\)](#)