Ex Libris Support Update

EPUG-UKI AGM Meeting – 4th May 2021

Martin Büscher – Sr. Support Director EMEA

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- EMEA PQ/Ex Libris Technical Support – Who are we?
- Chat Support
- Ex Libris and ProQuest Integrated Salesforce
- New Status Page and improved Performance/Uptime Reports

EMEA PQ/Ex Libris Technical Support – Who are we?

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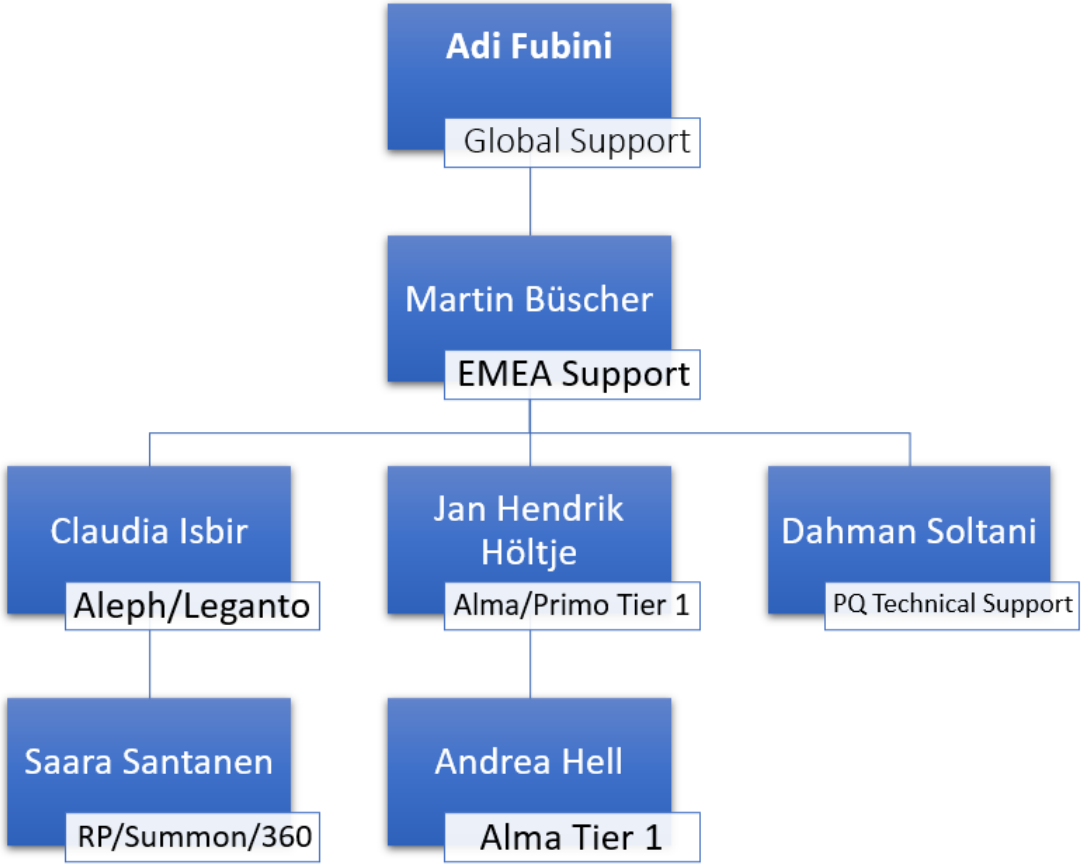
EMEA PQ/Ex Libris Technical Support



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Chat Support

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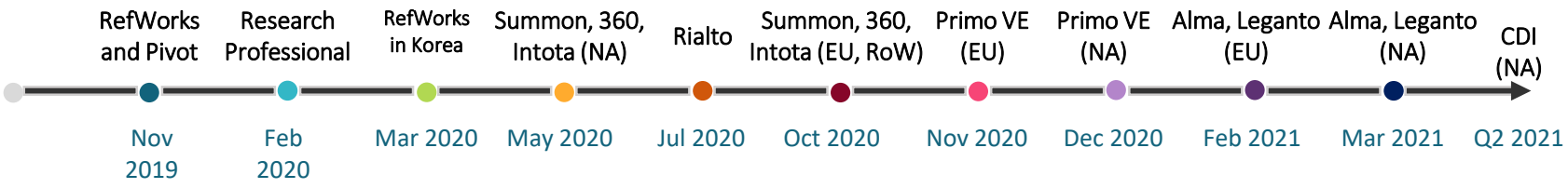
Chat Support Journey

