

# EX LIBRIS SUPPORT HIGHLIGHTS

IGELU | September 2016

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# Agenda

**1**

**Post Integration Regional Structure of Support**

**2**

**Ex Libris Knowledge Center**

**3**

**Customer Feedback**





# Post Integration Regional Structure of Support

# Ex Libris Joins ProQuest – Support Teams Integration



EMEA/LATAM  
Workflow Solutions  
Gianmarco Castro



North America  
Workflow Solutions  
Stephen Gilewski



APAC  
Workflow Solutions  
Jin Han



Content Operations  
Dave Hovenden



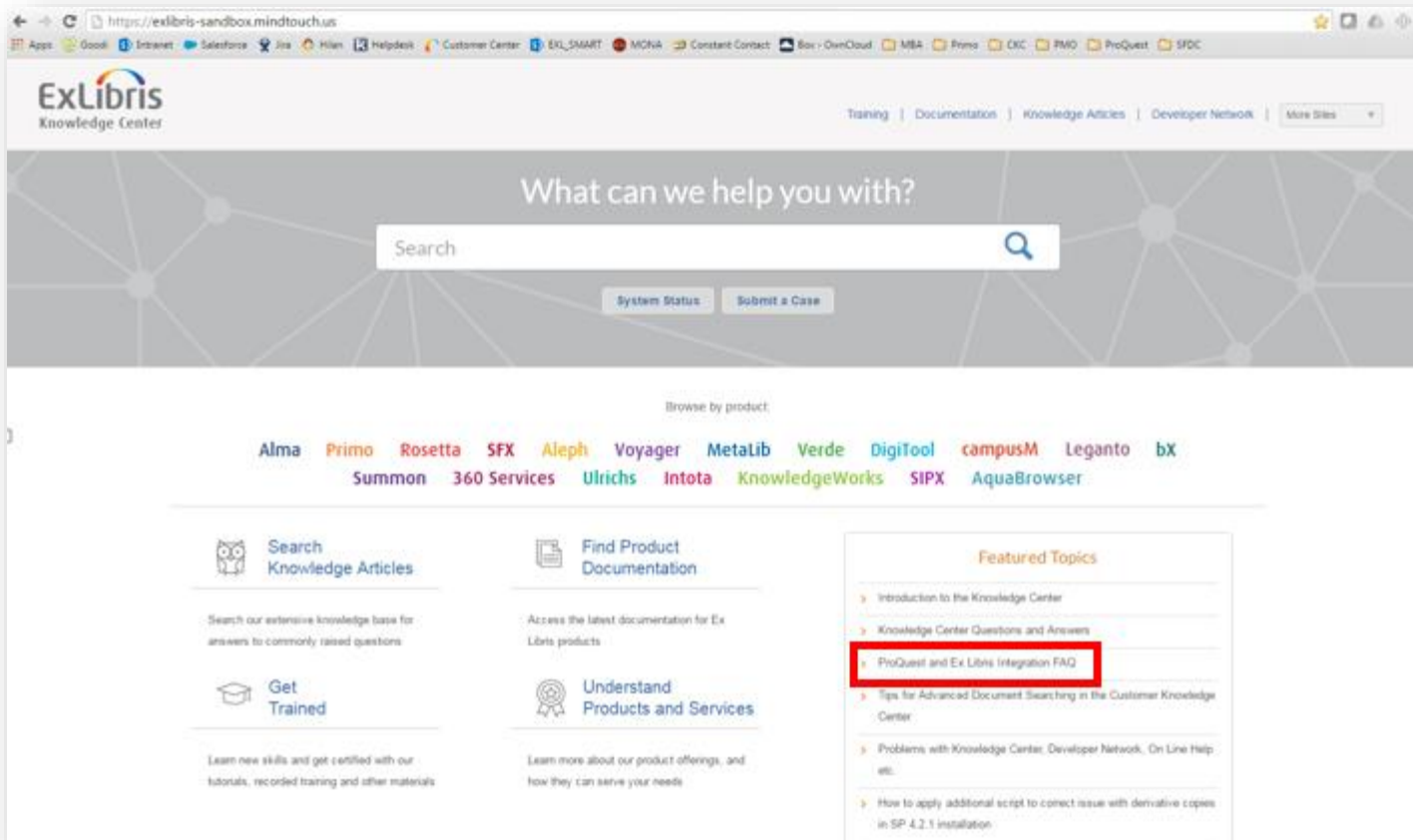


# Ex Libris Knowledge Center

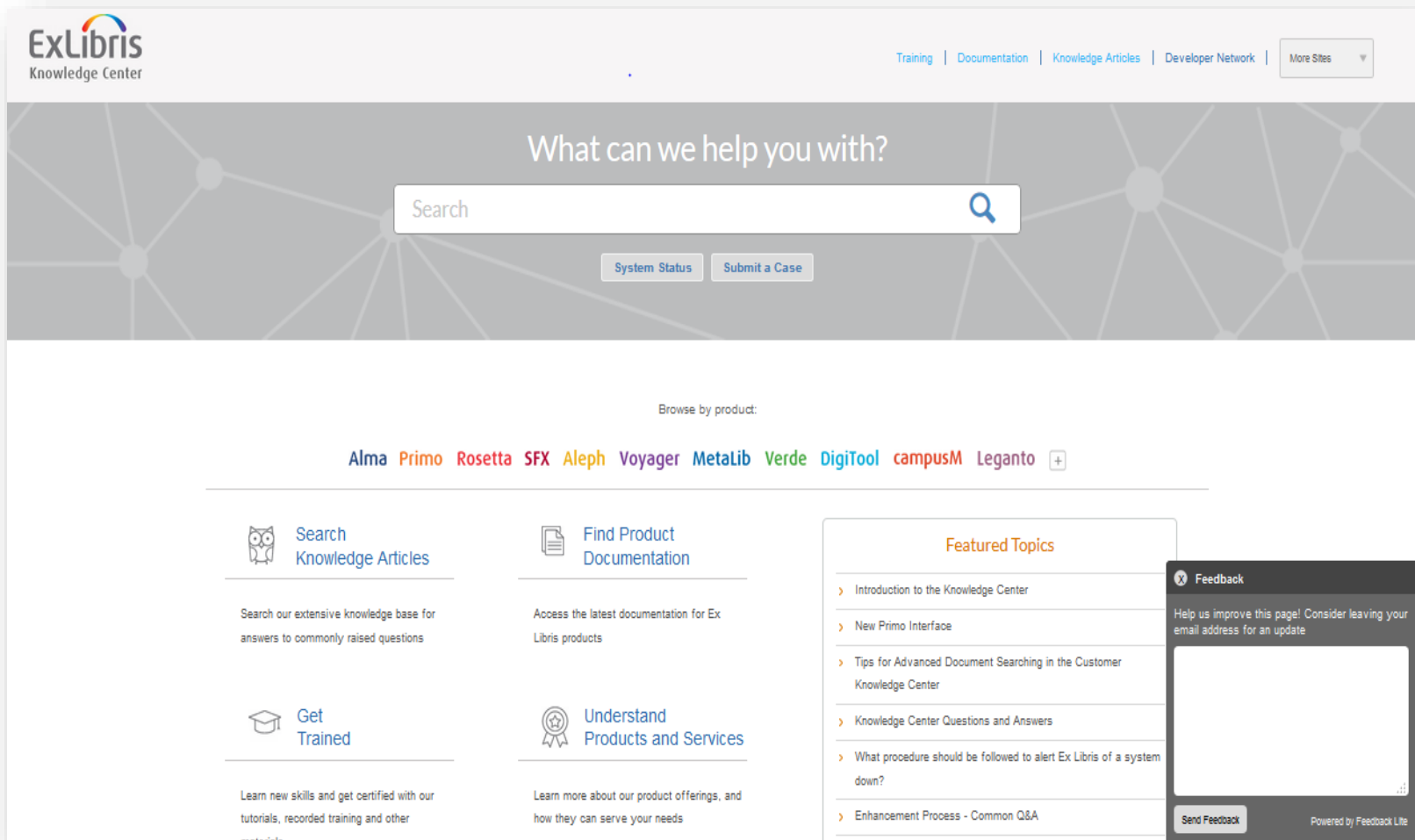
**igelu**  
International  
Group of Ex Libris Users

