Ex Libris Support Services - A Customer / Ex Libris Collaborative Review

Session 4.6, South School Monday, 15 September, 2014

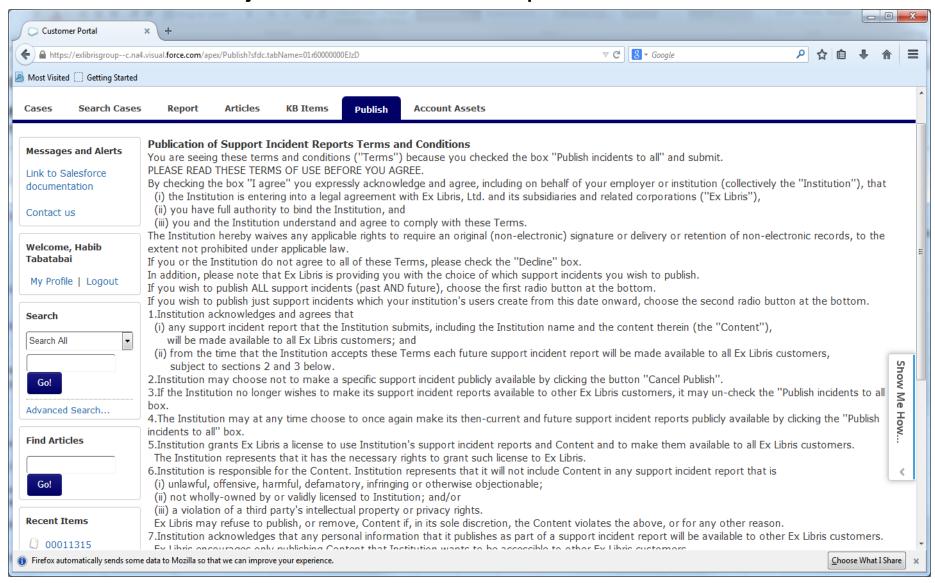
Martin Büscher, Head of European Support, Ex Libris
Pascal V. Calarco, Associate University Librarian, Research & Digital Discovery Services, University of Waterloo
Theo Engelman, Senior ICT consultant, Utrecht University Library; IGeLU SC
Adi Fubini, Director of Support, Ex Libris
Habib Tabatabai, Interim Executive Director, Chambers Library, University of Central Oklahoma

 You can also find the <u>Questions and Answers</u> from this session at:

Reach Salesforce Team at

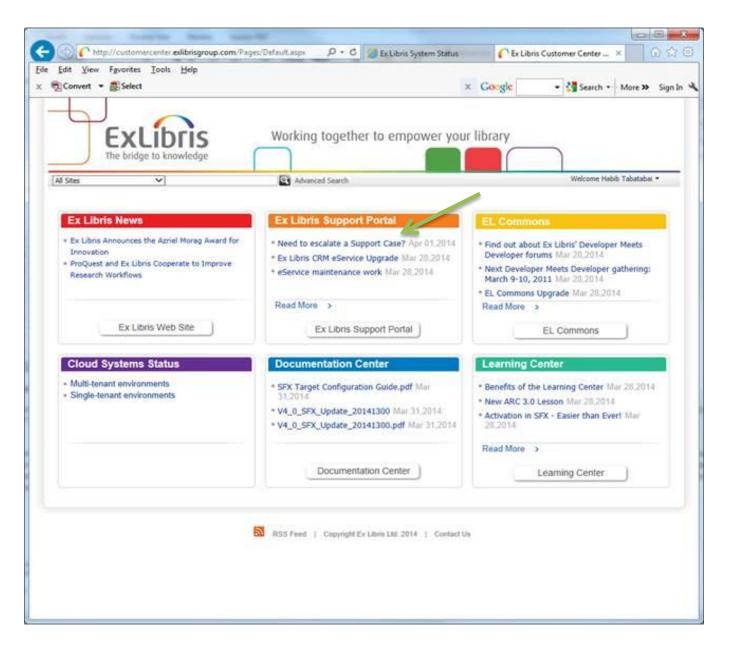
EL-SF.support@exlibrisgroup.com

Publish your cases to all. People can "Me Too" it.



