

## campusM Support Overview

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Ex Libris is committed to providing customers with timely and accurate customer service. We hire and train highly skilled professionals with experience in and knowledge of working with mobile applications and integrating them with university systems. When necessary, our support staff work closely with our R&D center in order to provide solutions to reported issues.

Ex Libris customers have access to our Salesforce Customer Portal, which allows opening, updating, and tracking support cases handled by Ex Libris Support. Each case is assigned a case number for tracking, and this number is included in all communications about a particular issue or question. Customers also have access to the [Ex Libris Customer Knowledge Center](http://knowledge.exlibrisgroup.com) (<http://knowledge.exlibrisgroup.com>), which provides centralized access to product documentation, training resources, Ex Libris news, and other useful product resources, all openly available and searchable directly in the site or via standard search engines such as Google.

Requests for support sent as cases from our Salesforce system are assigned response levels to help us prioritize issues, communicate in a timely manner and provide a means for us to measure our performance. It is recommended to refer to the [campusM Knowledge Articles](#) on the CKC before reporting issues that affect campusM. These articles describe common issues and provide troubleshooting tips for how to deal with them. These issues may be caused by university-related changes or other common sources rather than campusM and may need to be resolved independently of Ex Libris.

In order to provide support in a timely and efficient manner, it is required that Ex Libris be provided working app credentials and an appropriate scenario as well as working remote access to the local Connect Layer (if a local Connect Layer is part of the customer's specific solution), as described [here](#).

For down systems or components, support is available around the clock, 24 hours a day, 7 days a week, 365 days a year. Follow the escalation policies as described in the links at the end of this article to ensure our 24/7 support is alerted in parallel to opening a support case.

Response levels to reported cases are as follows, unless specified differently:

Response Level	Description	Initial Response
I	The Production service is not available (System Down Priority)	1 hour
II	An inoperable Production module (Component Down Priority)	2 hours
III	Other Production performance related issues, typically a module feature working incorrectly (High Priority)	1 business day
IV	Non-performance related incidents, including: general questions, requests for information, documentation questions, enhancement requests (Normal and Low Priority)	2 business days

## campusM Support and Enhancement Requests

Type of Request / Report	Description	SLA
Queries and defect / issue reports	This type of standard support area covers issues and queries related to the campusM application / Web portal and integration with systems delivered as part of work originally delivered by Ex Libris.	As described in the previous section.
New product integrations	<p>Requests for additional functionality that was not included in the original package delivered by Ex Libris, such as new product integrations or enhancements to existing product integrations, are not covered by support.</p> <p>Such requests should be made through the <a href="#">Ideas Exchange</a> platform.</p>	Requests made through the <a href="#">Ideas Exchange</a> platform are reviewed on a regular basis by the campusM product team. During this review, they are considered for development and inclusion in the product.
New user-experience add-on service	<p>Requests for user-experience redesign that require extensive functionality modifications are not covered by support.</p> <p>Such requests should be sent to your designated Ex Libris account manager and/or the campusM Success Manager for consultation and scheduling.</p>	<p>Recommended lead time for project start: 6 weeks</p> <p>Specific scope, costs and delivery dates will be agreed between Ex Libris and the customer.</p>

Ex Libris also supports a growing campusM community that engages its members through an array of channels. These include the [Developer Network](#), knowledge articles, regional user conferences, and the online customer Slack channel where other campusM users can share experiences and best practices and where Ex Libris can provide important product-related updates.

Customers can also subscribe to the campusM mailing list at [JISCMail](#).

For more information on the Ex Libris support portal and escalation policies:

[https://knowledge.exlibrisgroup.com/Cross\\_Product/Support/SalesForce/Support\\_Portal\\_User\\_Guide](https://knowledge.exlibrisgroup.com/Cross_Product/Support/SalesForce/Support_Portal_User_Guide)

[https://knowledge.exlibrisgroup.com/Cross\\_Product/Knowledge\\_Articles/Escalation\\_Policy](https://knowledge.exlibrisgroup.com/Cross_Product/Knowledge_Articles/Escalation_Policy)

[https://knowledge.exlibrisgroup.com/Cross\\_Product/Support/24X7\\_Support](https://knowledge.exlibrisgroup.com/Cross_Product/Support/24X7_Support)