



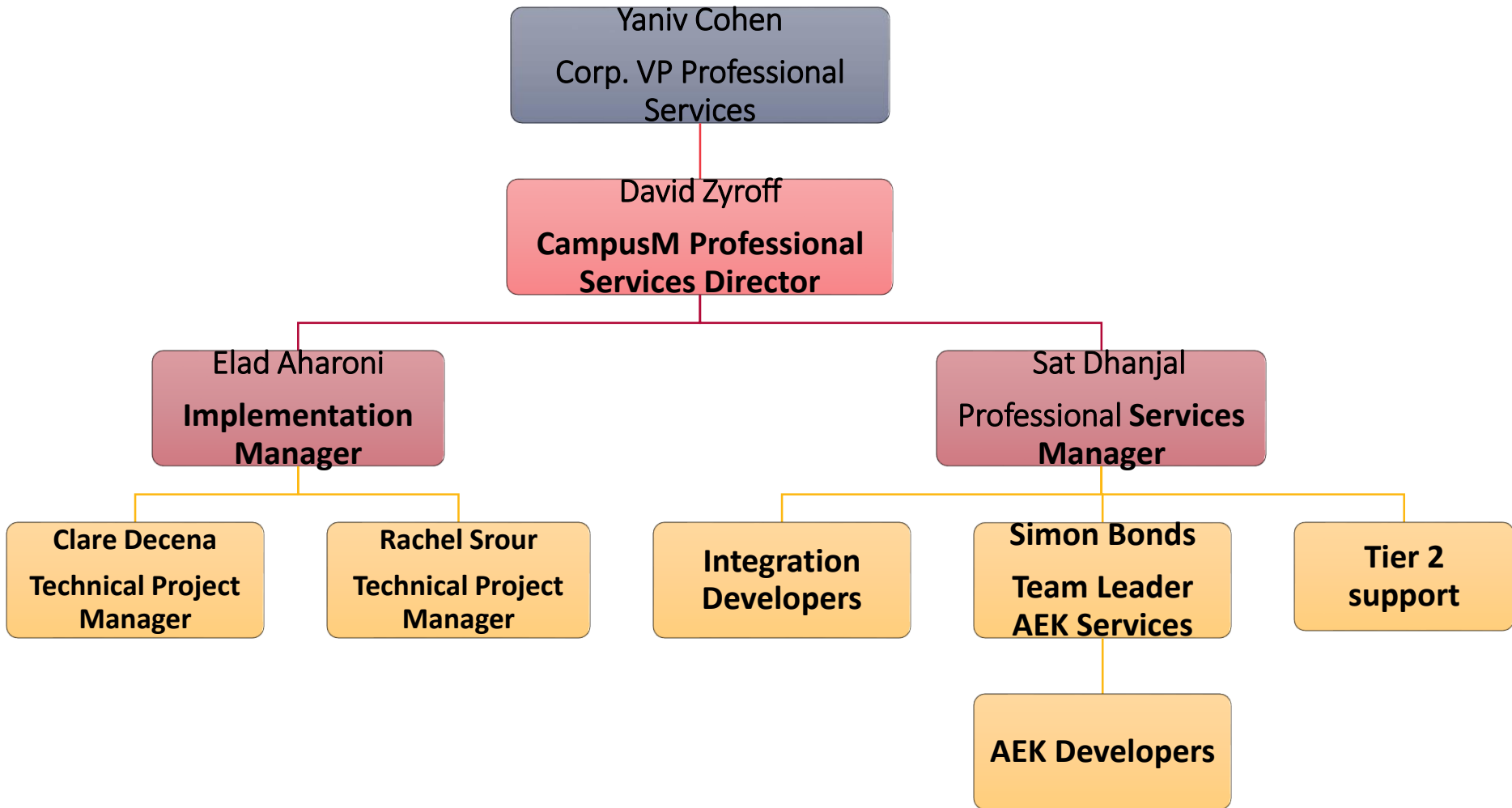
campusM Support / Services

campusM User Group Meeting
Sydney, Australia

Feb 28, 2018


a ProQuest Company

campusM Services



campusM Growing Knowledge Resources



**Knowledge
Center**

**Developer
Network**

Training

**Ask the
Expert**

**Status Page
(Cloud)**

**Idea
Exchange**

Ex Libris Knowledge Center (CKC)