Game changer in Support experience

Immediate *response*

Live support by our experienced analysts

Improved customer *satisfaction*



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Chat Usage Statistics - Alma

1342

Institutions enabled

56%

Enabled the **Chat with Support** role to at least 1 user

18%

Of incoming cases were initiated from chat

635

Chat sessions

48%

Resolved in chat

96%

Customer satisfaction

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Chat Support - Customer Feedback

- *It was a quick and easy experience. A perfect example of a use-case for the chat feature.*
- *What looked like a potential "huge" problem was identified and fixed within a couple of minutes because I was able to chat to someone very quickly. Absolutely brilliant service - what did we do without it!*
- *The chat function is user friendly, quick and efficient. So is the representative who assisted*
- *I got the answer I was looking for in just 2 minutes!*
- *The Support Analyst gave me a rapid answer. Within two or three minutes, I had been saved from a trawl through the documentation.*
- *Being able to chat with someone and get a quick resolution enabled me to continue moving ahead with this task without having to wait weeks for a ticket to be resolved. User on chat was friendly and prompt.*
- *The Support Analyst was so helpful and quick in resolving my issue during our Chat session. Excellent customer service! Thank you.*

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Ex Libris and ProQuest Integrated Salesforce

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Ex Libris and ProQuest Integrated Salesforce

Unified Salesforce for ProQuest and Ex Libris

Go Live in Q3 2021

New Customer Portal

Close cooperation with the community (IGELU and ELUNA)

Improved holistic experience based on Salesforce best practices

- Latest Salesforce technologies

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New Status Page and improved Performance/Uptime Reports

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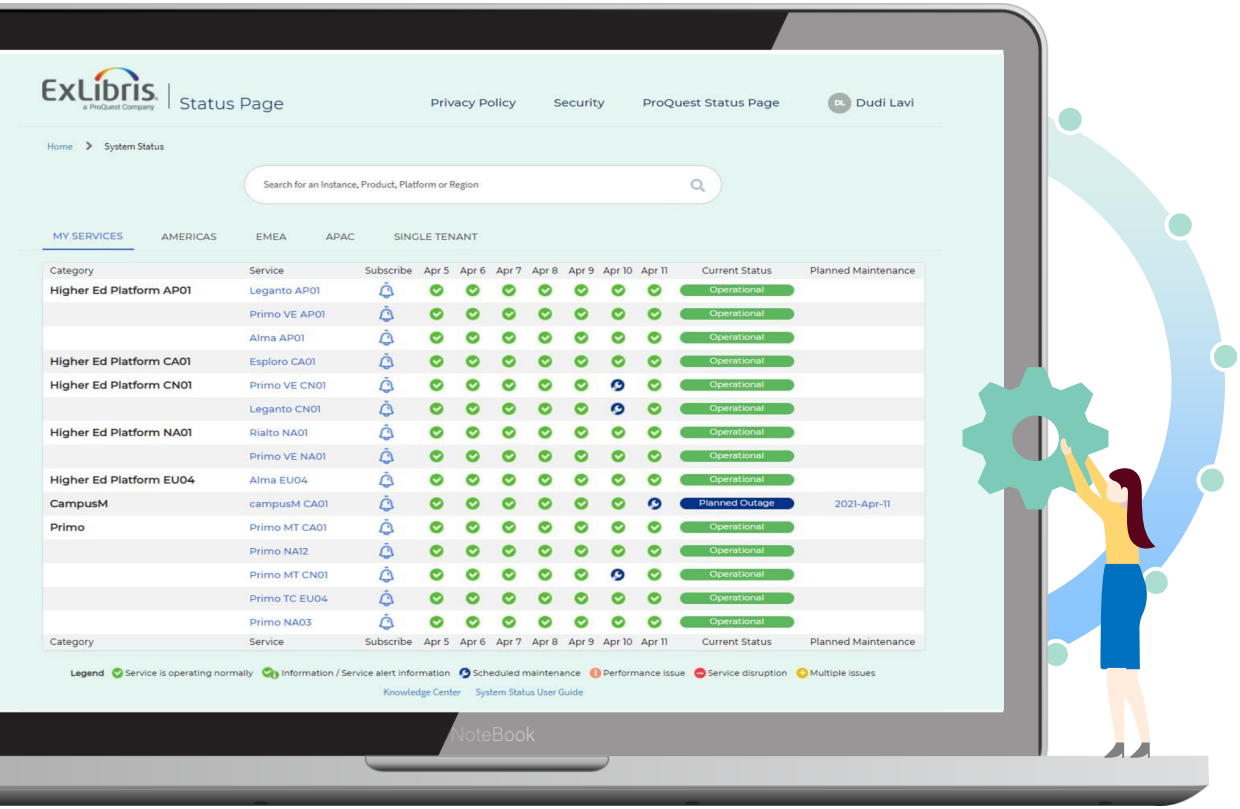
New System Status Page