Escalate your cases:

http://customercenter.exlibrisgro up.com/Pages/Escalation.aspx



1. Highlight the issue with the assigned owner via the Ex Libris Support Center.

2. Escalate to the customer support manager responsible for the product affiliated with the incident, according to the list below:

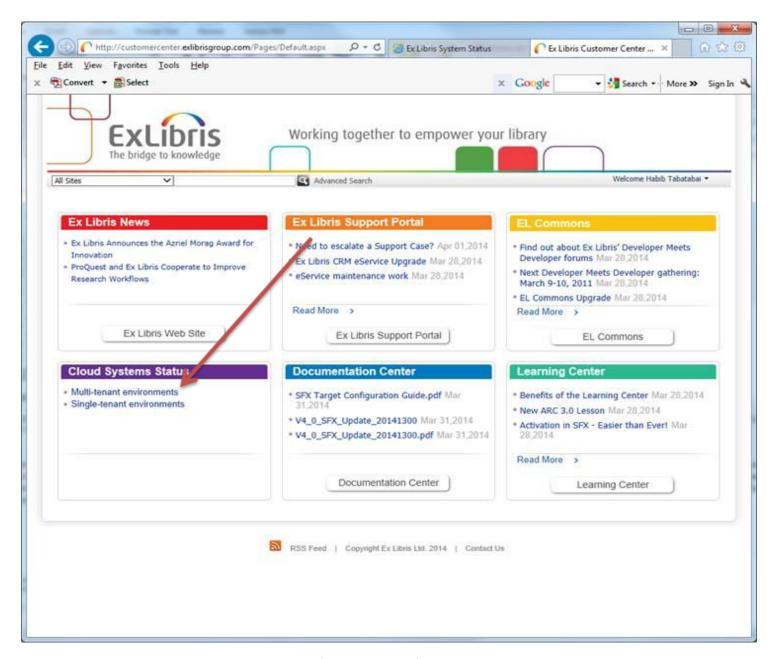
Product	Contact	E-mail
Alma	Judith Frankel	Almasupportescalation@exlibrisgroup.com
Aleph and Alephino	Martin Büscher	ALEPH supportes calation@exlibrisgroup.com
ьх	Zvi Finkin	bXsupportescalation@exlibrisgroup.com
DigiTool	Ayala Salant	DTLsupportescalation@edibrisgroup.com
MetaLib Support and KnowledgeBase	Evgenia Polyachek	MLsupportescalation@exlibrigroup.com
Primo	YaelShahar	PRIMOsupportescalation@exlibrisgroup.com
Primo Central Index (PCI)	Meni Toubul	PClescalationrequest@exlibrigroup.com
Rosetta	Ayala Salant	rosettaescalation@exlibrisgroup.com
SFX	Brian Noone	SFXsupportescalation@exlibrisgroup.com
SFX KnowledgeBase	Oren Gilboa	SFXKBsupportescalation@exlibrisgroup.com
Verde & USTAT	Yana Buzukashvili	VERDEsupport escalation@exlibrisgroup.com
Voyager	Julie Bister	VOYAGERsupportescalation@exlibriseroun.com
3. Escalate to the regional support focal point:		
Region	Contact	E-mail
North America	Yoav Eder	Yoav.Eder@exlibrisgroup.com
Europe	Martin Büscher	Martin.Buescher@exlibrisgroup.com
APAC	Nina Keren-David	Nina.Keren-David@exlibrisgroup.com
4. Escalate to the Global Support Director: Noam Kaminer - Noam Kaminer@exlibriseroup.com		