**ExLibris**  
a ProQuest Company

# Integrating Customers Experience



# Improving the Content Quality



The screenshot shows the ExLibris Knowledge Center homepage. At the top left is the ExLibris logo with the tagline 'Knowledge Center'. To the right are navigation links: Training, Documentation, Knowledge Articles, Developer Network, and a More Sites dropdown. Below the navigation is a large banner with the text 'What can we help you with?' and a search bar. Under the search bar are two buttons: 'System Status' and 'Submit a Case'. Below the banner is a section titled 'Browse by product:' followed by a list of product names: Alma, Primo, Rosetta, SFX, Aleph, Voyager, Metalib, Verde, DigiTool, campusM, Leganto, and a plus icon. Below this list are four main content areas: 'Search Knowledge Articles' (with an owl icon), 'Find Product Documentation' (with a document icon), 'Get Trained' (with a graduation cap icon), and 'Understand Products and Services' (with a ribbon icon). To the right of these areas is a 'Featured Topics' section with a list of links. At the bottom right is a 'Feedback' widget with a text input field and a 'Send Feedback' button.

ExLibris Knowledge Center

Training | Documentation | Knowledge Articles | Developer Network | More Sites


What can we help you with?

Search


System Status Submit a Case

Browse by product:


Alma Primo Rosetta SFX Aleph Voyager Metalib Verde DigiTool campusM Leganto +

 Search Knowledge Articles


Search our extensive knowledge base for answers to commonly raised questions

 Find Product Documentation

Access the latest documentation for Ex Libris products

 Get Trained

Learn new skills and get certified with our tutorials, recorded training and other materials

 Understand Products and Services

Learn more about our product offerings, and how they can serve your needs

Featured Topics

- > Introduction to the Knowledge Center
- > New Primo Interface
- > Tips for Advanced Document Searching in the Customer Knowledge Center
- > Knowledge Center Questions and Answers
- > What procedure should be followed to alert Ex Libris of a system down?
- > Enhancement Process - Common Q&A

Feedback

Help us improve this page! Consider leaving your email address for an update

Send Feedback

Powered by Feedback Lite

# Knowledge Targeted Broadcasting



Dear colleagues,

We are happy to send to you the third installment of featured Primo articles, which have been hand-selected by our Support teams. These articles are specifically targeted at your needs as a Total Care institution.

Further, we have implemented a dynamically-populated list of Articles [Primo Knowledge Articles Homepage](#), where you can easily view the most relevant articles, highest rated articles and those most recently added and updated.

As you can see, many improvements have been integrated and the Knowledge Center is the most efficient site to locate all Knowledge Resources.

Want to help us improve more? Have suggestions or notes on a specific page? Please let us know!

The "Feedback" tab appears on the bottom-right of each page throughout the site.

Click on the feedback, leave your comments and an email address and we will get back to you with an answer as well!

And now, the reason we have gathered here today:

- [Primo Back Office Access for Total Care Customers](#)
- [Tips for Primo TotalCare Success](#)
- [How do you create a URL that will link users directly to the My Account page in Primo?](#)
- [Debugging CSS and JavaScript](#)
- [How can PDS show if user enters a wrong password?](#)
- Getting the most out of Primo with [Getting Started](#), [Primo Administration](#) and [What's New](#) training videos
- Had a System Down/Event? Go to the [Primo RCA Reports](#) for more information on Multi-Tenant environments
- [Tips for Advanced Document Searching in the Customer Knowledge Center](#)
- The [RESTful API for System Status](#) is a developers' guide for integrating Ex Libris System Status information into your local application

Have any follow up questions? Please do not hesitate to contact us directly at [support@exlibrisgroup.com](mailto:support@exlibrisgroup.com).