LIVE



- Up to three months (90 days) status history
- Detailed Service disruption
- Personalized view according to time zone
- Easy, free text Search
- Mobile compatibility
- LIVE since April 26th

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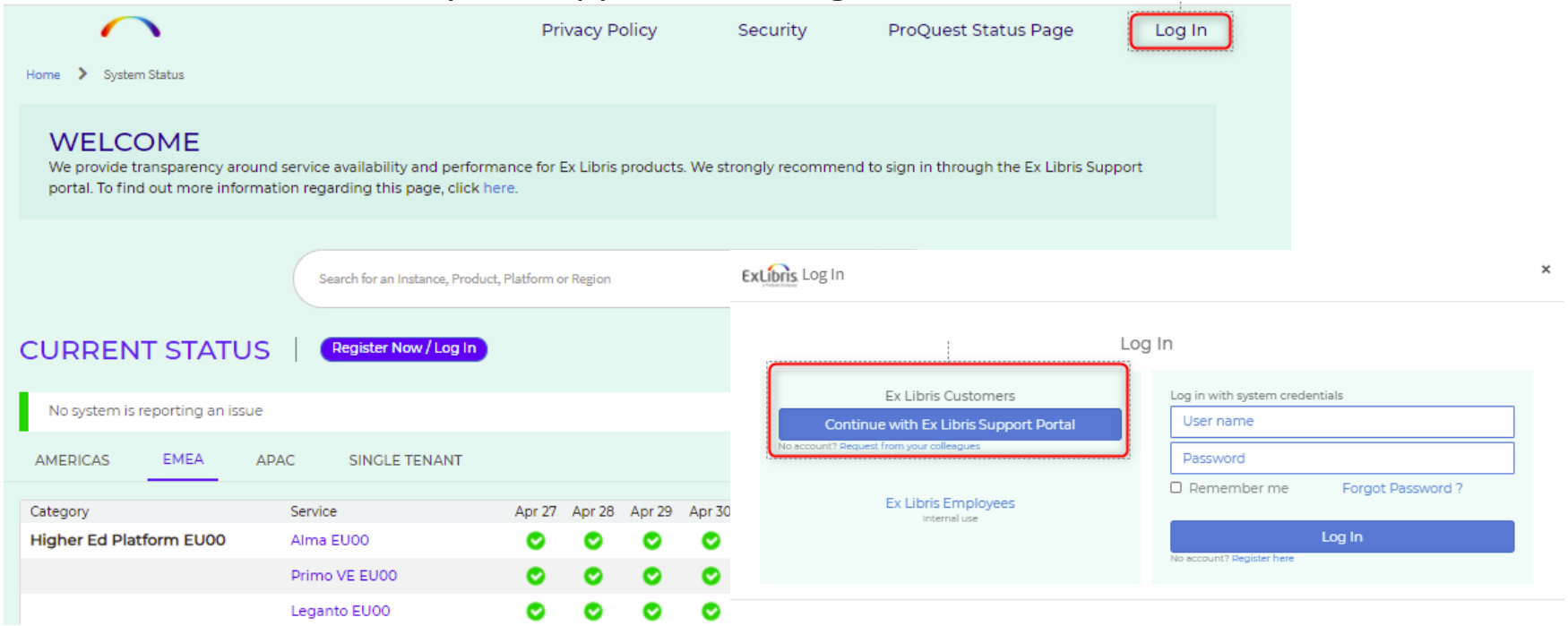
New System Status Page

