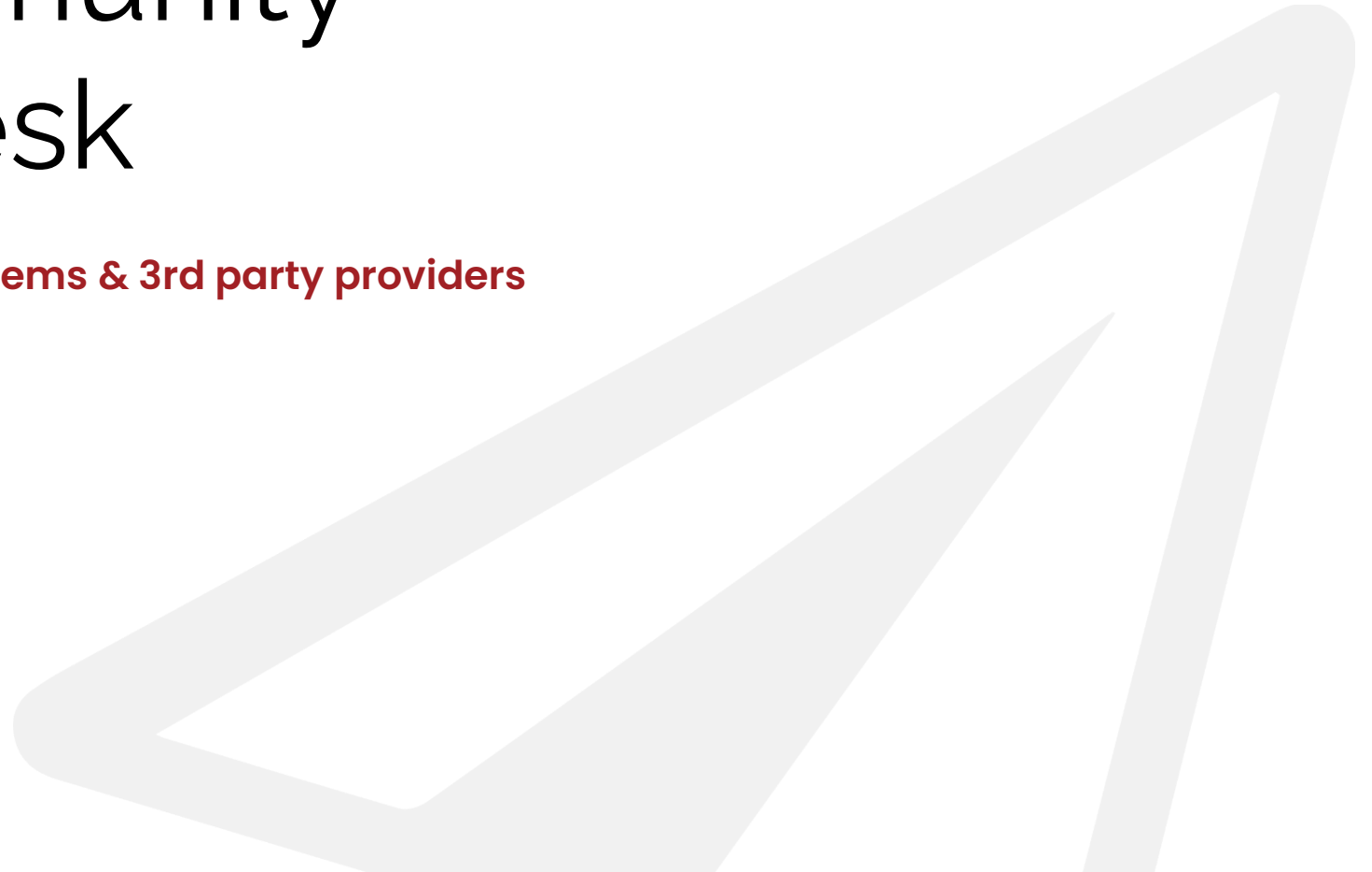




ESCI Community Service Desk

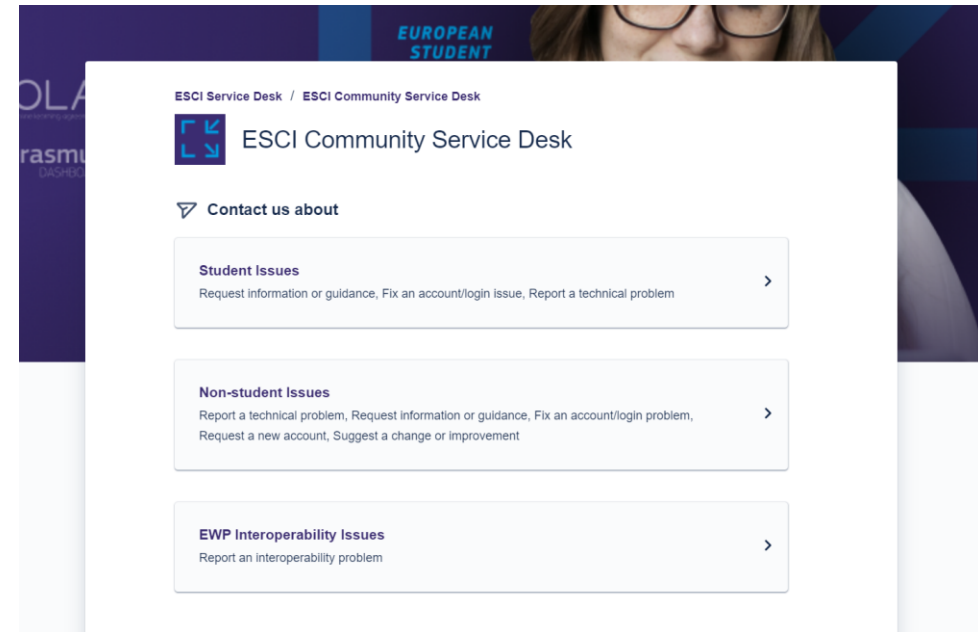
Integration with in-house systems & 3rd party providers





