



## Chat Support- MELI

March 2021

## Primo

342  
votes

**Ex Libris should allow customers to call or have an online chat with their support team**

## Alma

779  
votes

**Ex Libris should provide the option to place a call and/or online chat with their support team**

# Chat Support Experience

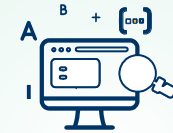
Game changer in  
Support experience



**Immediate** response

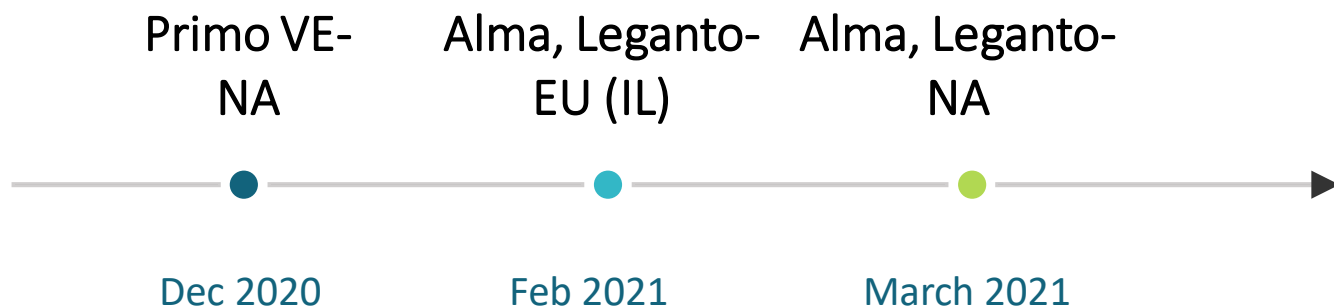
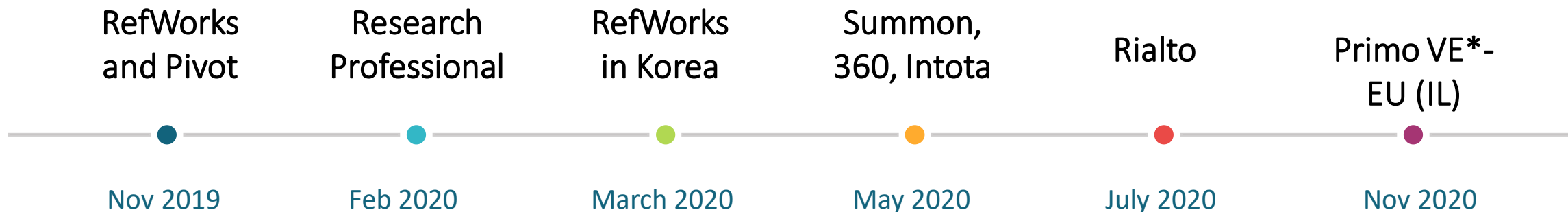