- Login to this page to get a personal experience.
- We recommend to use your Support Portal login.



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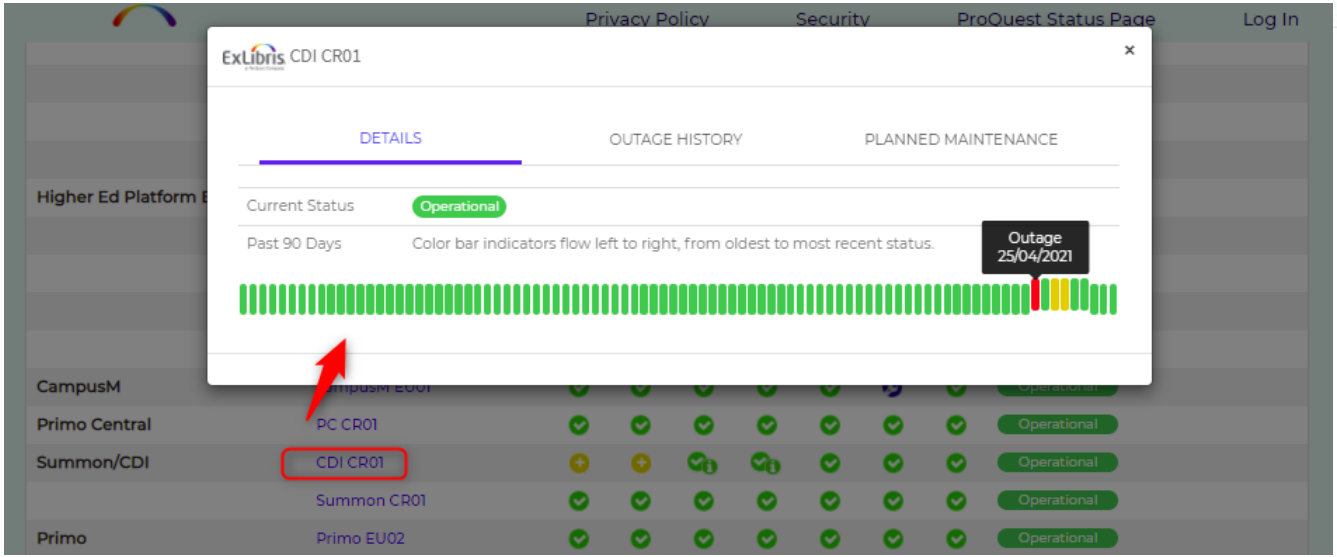
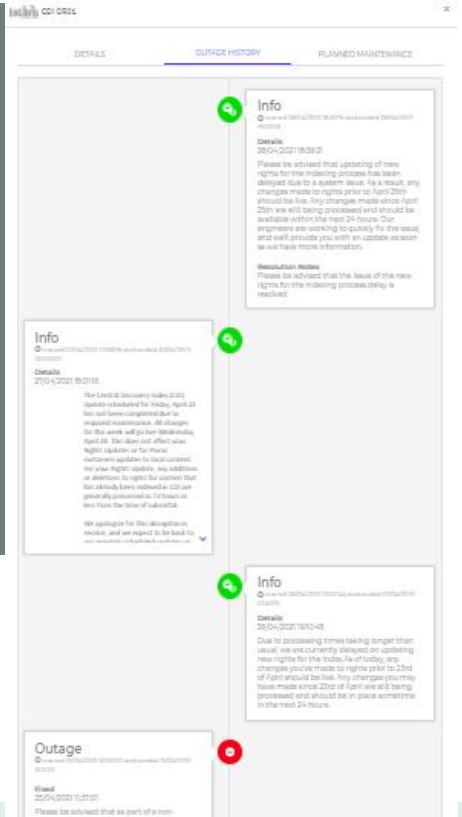
New System Status Page

