

## FAQ (frequently asked questions) - Pendo on the Ex Libris Higher Education Platform (HEP)

### 1. What is Pendo?

- Pendo is a Digital Adoption tool used by SAAS (Software as a Service) software companies to identify usage trends and to provide users with an optimized software experience.

Pendo provides information on user trends and behavioral analytics to help improve the user experience. It supports in-application help and messaging for optimizing the user's engagement with the application and a feedback portal for users to provide suggestions for improving the software.

### 2. Why has Ex Libris decided to implement Pendo?

- As part of our ongoing effort to improve the user experience Pendo will help us identify complex workflows where users might be struggling. This will give us the input needed to improve or simplify these workflows as well as providing a platform that can assist in providing additional services in the future, such as in-app help, messaging and more.

### 3. Does Pendo process personal information?

- Pendo does not process personal information. Information regarding product usage is anonymized.

### 4. What does anonymization mean?

- Anonymization aims to completely remove any possibility of identifying individuals from a dataset. You can find detailed information in the attached [link](#).

### 5. Where is Pendo data usage stored?

- The data is stored on Pendo's EU (European Union) servers.

### 6. Will an Institution or a staff user be able to opt out of Pendo?

- Pendo as a Digital Adoption tool will be automatically activated based on your institution's policy. Each institution can decide if they will allow their staff to use or not use Pendo by setting the right value for "Digital Adoption" (Configuration Menu --> General-->Digital Adoption).
- If a library has enabled Pendo, users will still be able to opt out on an individual basis by declining non-essential cookies. Cookies policy may change according to location.

### 7. If a library, or an individual user decides to opt out of Pendo – what will they be missing?

- If you as an individual, or your library, opt out of Pendo, you will not be able to use any Pendo based service. Currently, these are workflow walkthroughs, that will not be available if you opt out. In the future, this may include providing feedback via feedback portal.