



Customer Experience, Rosetta, Library Mobile, and Voyager Session Q & A

What do you hope to see as outcomes from the hack-a-thon?

The goals are to increase the participation during the RWG meeting and working groups, support the working groups in maintaining the Format Library, learn to use the Rosetta product, and have fun.

Where can I find details about the "defect repairs" that were done for Voy 10.3?

Mark Gobat: https://knowledge.exlibrisgroup.com/Voyager/Release_Notes/10.3.0.

I'm sorry, I missed the beginning of this presentation, so I'm not sure if this was already covered, but do libraries need to subscribe to CampusM in order to use Library Mobile?

Matt Sherlock: There is no need to subscribe to campusM for Library mobile. Library Mobile is a separate product offering aimed primarily at Library Services to deliver a comprehensive mobile-first patron experience. find out more here: <https://exlibrisgroup.com/products/library-mobile/>.

Are there a limited or set number of people that can have the "chat with support" role for each institution, or do you have recommendations on who should or should not have access to this role/feature?

Hilary Newman: There is no limit on the number of people per institution. Your institution controls who will have chat, the admins can enable chat role for their teams (see articles below). We suggest that you treat chat as you would for opening any case with us. We find that Chat is particularly useful for short and quick answers and that in general, the customers using it are using chat for this purpose. If we find a question cannot be answered or addressed in the Chat session, we will open a case for further investigation. Additional information can be found in these two articles:

- Managing User Roles: [https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_\(English\)/050Administration/030User_Management/060Managing_User_Roles](https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_(English)/050Administration/030User_Management/060Managing_User_Roles)
- Chat for Higher Education Platform Products: https://knowledge.exlibrisgroup.com/Cross-Product/Knowledge_Articles/Chat_for_Higher_Education_Platform_Products_Troubleshooting_Guide

As a consortium who uses Ex Libris, why is chat so individualized to go to Ex Libris Support without the opportunity for the consortium to know a question came in?

Hilary Newman: Chat is by design a light-weight one-to-one tool. It has less overhead and can increase our response times give immediate satisfaction and answers. Every chat is encapsulated in a case created for it and can be available for the institution for documentation proposes and review as every other case via the support center, and per view permission. Consortia cross institution visibility is expected to go live no later than July this year.