- Click on the Instance Name to see details of past 90 days including outage history and planned maintenance:





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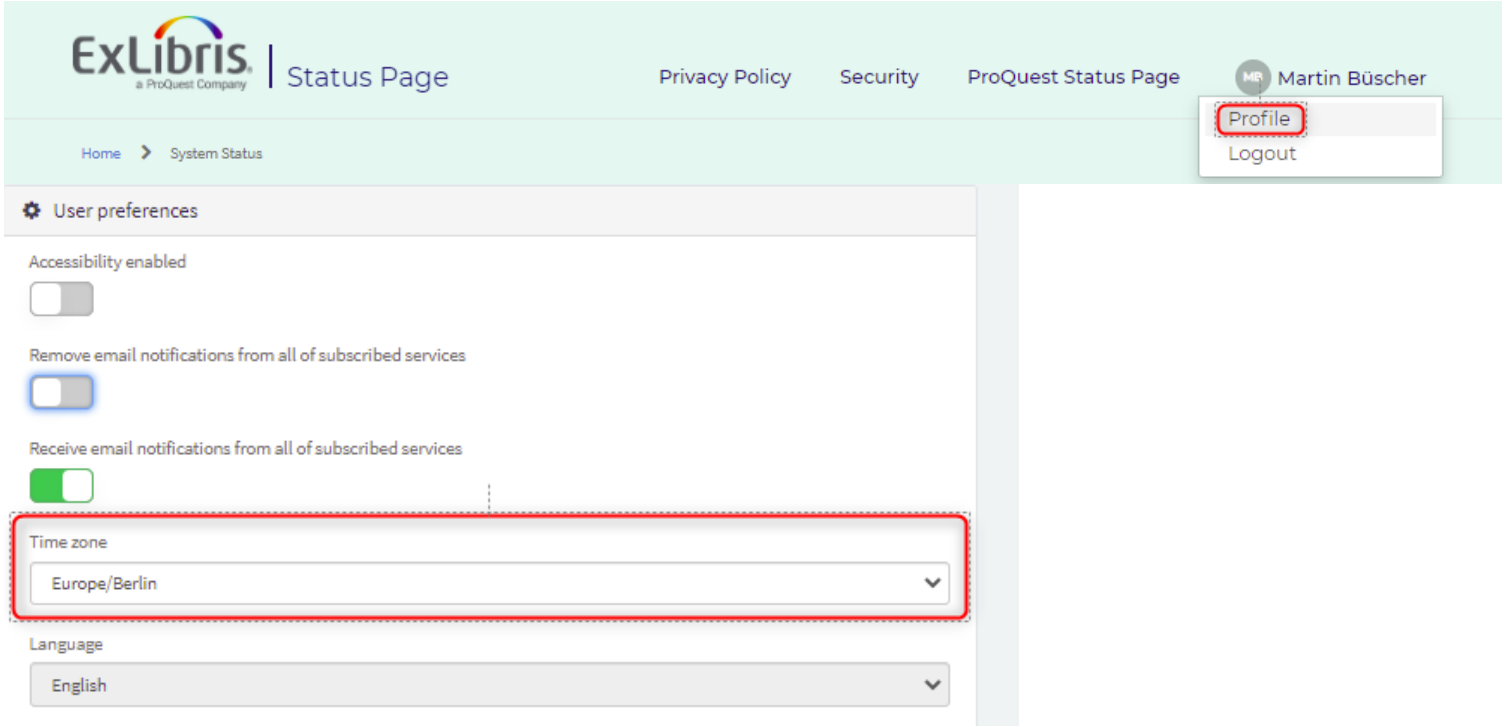
New System Status Page

- Under Profile you can manage your preferences including the time zone (used on the status page – emails are still in UTC).



