



A New and Improved Behind the Blackboard!

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Product: All Products

Announcement Details:

We're updating Behind the Blackboard in order to deliver a new level of customer CARE:

- Comprehensive access to resources
- Ability to find what you need
- Relevant information tied to you
- Easy to use and navigate

To ensure that the new Behind the Blackboard meets your needs, we've involved a variety of clients in every step of the process: requirements, design, implementation and testing. To date, clients have participated in focus group sessions, usability studies, a Suggestion Squad, and a pilot which launched in October, 2011. Here is what some of our clients are saying after using the new system:

- "You really nailed it! You listened to us and what you've built is great!"
- "Exactly what I need to do my job efficiently."
- The new interface is clearer than the old one."

While the new system will obviously take some time to get used to, our pilot users have told us the system is very intuitive and easy to use. If you need help, please refer to the information below to familiarize yourself to the new system.

- [Getting Started Guide](#)
- [General FAQs](#)
- [Knowledge Quick Start Guide \(attached\)](#)
 - [Top 25 Learn KB Articles - New System Links for Bookmarking \(attached\)](#)
 - [Top 20 CE/Vista KB Articles - New System Links for Bookmarking \(attached\)](#)
- [Training PowerPoint Presentation \(attached\)](#)
- [Training Videos](#)
 - [Design Fundamentals \(System Navigation\) – 7:36](#)
 - [Account Management – 4:03](#)
 - [Case Management – 9:50](#)
 - [Case Search – 2:53](#)
 - [Knowledge Base Search – 5:23](#)

If you're having problems using the new system, please reach out to your Support representatives. You can submit issues via a case in the system, or you can call your local Support team using the contact information listed [here](#).

Attachments

Filename	Notes	Last Updated
New_BTBB_Knowledge_Quick_Start_Guide.doc		May 24, 2012
External_BBb_04_10_2012.pptx		Apr 10, 2012
New_BTBB_Knowledge_Quick_Start_Guide.docx		Mar 28, 2012
Top 25 Learn KB Articles.docx		Mar 28, 2012
Top 20 CE/Vista KB Articles.docx		Mar 28, 2012

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