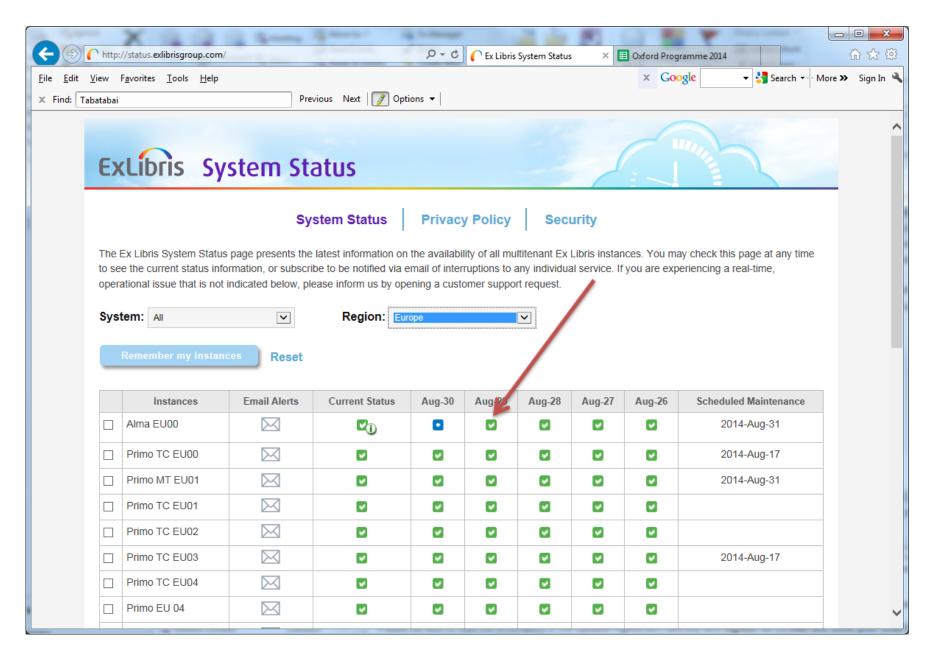
Next levels of Escalation if needed.

3. Escalate to the regional support focal point: Region Contact E-mail **North America** Yoav Eder Yoav.Eder@exlibrisgroup.com Martin Büscher Martin.Buescher@exlibrisgroup.com Europe **APAC** Nina Keren-David Nina.Keren-David@exlibrisgroup.com 4. Escalate to the Global Support Director: Noam Kaminer - Noam.Kaminer@exlibrisgroup.com

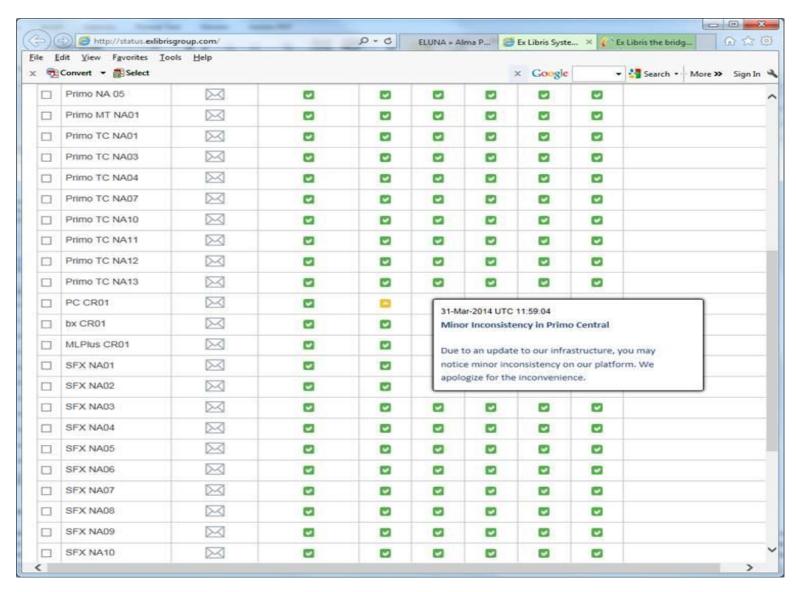
http://status.exlibrisgroup.com/

For multi-tenant environment With input from IGeLU and ELUNA, newly developed website displays the current and past 5 days status of SaaS Alma, Primo Total Care, Primo Central, and bX and scheduled maintenance windows.