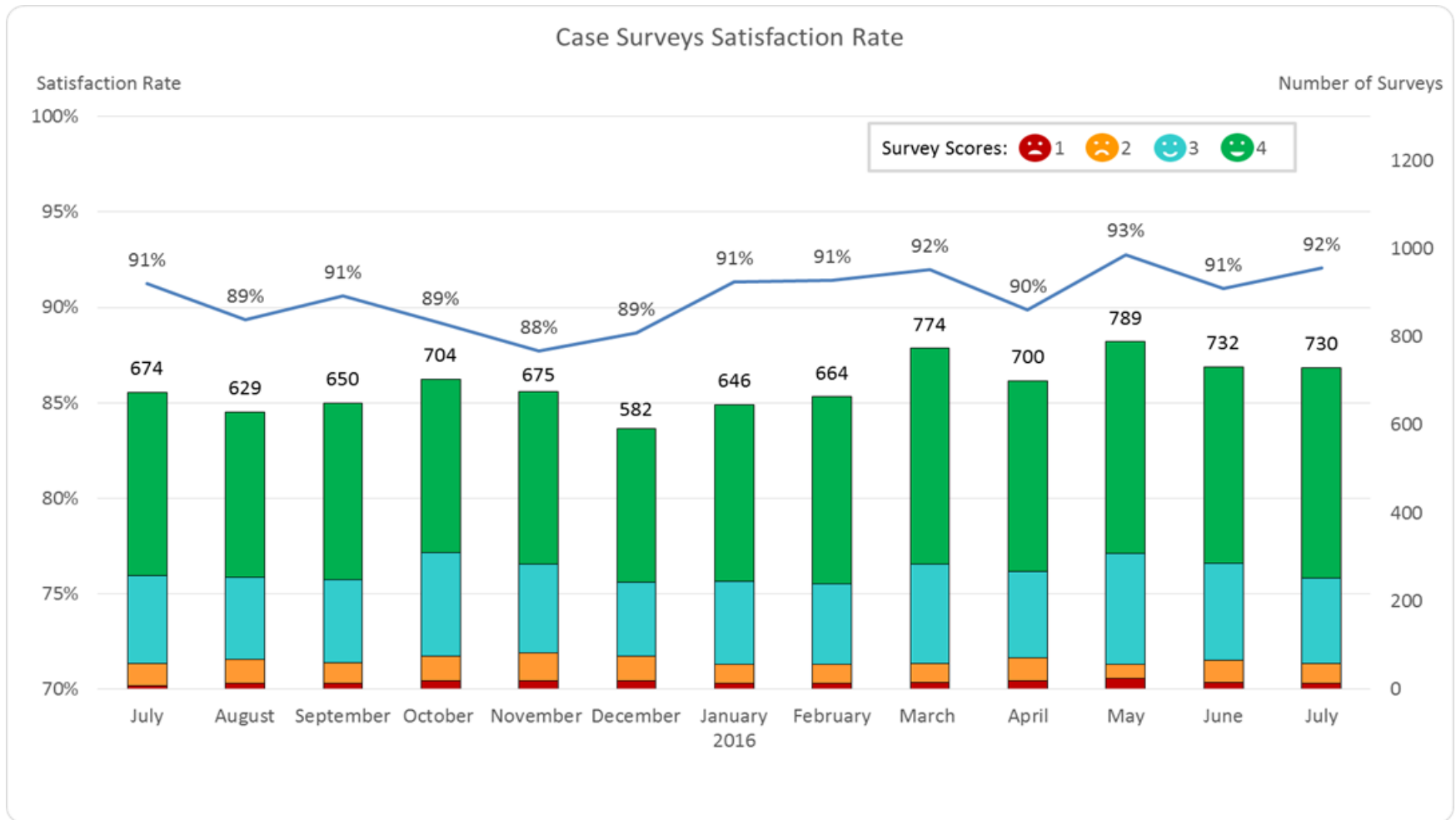
Best regards,  
Ex Libris Global Support





# Customer Feedback

# Satisfaction Surveys Statistics – Monthly Thread



Increase in number of surveys responded to, following ongoing changes to survey sending rules

**Added internal breakdown of survey scores**

# Positive Customer Feedback



"The change we requested was made straight away, and we really appreciated it."

" The response was, as usual, prompt and courteous. The analyst provided information to fix the problem myself rather than fixing it for me, turning the experience into a development opportunity for me to learn more about the system."



"Very clear and comprehensive answer, including documenting the issue as a KCS for others to find. Excellent, many thanks! "

" Excellent and thorough analysis and support!"





# Constructive Customer Feedback



"The explanation I was given for this problem was not satisfactory. The questions I asked were not properly answered."

"The solution was accurate and solved the problem, but the time in progress was extended. "



" The problem wasn't caused by us and it took 12 (!) days to solve it on our sandbox system although the same problem was known and fixed on our production system a few days before. "

**THANK YOU**  
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