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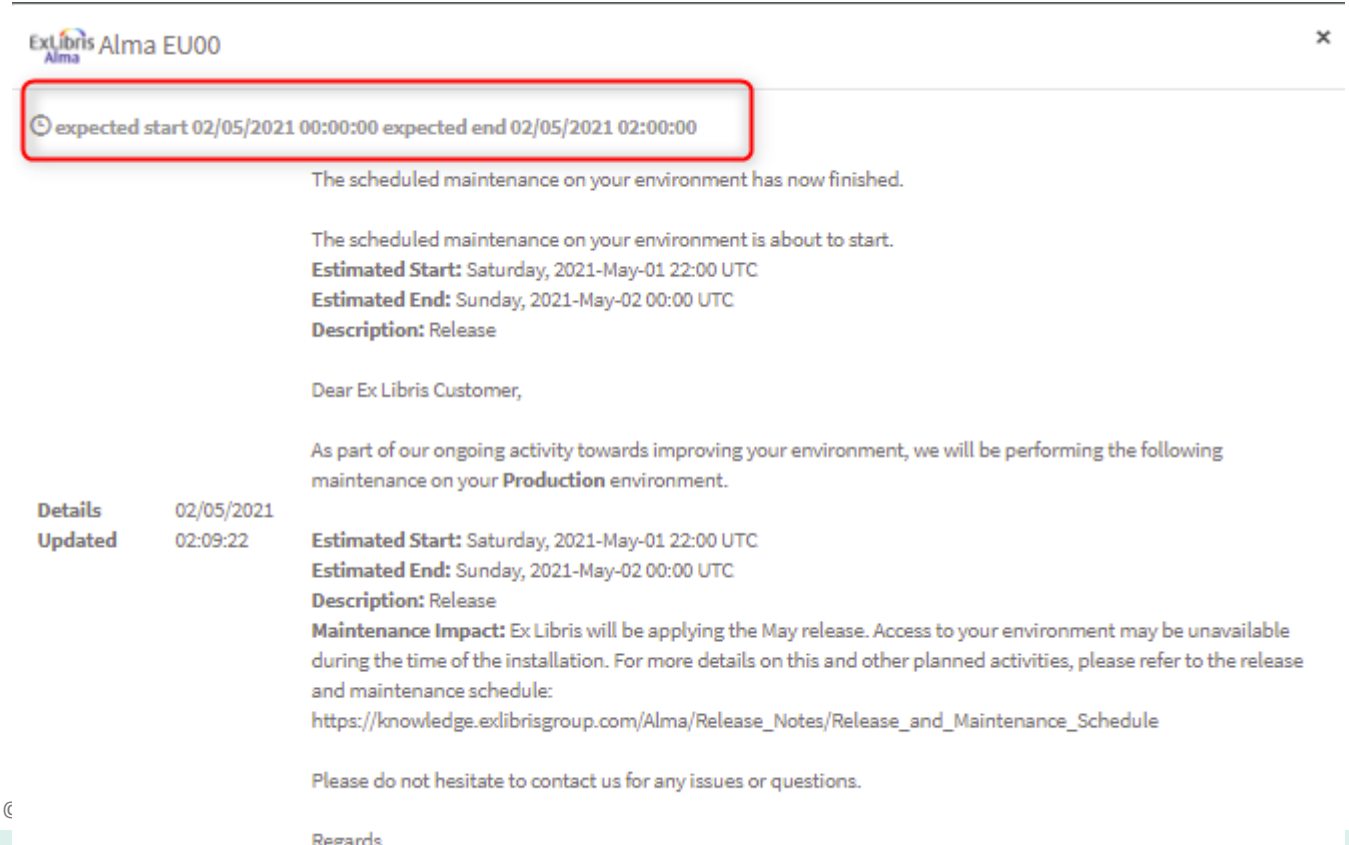
New System Status Page

- Example of a planned maintenance converted to Berlin time zone:



Alma EU00

expected start 02/05/2021 00:00:00 expected end 02/05/2021 02:00:00

The scheduled maintenance on your environment has now finished.

The scheduled maintenance on your environment is about to start.
Estimated Start: Saturday, 2021-May-01 22:00 UTC
Estimated End: Sunday, 2021-May-02 00:00 UTC
Description: Release

Dear Ex Libris Customer,

As part of our ongoing activity towards improving your environment, we will be performing the following maintenance on your **Production** environment.