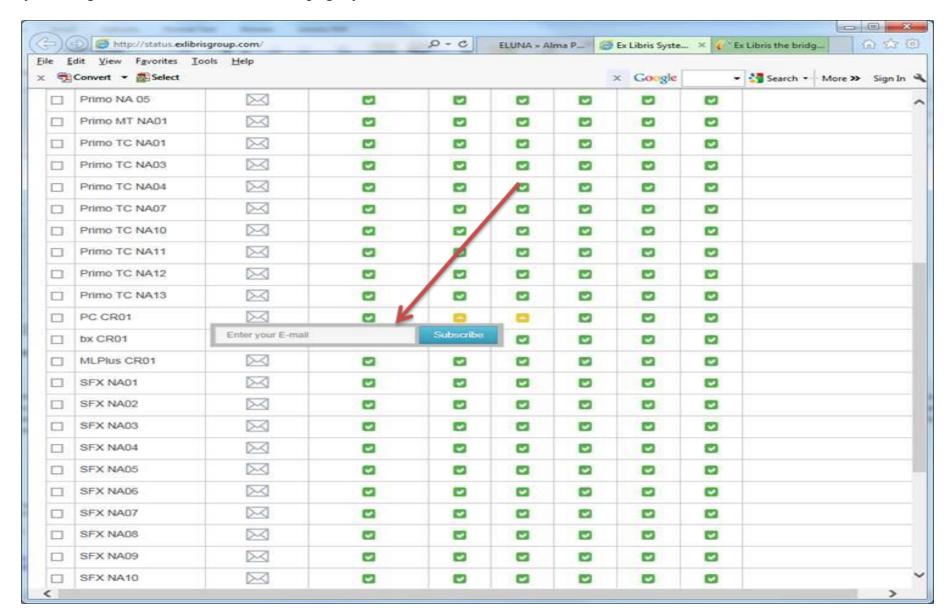




If you mouse over on any "orange" indicator, it will show you minor detail of the problem.



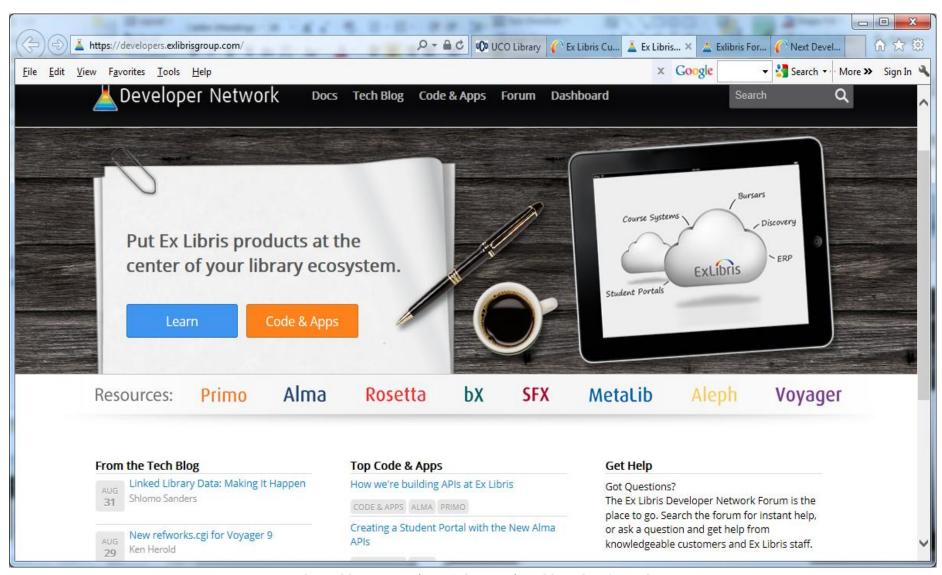
By clicking the email icon on the same page, you can subscribe to receive email notifications for status of effected services.



