What's New in the Support Center?

On November 8, 2021, the ProQuest and Ex Libris Support Centers united to form a single and upgraded customer support center. Since launching the new support center, we've been fixing and improving it based on your feedback. Check back here often to find what's new with the support center.

July 20, 2022

• Incorrect link to submit a case from Dialog chat - fixed
• Heading display of some Knowledge Articles - fixed

June 15, 2022

• EDT Administrator missing from the Dissertations chat product list - added
• Knowledge Articles display issue - fixed
• Some case details are displayed on the right side of all case tabs - added
• Ability to add a new case comment while viewing the previous case comments - added
• Last Updated Date/Time did not populate correctly - fixed (going forward)
• 'Escalate' button incorrectly displayed on closed cases - removed

May 18, 2022

• Link to 'Working with Case List Views' article added to the Helpful Links
• Some cases in Pending status did not show a Case Status - fixed
• Sorting of the Platform / Product on 'Request Training' form - fixed
• Ability to submit a some case without selecting a product - fixed
• Dynamic 'Notify Me' options on articles to reflect the subscription status (logged in users only) - fixed
• 'Reject and Reopen' button from the 'Awaiting Customer Confirmation' email sometimes sends an additional email - fixed
• Some satisfaction survey emails generated without a proper subject - fixed
• Knowledge Sharing group for Rapido - added

April 12, 2022

• Missing 'Pending Testing' button for some case statuses - fixed
• RapidILL available for non-logged-in Submit a Case - removed
• Some errors when cloning a case - fixed
• Some errors when clicking 'Reject and Reopen' in the 'Awaiting Customer Confirmation' email
• Formatting of comments created by email reply - fixed
• Korean email template for 'Awaiting Customer Confirmation' - fixed
• Linked Knowledge Resources URL sometimes not clickable - fixed

March 23, 2022
• Missing Sanborn Maps submitting a case, chat request and Training Request - added
• Missing EDT Administrator when submitting a case - added
• Missing article 'Was this helpful?' for non-logged-in users - added
• Ulrichsweb available when submitting a case as a non-logged-in user - removed
• Email notifications not formatted properly for email clients configured for plain text only - fixed
• Safari product label - updated

March 9, 2022
• Ex Libris Assets tab not available - added under Additional Actions
• 'Notify Me' did not work for email addresses with sub-domains - fixed
• 'Grant Permissions' tab description - fixed
• Missing EDT Administrator when creating a Training Request - fixed
• Missing 'Pending Testing' button for some case statuses - fixed

February 23, 2022
• Inconsistent product display for ProQuest Tech Support chat - fixed
• Error when creating a Training Request for ProQuest Dissertations and theses (PQDT) - fixed
• Some errors in cases created from chat - fixed
• Long emails partially added as comments with no indication - fixed

February 9, 2022
• Ability to select Ulrichsweb assets when creating a case - fixed
• Confirmation message when clicking the 'Close Case' button on a case - added
• Case email notifications' subject lines now include the case subject - added
• Product options missing from the Dissertations & Theses Platform / Service - added
• Bowker product label - updated
• Some errors when adding a case comment - fixed
• Items in the Linked Knowledge (Ex Libris) tab missing the article title - added
• 'New case' email notification when submitting a training request - added

January 24, 2022
• 'New case' email notification when reporting to Ex Libris from Alma/SFX - added
• Some error messages when creating a RefWorks case - fixed
• Ability to select Rialto assets when creating a case - fixed
• Incorrect link to manage email preferences in case notifications - removed
• Support center user registration header wording - fixed
• Duplicate ‘Submit a Case’ option - removed
• 'New Comment added' email notification to the customer when a customer adds a comment - added
• Informative error message when trying to register a new user using an existing user's email address - fixed
• Satisfaction survey email wording - improved
• Missing products in the Request Training form - added

January 10, 2022
• Display issues for some users with case history tab - fixed

December 21, 2021
• Incorrect Pending Customer Input reminders - fixed
• Redundant new case email for System Down cases - fixed
• Automatic case backend flows - fixed

December 14, 2021
• Some errors received when submitting a case - fixed
• Support Center tabs - rearranged
• Link to the Ex Libris Status Page - added
• Error message when escalating a case - fixed

December 6, 2021
• Case history tab in the Support Center - added

December 3, 2021
• Some missing 2015 cases - migrated

November 30, 2021
• Satisfaction survey email - added case details and improved formatting
• New comment email formatting - improved
• Corrupt German UI translation - removed

November 22, 2021
• Awaiting Customer Confirmation email - revised
• Grant Permissions not granting correct permissions - fixed
November 14, 2021

- Missing case attachments - added
- Broken direct link to case in email notifications - fixed
- Some customers received blank email notification - fixed

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