Details Updated 02/05/2021 02:09:22

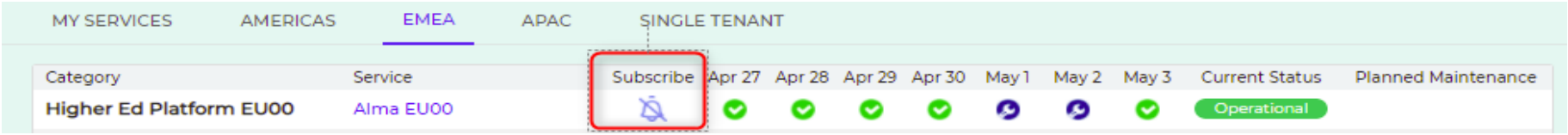
Estimated Start: Saturday, 2021-May-01 22:00 UTC
Estimated End: Sunday, 2021-May-02 00:00 UTC
Description: Release
Maintenance Impact: Ex Libris will be applying the May release. Access to your environment may be unavailable during the time of the installation. For more details on this and other planned activities, please refer to the release and maintenance schedule:
https://knowledge.exlibrisgroup.com/Alma/Release_Notes/Release_and_Maintenance_Schedule

Please do not hesitate to contact us for any issues or questions.

Regards

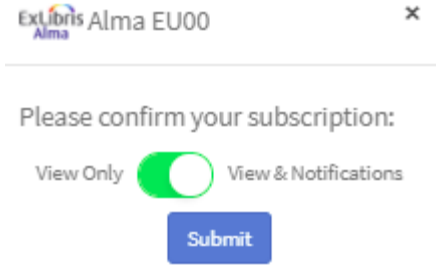
New System Status Page

- The bell symbol can be used to manage your subscriptions:

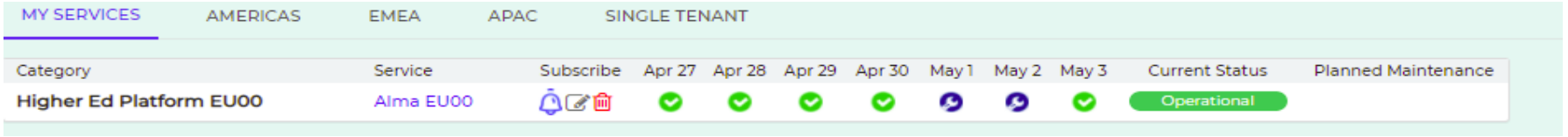


View Only: Will add the service to “My Services”-tab.

View & Notifications: Will add the service to “My Services” and you will get email notifications for any status change.



- Once you are subscribed you can edit and delete your subscription at the same place:



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New System Status Page

- The new page has an API to integrate the Ex Libris System Status for example with local monitoring tools in your institution.
- Interested in using it? Please send an email to exlibris_status@exlibrisgroup.com and we will provide you with the details.
- Customer OBV.SG created a program to return Nagios compliant status code and messages from the API: https://github.com/OBVSG/check-exlibris-system-status

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Higher-Ed-Platform Performance and Uptime Reports

Performance Report

For Alma, Leganto, Primo VE:

The system performance as measured on server side, on a rolling 3 month basis for October 2020 - December 2020:

Product	Average (seconds)	95% of all activity is faster than... (seconds)	What is being measured?
Alma	0.59 sec	1.71 sec	Staff user screens and online transactions
Primo VE	0.50 sec	1.81 sec	Search and full item details transactions
Leganto	0.08 sec	0.19 sec	End-user resource list transactions
Ex Libris Higher-Ed Cloud Platform	0.07 sec	0.15 sec	API transactions for the platform products

- **Since Q4 2020,** Ex Libris is publishing Performance Statistics for the Higher Ed Platform Products - Alma, Primo VE and Leganto.
- This information is included now in Uptime Reports.
- Reports can be found here: https://knowledge.exlibrisgroup.com/Cross-Product/Higher-Ed_Platform_Uptime_Reports/Europe

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Thank you!

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