**Live** support by our  
experienced analysts



**Embedded** in the  
Higher Ed platform

# Chat Rollout

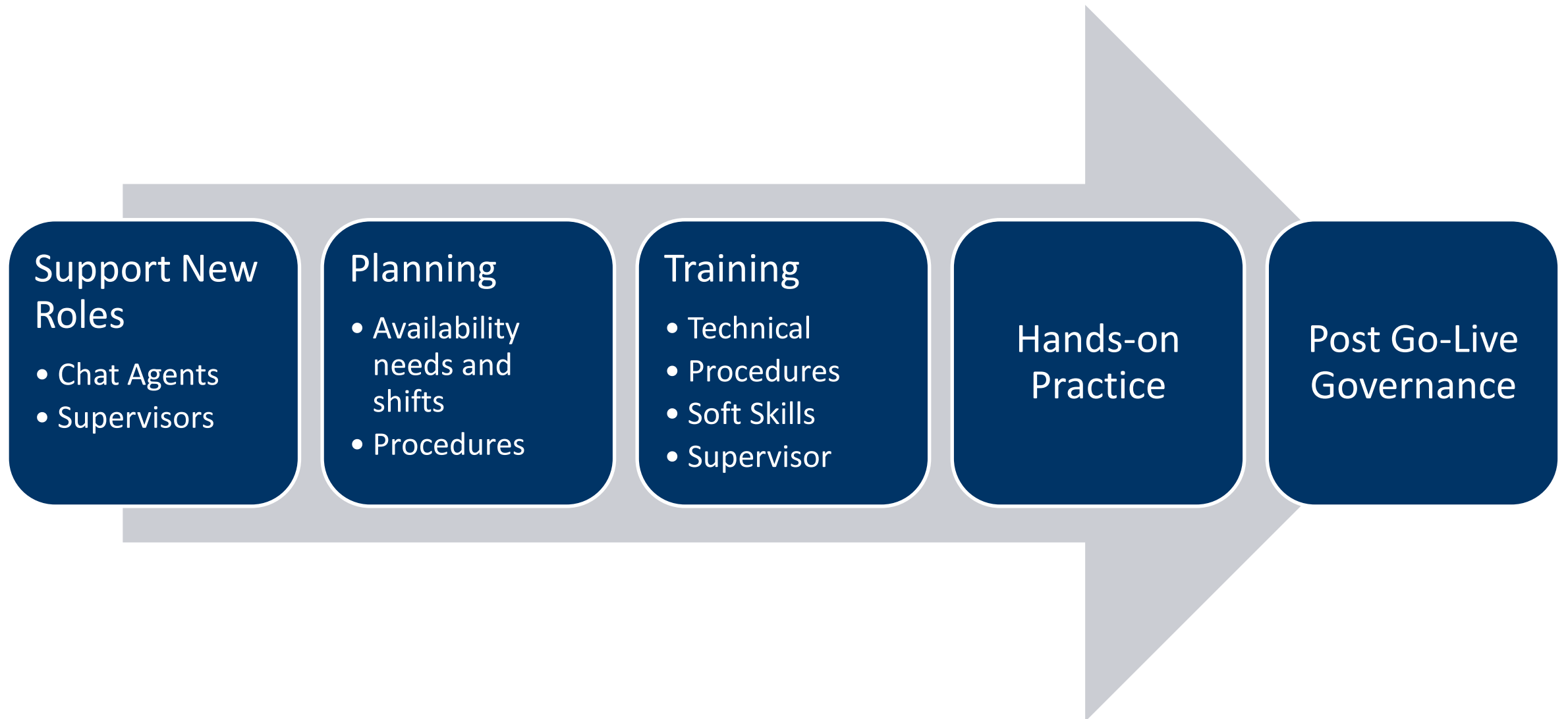


## Future Chat Support:

- **Esploro** to be estimated in 2021
- **APAC Support** for Platform products – planning will start in H2 2021
- **Content Support** to be determined.

