

# SAN JOAQUIN DELTA COLLEGE

Saves cost on IT **Helpdesk with HumanAI**

## ABOUT THE INSTITUTION

San Joaquin Delta College (Delta College) is a public community college in Stockton, California. It was founded in 1935 as Stockton Junior College. The college serves a district area that includes all of San Joaquin County and parts of Alameda, Calaveras, Sacramento, and Solano counties.

### Website

[www.deltacollege.edu](http://www.deltacollege.edu)

### Type

2-year, Public

### Total Enrollment

18,226

### Founded

1935



## THE CHALLENGE

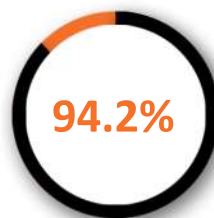
San Joaquin Delta College faced several challenges with its IT support operations:

- No 24/7 IT support available for students and staff
- Delayed response times that impacted student satisfaction and operational efficiency
- High internal costs and limited resources for managing the IT Helpdesk
- Inability to handle increased volume during peak times effectively

## THE SOLUTION

In 2023, San Joaquin Delta College partnered with BlackBeltHelp to implement HumanAI for IT Helpdesk—a hybrid model that combines AI-driven automation with human expertise. Through this solution, the college now delivers 24/7/365 support via AI-powered chatbots and voicebots that seamlessly escalate to live agents when needed. The integration with campus systems ensures timely, accurate responses to student inquiries. This transition not only enhanced student satisfaction by ensuring uninterrupted support access but also reduced operational costs and improved scalability, enabling the institution to handle fluctuating support volumes more effectively.

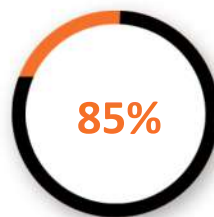
## OUTCOMES



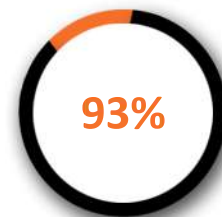
Bot Answered



Avg Speed to Answer



First Contact Resolution



SLA