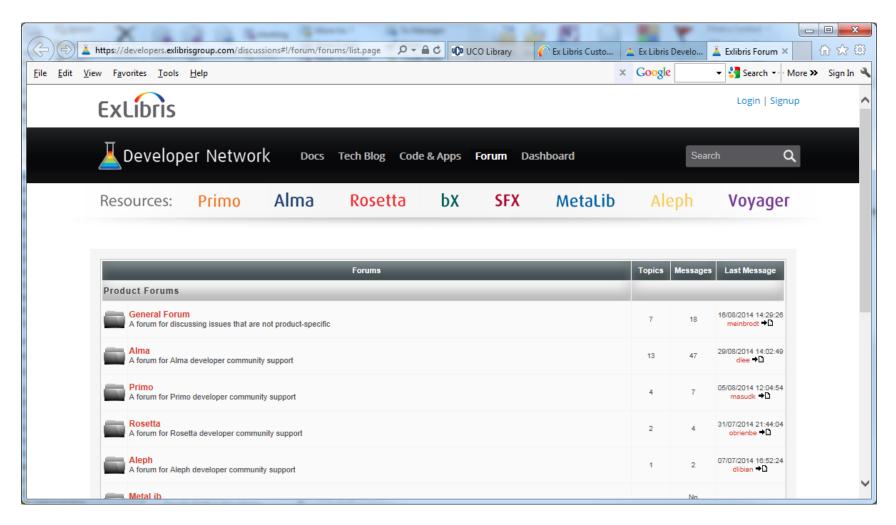
Q: What about other Direct instances?

A. all other instances – Single Tenant Environment, such as Aleph, Voyager, Primo Direct and other Direct customers will be notified as before by publishing updates in the 'Cloud Status page' and by sending emails with scheduled maintenance notifications based on mailing lists in Salesforce. http://customercenter.exlibrisgroup.com/Pages/cloudstatus.aspx
You can also access to both the above page through Customer Center" portal @ http://customercenter.exlibrisgroup.com

Another useful resource to find solutions is "Developers Network" at https://developers.exlibrisgroup.com/.



The Ex Libris **Developer Network Forum** is the place to go. Search the forum for instant help, or ask a question and get help from knowledgeable customers and Ex Libris staff. https://developers.exlibrisgroup.com/discussions#!/forum/forums/list.page



How can New Staff Request Customer Center and Support Portal (Sales Force) Login? In Sales force search for Article #21549.

- 1. Create a single login for the Customer Portal and the Support Portal (SalesForce) for a new staff member by creating a personal Customer Center username and password using the Institutional Login to the Customer Center.
- 1a. Go to: http://www.customercenter.exlibrisgroup.com
- 1b. Enter a personal Institutional username and password, which is usually the Account Code (previously known as Company Code) and a password.
- 1c. Once logged in, complete the form to create a personal account for the new staff member.
- 2. Once the new Customer Center user is created, send an email to EL-SF.Support@exlibrisgroup.com with the new contact's full name, contact information, and the personal Customer Center username and password.
- 3. In approximately 24 hours the SalesForce administrators will create a single login for the Customer Center and the Support Portal, and send an email notifying the new user when access has been activated.
- 4. The staff member should test access by logging into the Customer Center at http://www.customercenter.exlibrisgroup.com. From the Customer Center, the user should be able to click the CRM button to connect to the Support Portal. It is also possible to link directly to the Ex Libris Support Portal via https://support.exlibrisgroup.com. If the new user experiences any login or functionality problems, or if there are any problems with Sales Force accounts or functionality, please send an email to EL-SF.Support@exlibrisgroup.com.

Additional Information

- * Don't know:
- * * the Ex Libris Account Number? Please contact Ex Libris Support.
- * * the Customer Center Institutional Login, send an email to <u>EL-SF.Support@exlibrisgroup.com</u>. Request the Institutional Login for the institution and include the Account Number (previously known as Company Code).
- * A description of this process (with screenshots) is available from Documentation Center > Cross-Product > SalesForce > Public files > How To Create A Customer Center User

Questions / Comments

Thank you for being a part of this conversation.