\* Primo stand alone and classic are not supported by chat

# Rollout Process for Support Teams



# Supervisor Monitor

Agents Queues Backlog Assigned Work Skills Backlog

Agent Summary

All Agents Agents by Queue

Change Queues Change Skills Clear Filters

AGENT	STATUS	FLAG	ACTION	WORK SUMMARY	STATE	LOGIN	ACCEPT	CAPACITY	WORKLOAD	CHANNELS	ASSIGNED QUEUES	SKILLS
[Agent ID]	Available - Chat since Mar 10, 2021 4:12:16 PM		Change Status	1 Chat Transcript	11 min 37 s	11 min 37 s	8 min 42 s	1%	1 / 100		Rialto chat	
		Monitor	00004825	Rialto chat   Chat Setup Flow   137.207.184.240				1			Rialto chat	
	Available - Chat since Mar 10, 2021 4:16:36 PM		Change Status		7 min 18 s	7 h 36 min 51 s	1 h 46 min 20 s	0%	0 / 100			Alma (10), EMEA (10)
	Available - Chat since Mar 10, 2021 4:18:58 PM		Change Status		4 min 56 s	4 min 56 s	--	0%	0 / 100		Rialto chat	
	Available - Chat since Mar 10, 2021 3:56:48 PM		Change Status		27 min 5 s	27 min 5 s	--	0%	0 / 100			EMEA (10), Leganto (10)
	Available - Chat since Mar 10, 2021 3:39:40 PM		Change Status		44 min 14 s	44 min 14 s	--	0%	0 / 100		Intota and 360 Chat, Research Professional Chat	
	Available - Chat since Mar 10, 2021 3:02:38 PM		Change Status		1 h 21 min 15 s	3 h 36 min 0 s	--	0%	0 / 100		Primo VE chat	EMEA (10), English (10), Italian (10), Primo (10)
	On Break since Mar 10, 2021 3:58:02 PM		Change Status		25 min 51 s	7 h 23 min 33 s	--	0%	0 / 100		Primo VE chat	EMEA (10), English (10), Hebrew (10), Leganto (10), Primo (10)
	Available - Chat since Mar 10, 2021 4:08:06 PM		Change Status		15 min 47 s	15 min 47 s	--	0%	0 / 100		Research Professional Chat	
	Available - Chat since Mar 10, 2021 3:20:47 PM		Change Status		1 h 3 min 6 s	1 h 3 min 6 s	--	0%	0 / 100			Alma (10), EMEA (10)
	Available - Chat since Mar 10, 2021 3:01:31 PM		Change Status		1 h 22 min 22 s	6 h 6 min 33 s	--	0%	0 / 100		Intota and 360 Chat	

1 - 10 of 10 Display 10 records per page Previous Next Page 1

# Chat Customer Experience

The screenshot displays the ExLibris Primo interface. The top navigation bar includes the ExLibris logo, search filters (All titles, Keywords, science), and user information (Main Library - Main Library Circulation). The left sidebar contains navigation options like Alma, Acquisitions, Resources, Discovery, Fulfillment, Admin, and Analytics.

The main content area shows search results for 'science'. The first result is a journal article titled 'Science.' with the following details:

- Journal (Journal - Electronic) text; computer, online resource** By American Association for the Advancement of Science. (New York, N.Y. : publisher not identified, 1880-)
- Language:** English
- ISSN:** 1095-9203 and other
- Record number:** 200521
- Subject:** Societies, Scientific. Sciences-Périodiques. Hebdomadaires. and others
- Creation Date:** 25-Feb-2005
- Modification Date:** 9:54 AM

The second result is also titled 'Science' and includes the following details:

- Journal (Journal - Electronic) text; computer, online resource** By American Association for the Advancement of Science etc 1883)
- Language:** English
- ISSN:** 0036-8075
- Record number:** 0665346
- Subject:** Science-Periodicals. Science-periodicals.
- Creation Date:** 17-Dec-2011 3:44 PM
- Modification Date:** 08-Jul-2016 10:24 AM

Below the results, there is a table showing holdings information:

Library	Location	Call Number	Accession Number	Item Availability	Related Record
BIO	bioper	Q1 .S35	-	● from:1 2005 until:28 2011	-

On the right side, a chat window is open with the contact 'Shira C'. The chat history shows:

- Chat started at 11:29 AM
- Shira C: Hello Ex Libris
- Support: Hello Shira
- Shira C: how can I help you?
- Support: I am searching Primo for a Science journal article published in 1992 and cannot find it
- Shira C: can you please check why it isn't displayed?
- Support: let me check please

# What Our Customers are Saying



Excellent response time. I appreciate the quick resolution.