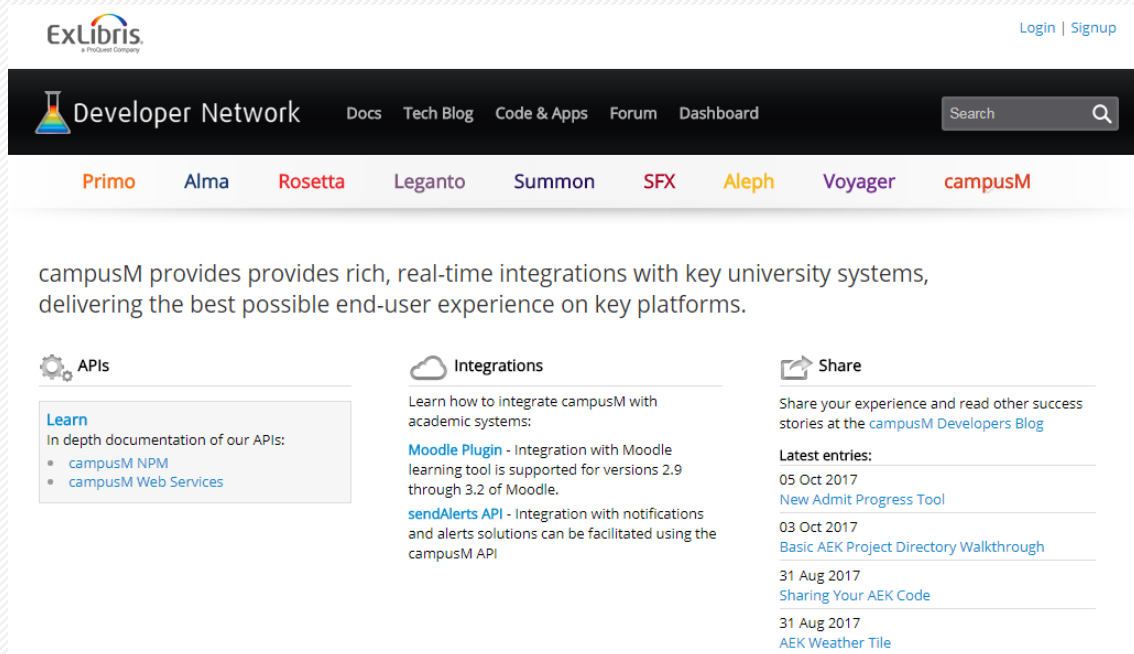
A valuable reference site for: product documentation, training, release notes and knowledge articles. Accessible as a quick link from within App Manager

The screenshot displays the Ex Libris Knowledge Center (CKC) interface for campusM. At the top left, the logo reads "ExLibris Knowledge Center" with "a ProQuest Company" below it. To the right are three buttons: "More Sites" with a dropdown arrow, "System Status" with a dropdown arrow, and "Submit a Case". Below the logo is a search bar with the placeholder text "Search under current path" and a magnifying glass icon. On the right side of the search bar is the "campusM" logo. Below the search bar is a breadcrumb trail: "Home » campusM". In the top right corner, there is a share icon. The main content area features two large red-bordered boxes. The left box contains a red icon of a document with a list, the text "Product Documentation", and the subtext "Access the latest documentation for Ex Libris products". The right box contains a red icon of a graduation cap, the text "Training", and the subtext "Learn new skills and get certified with our tutorials, recorded training and other materials". At the bottom left, there is a blue "feedback" button.

