Ex Libris Support

Jed Gilmore
Vice President, Customer Care

Improving Responsiveness and Time to Resolution

1

Support statuses

Shorter and Clearer

2

Backlog relief

Review differently, allow ongoing responsiveness

3

Process enhancements

Chat and more

How Will We be More Responsive?

1

Immediately **shortening the queues** to increase responsiveness by segregating (as a one-time effort) old cases

Keeping the queues levels reasonable over time

Done – Sep 2022

2

Done - May 2023

Intensively analyze the segregated cases to process and close them efficiently over the next months

Still relevant?

1 cause-> many cases

Can it be resolved soon?

What Are the Results?

○ Average Response Time ↓

○ Average Case Resolution Time ↓

○ Customer Satisfaction Score →

What Did We Learn?

What and how we measure is key

Some changes do not fit

Closing without fixes can be effective but negative

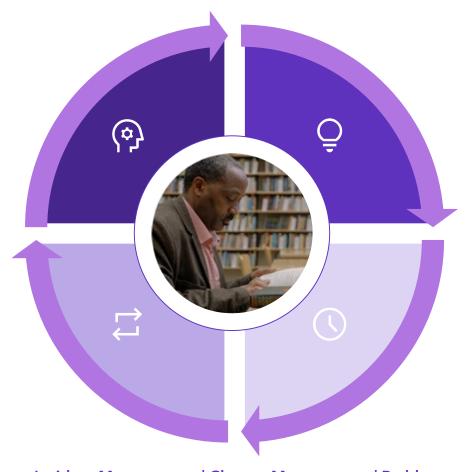Changes must create sustainable improvement for customers and company

ExLibris
Part of Clarivate

IGeLU
International Group of Ex Libris Users

World Class Service Experience

Create a technology-enabled world-class customer experience based on ITIL best practices

Incident Management | Change Management | Problem Management | Knowledge Management

Personalized Experience
Key end user and account information is automatically pushed to support agents

Anticipate Customer Needs
Shift to issue prevention and leverage analytics to improve the user experience

Provide a Consistent Experience
Increased efficiency through process and tooling reduces total cost of ownership

Provide Convenient Support
Multiple options for engaging support, creating a convenient and personalized experience

Current Steps to Improve Experience Sustainably

People

- Enhance onboarding training in customer service skills and product knowledge certification

- Establish professional competencies promoting high quality work rather than merely throughput

Process

- Evaluate and measure case processing to understand what drives long response times

- Implement systemic quality assurance process for Support

- Use Problem Management teams to identify recurring issues and inefficiencies that can be aided by automation

Technology

- Use improved auto-distribution logic and global scope of service tools for efficiency

- Employ Generative AI to assist Analysts by suggesting possible solutions

- Employ service tools such as live Chat and screensharing integrated with service platform more broadly

Additional Support Updates

Projects launching soon …

New IGeLU/ELUNA Customer Advisory Group focused on the Ex Libris Support Experience

○ Sample activities and topics:
- Revise the two-week auto-close process with cases
- Functionality and enhancements to Support Portal
- Improve visibility on case management policy and practice
- Recurring issues (Problem Management)

Consortium Case Sharing in Support Center

○ Requires review and set-up from Ex Libris as well as opt-in for each shared case

○ Options to share with only your institution or with your entire consortium

○ In testing now, expecting availability in late October

○ NB: We are committed to a broader solution to share known issues for all users in our technology roadmap.

Thank You

Jed.Gilmore@clarivate.com