I really like the chat. aside from talking to you almost every day :) I think we are able to better communicate and get better reaction



It was so useful to be able to get an instant answer to a basic/quick enquiry - the support analyst was very thorough in following up via Salesforce too

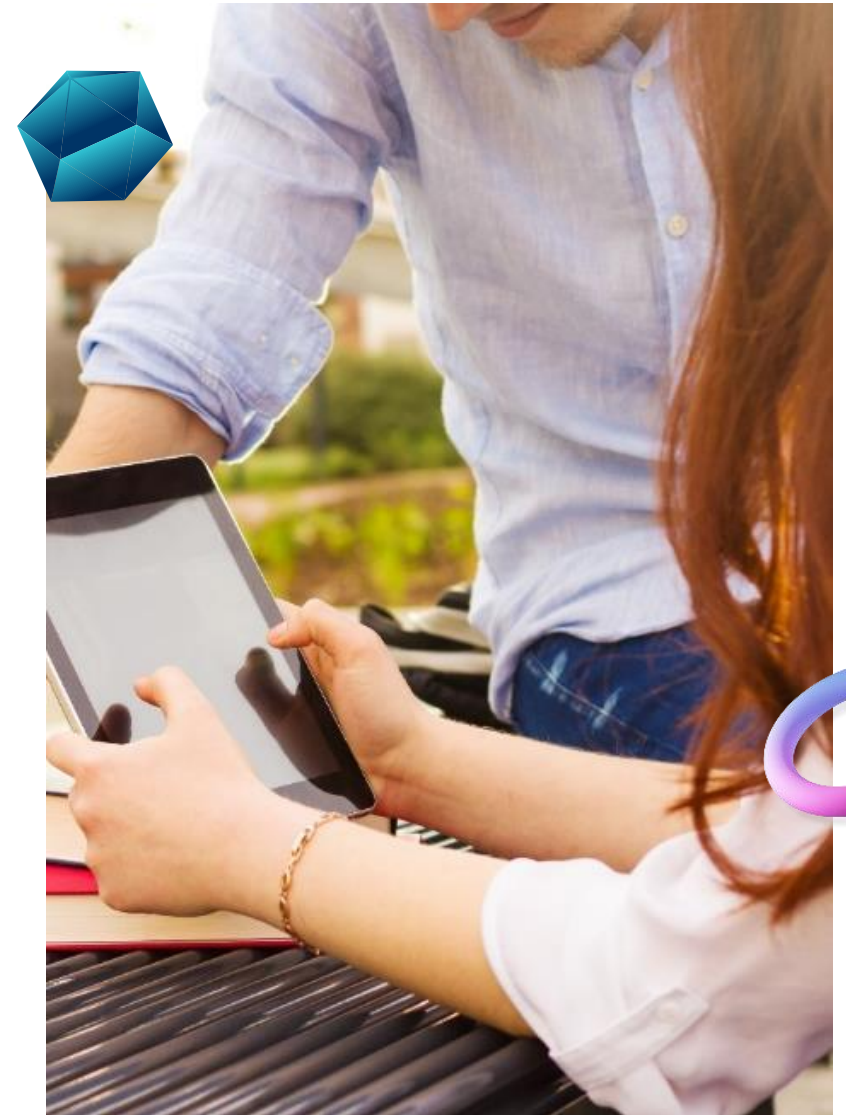


This was my first time using the chat and it was super fast and super helpful. The analyst immediately responded, understood my question and found the answer. This really saved me a lot of time, especially since I did not need to do additional research. Thanks so much! It was great!



# Key Highlights

- Chat enablement:
  - Institution level enabled by Ex Libris
  - User role level enabled by System administrators
- Chat recommended for simple topics (how to, simple configurations...)
- Supported by experienced Tier 1 Analyst (local preference)
- English Support, standard Business Hours
- A Case is created (In the background/for continuation)
- A Survey is sent once case is resolved



# QUESTIONS





Thank you!

---

[Matan.Ilan@exlibrisgroup.com](mailto:Matan.Ilan@exlibrisgroup.com)