<https://knowledge.exlibrisgroup.com/campusM>

Developer Network

Useful information for developers, including useful resources for APIs and integrations with campusM



The screenshot shows the ExLibris Developer Network page for campusM. The page features a navigation bar with links for Docs, Tech Blog, Code & Apps, Forum, and Dashboard, along with a search bar. Below the navigation bar, there are tabs for various systems: Primo, Alma, Rosetta, Leganto, Summon, SFX, Aleph, Voyager, and campusM. The main content area includes a paragraph stating that campusM provides rich, real-time integrations with key university systems. Below this, there are three sections: APIs, Integrations, and Share. The APIs section includes a 'Learn' link and a list of API documentation links. The Integrations section includes a 'Learn' link and a list of integration articles. The Share section includes a 'Share' link and a list of success stories.

ExLibris
A PROQUEST COMPANY

Login | Signup

Developer Network Docs Tech Blog Code & Apps Forum Dashboard Search

Primo Alma Rosetta Leganto Summon SFX Aleph Voyager campusM

campusM provides provides rich, real-time integrations with key university systems, delivering the best possible end-user experience on key platforms.

APIs

Learn
In depth documentation of our APIs:

- campusM NPM
- campusM Web Services

Integrations

Learn how to integrate campusM with academic systems:

- Moodle Plugin** - Integration with Moodle learning tool is supported for versions 2.9 through 3.2 of Moodle.
- sendAlerts API** - Integration with notifications and alerts solutions can be facilitated using the campusM API

Share

Share your experience and read other success stories at the [campusM Developers Blog](#)

Latest entries:

- 05 Oct 2017
[New Admit Progress Tool](#)
- 03 Oct 2017
[Basic AEK Project Directory Walkthrough](#)
- 31 Aug 2017
[Sharing Your AEK Code](#)
- 31 Aug 2017
[AEK Weather Tile](#)

<https://developers.exlibrisgroup.com/campusm>

Status Page

Allows you to register to alerts and scheduled maintenance notices on the campusM hosting environment

ExLibris System Status
a ProQuest Company

[System Status](#) | [Privacy Policy](#) | [Security](#)

The System Status page presents the latest information on the availability of all multitenant instances. You may check this page at any time to see the current status information, or subscribe to be notified via email of interruptions to any individual service. If you are experiencing a real-time, operational issue that is not indicated below, please inform us by opening a customer support request.

System: Region:

	Instances	Email Alerts	Current Status	Jan-27	Jan-26	Jan-25	Jan-24	Jan-23	Scheduled Maintenance
<input type="checkbox"/>	campusM AP01								
<input type="checkbox"/>	campusM EU01								
<input type="checkbox"/>	campusM NA01								

Service is operating normally Information/Service Alert Information Performance issues Service disruption Scheduled maintenance

<http://status.exlibrisgroup.com/>

Ex Libris Idea Exchange

Allows users to share, support, and discuss ideas with the Ex Libris user community. Anyone can participate by providing your name and an institutional email address

The screenshot shows the Ex Libris Idea Exchange interface for campusM. At the top left is the Ex Libris logo with the tagline 'a ProQuest Company' and 'ideaexchange'. Below the logo is the 'campusM' title. The main content area contains a message: 'Your feedback matters to us. Help us improve campusM by telling us what you'd like to see using the message areas below. You can also support something already posted.' This is followed by a paragraph stating that while they cannot respond to every idea, they are committed to the most popular ones. A link to 'FAQ and guidelines' is provided. Below this is a section titled 'How can we improve campusM?' with a text input field labeled 'Enter your idea'. Underneath the input field are several filter buttons: 'Hot ideas' (highlighted in red), 'Top', 'New', 'Category' (with a dropdown arrow), 'Status' (with a dropdown arrow), and 'My feedback'. On the right side of the page, there is a 'sign in' button for new and returning users. Below that is a list of navigation links for 'campusM': 'Post a new idea...', 'All ideas', 'My feedback', 'AEK 13', 'All Platforms 35', 'Analytics 2', 'Android App 1', 'App Manager 19', 'Integrations 4', 'iOS App 3', and 'Portal 3'.

