

艾利贝斯的工单上报策略是什么

- **Product:** Cross Product

亲爱的同事们,

全球支持组织(GSO)的建立是为了通过一个单一的支持系统为全球所有的Ex Libris客户和产品提供世界级的服务。GSO致力于建立并始终如一地交付高服务水平的最佳实践方法;允许支持工单的分级升级;遵守透明的程序;并通过持续监测和改进过程为所有产品提供统一的响应级别。

工单升级策略

Note

此策略适用于可能存在未解决的工单问题的客户，并且需要增强该工单的紧迫性。其他与Ex Libris沟通的事宜，请在这里查看可用的沟通渠道:[联系我们](#)

1. 通过支持门户在工单下添加留言，要求上报工单

如果您想将问题上报给更高级别的技术支持人员，请依照如下步骤操作：

2. 根据以下列表将需要上报的工单提给负责相关产品的产品经理：

Product	Contact	E-mail
Alma	Omri Singer Callie Mendoza	Almasupportescalation@exlibrisgroup.com
Aleph and Alephino	Martin Büscher	ALEPHsupportescalation@exlibrisgroup.com
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Content Operations (Alma CZ, SFX KB, 360 KB, CDI)	Liron Klein-Levy	Content.Operations.escalation@exlibrisgroup.com

Product	Contact	E-mail
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Leganto	Shira Cohen	Legantosupportescalation@exlibrisgroup.com
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Pivot	Abu Zaid Ahmad	RefWorksPivotEscalation@exlibrisgroup.com
Primo / Primo VE	Ishay Ohayon Jack Boettcher	PRIMOsupportescalation@exlibrisgroup.com
Rapido	Wei Dai	rapidosupportescalation@clarivate
Rosetta	Marek Melichar	rosettaescalation@exlibrisgroup.com
Summon 360 Suite Intota Ulrichsweb	Jack Boettcher	SummonSupportEscalation@exlibrisgroup.com
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RefWorks	Shirin Mani	RefworksEscalation@proquest.com
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Rialto	Callie Mendoza	RialtoSupportEscalation@proquest.com
SFX	Claudia Isbir	SFXsupportescalation@exlibrisgroup.com

3. 将问题上报给区域技术支持负责人：

Region	Contact	E-mail
North America	Matt Baker	matthew.baker@clarivate.com
Latin America	Oscar Caballero	Oscar.Caballero@clarivate.com
Europe, Australia and New Zealand	Martin Büscher	Martin.Buescher@clarivate.com
China, Japan, Korea and Southeast Asia	Kevin Cao	Kevin.Cao@clarivate.com

4. 将问题上报给副总裁:

	Contact	E-mail
Global Technical Support	Luda Soffer	Luda.Soffer@clarivate.com
Content Operations	Osnat Vilenchik	Osnat.Vilenchik@clarivate.com

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