

New 24x7 Support Desk Site - 07/01/2020

On July 1, 2020, the [24x7 Support Desk website](#) will have a new look and feel with slight changes. Don't worry, the new website will still have the essential features as now. You will be able to search for a knowledgebase article (KB), chat online with a support agent, create a ticket online, and grab the 24x7 Support Desk's phone number to contact a support desk agent.

Improvements to the site include new sections for Most Read Articles, Featured Articles and Most Useful Articles, shown below. We hope these additions will allow you to find information to more quickly address an issue.

The screenshot shows the top navigation bar with the Colorado Community College System logo, the phone number 888-800-9198, and a Chat button. The main header area features the title "CCCS Self Help Service Desk" and the tagline "We're always here to help." Below this is a search bar with the placeholder text "How can we help?".

Two main navigation options are presented: "Knowledge" (Browse and search for articles, rate or submit feedback.) and "Get Help" (Contact support to make a request, or report a problem.).

The "Most Read Articles" and "Most Useful Articles" sections are highlighted with a red box. Both sections display a "DEMO ARTICLE" by Daniel Lalov, published 22 days ago, with 61 views and a 5-star rating. The "Featured Articles" section currently shows "No content to display".

On the right side, there is a "System Status" table:

System Status	Status
College Portal	✓
D2L	✓
Digital Integrations	✗
ERP (Banner)	✓
Student Email	✓