<http://ideas.exlibrisgroup.com/>

Email Preferences

Subscribe to Product-specific notifications for Ex Libris products

- Product News, Upcoming Release info
- Release install date notices & maintenance Alerts from the Ex Libris System Status Page

Subscribe to Ex Libris News & Info Notifications

- Articles – targeted notifications to highlight valuable & timely knowledge articles & documentation
- Messages to Ex Libris customers – notifications from Support about holiday hours

Email Preferences



Logout

Logged in as Ex Libris/PQWS Customer (eproduct1212@sf.com)

Cases

Search Cases

KB Items

Publish

Account Assets

Email Preferences

Messages and Alerts

[Link to Salesforce documentation](#)

[Escalation policy](#)

[Contact us](#)

Welcome, Ex Libris/PQWS Customer

[My Profile](#) | [Logout](#)

Search

Search All ▾

Go!

[Advanced Search...](#)

Recent Items

00232080

00232079

00223079

00203153

Email Preferences

Dear Ex Libris/PQWS,
In this page you can manage your email preferences and subscribe to relevant mailing lists. Personal details, such as email address, can be edited under [My Profile](#).

Available Mailing Lists

Select All

Product Specific Support Messages ¹

- Aleph
- Alma
- CampusM
- DigiTool
- MetaLib
- PC via Primo
- Primo (includes subscription to corresponding System Status Page notifications)
- SFX
- SFX KB
- Voyager

Ex Libris News and Information

- Articles
- Messages for Ex Libris customers (e.g. availability of local offices during holidays, etc.)

Save

campusM Key Initiatives Aiding Support



**Fix Dates &
Releases**

**Proactive
Monitors**

**Tiered
Coverage**

Multi-Tiered Support (including 24x7)

Help clients resolve critical issues, obtain product knowledge, and develop in-house skills to manage their campusM environment

LOCAL

Regional support is available during normal business hours and acts as a customer helpdesk

HQ

Supporting IT technical issues which could not have been resolved by tier 1 (local) support

24x7

Monitoring the data centers and can be used for system down and urgent issues only

http://knowledge.exlibrisgroup.com/Cross-Product/Knowledge_Articles/Escalation_Policy

Support coverage for existing and new integrations

Change requests for existing integrations 10 working days, and for new user experience or new integration 4 weeks lead time

campusM Support Coverage

Type of Request / Report	Description	SLA
Queries and defect / issue reports	This type of standard support area covers issues and queries related to the campusM application / Web portal and the integration to systems delivered as part of work originally delivered by Ex Libris.	Per SLA noted above
Change request (Standard): User experience	Standard change requests to the originally delivered fully branded campusM app / Web portal user experience occur from time-to-time and are supported by Ex Libris up to once / month . Examples include changes to colors, images, text/labels and icon sizes.	10 business day lead time from request to delivery (necessitates any relevant pre-requisites be provided by customer)
Change request (Standard): Existing integrations	Standard change requests to the originally delivered campusM app / Web portal integrated systems occur from time-to-time and are supported by Ex Libris up to once/ month . Example includes swapping out an existing API URL for an existing back-end system, for when a University system/hostname changes, but while the back-end system itself is not changing.	10 business day lead time from request to delivery (necessitates any relevant pre-requisites be provided by customer)
Change request (Advanced): Existing integrations	Advanced change requests to the originally delivered campusM app / Web portal integrated systems occur from time-to-time and are supported by Ex Libris up to once / quarter .	10 business days from agreed scope to delivery (necessitates any relevant pre-requisites be provided by customer)

https://knowledge.exlibrisgroup.com/campusM/Product_Materials/Overview_Materials/campusM_Support_Overview

Support Escalation Paths

Support is handled via Salesforce cases, including 24/7 Hub support for System / Component down

Escalation Order	Contact Person
1 st	campusM Escalations campusm-escalations@exlibrisgroup.com
2 nd	Sat Dhanjal, Services Manager, campusM Sat.Dhanjal@exlibrisgroup.com
3 rd	David Zyroff, Director of Global Services, campusM David.Zyroff@exlibrisgroup.com
4 th	Ido Peled, Corp. VP Mobile Campus Solutions, campus Ido.Peled@exlibrisgroup.com



Thank You