We support

- **Dashboard**
- **Online Learning Agreements**
- **Erasmus+ App**
- **EWP Network**
- **Authorization and authentication issues**
- **NEW: EWP Interoperability issues**





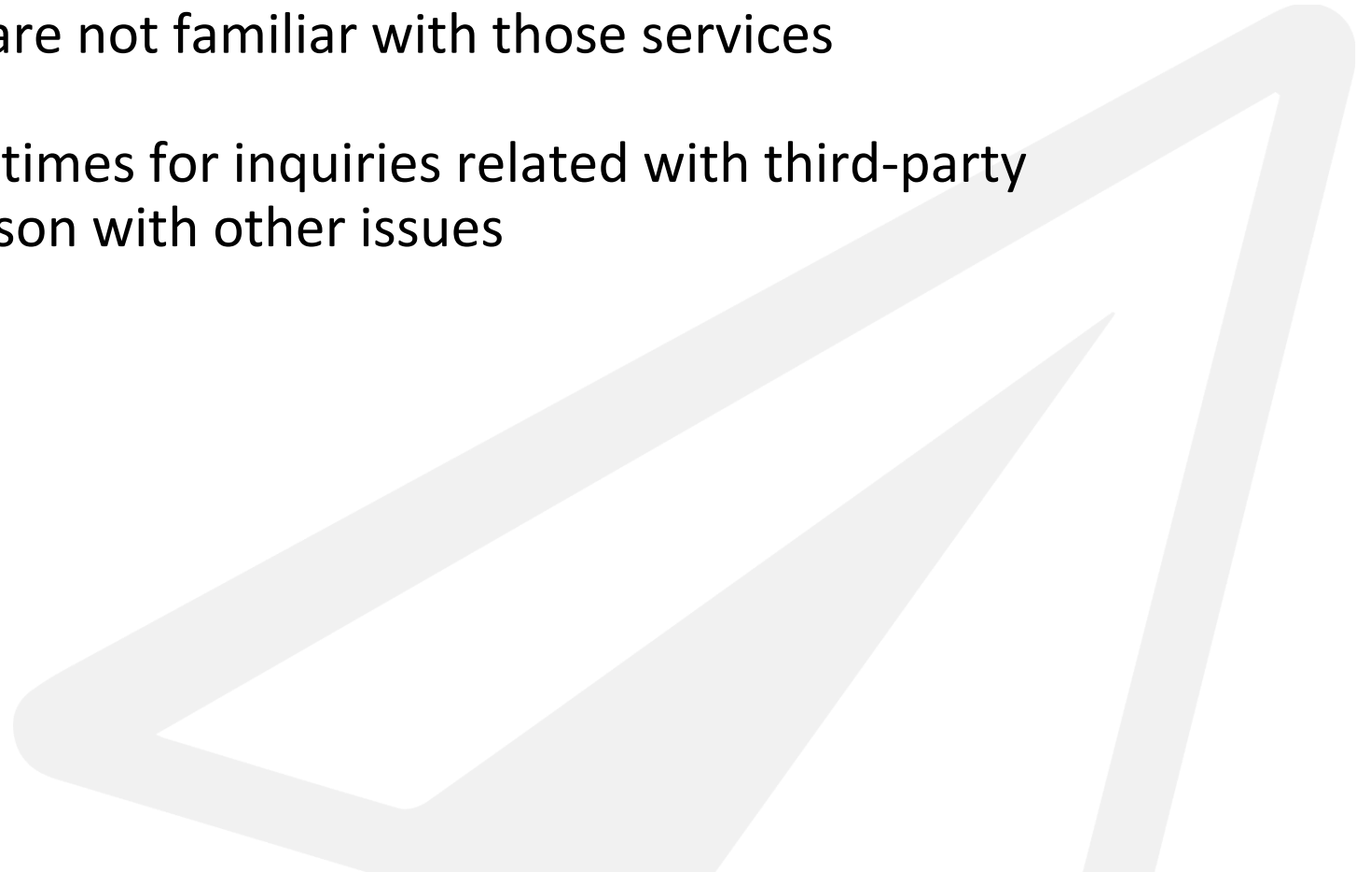
- Provides a wide range of services related to the ESCI for students and other users (non-students)
- Some support stats*:
 - ✓ **2819** tickets were created and **2515** were resolved
 - ✓ 557 Account issues, 1375 Technical/System problems, 807 Requests for information or guidance and 54 Suggestions for improvements were addressed.

*data since March 2022 (launch)





- Incoming requests related with various third-party providers
- Service Desk agents are not familiar with those services
- Increased resolution times for inquiries related with third-party providers in comparison with other issues





- Open the EWP Service desk to queries from third-party providers and in house systems.

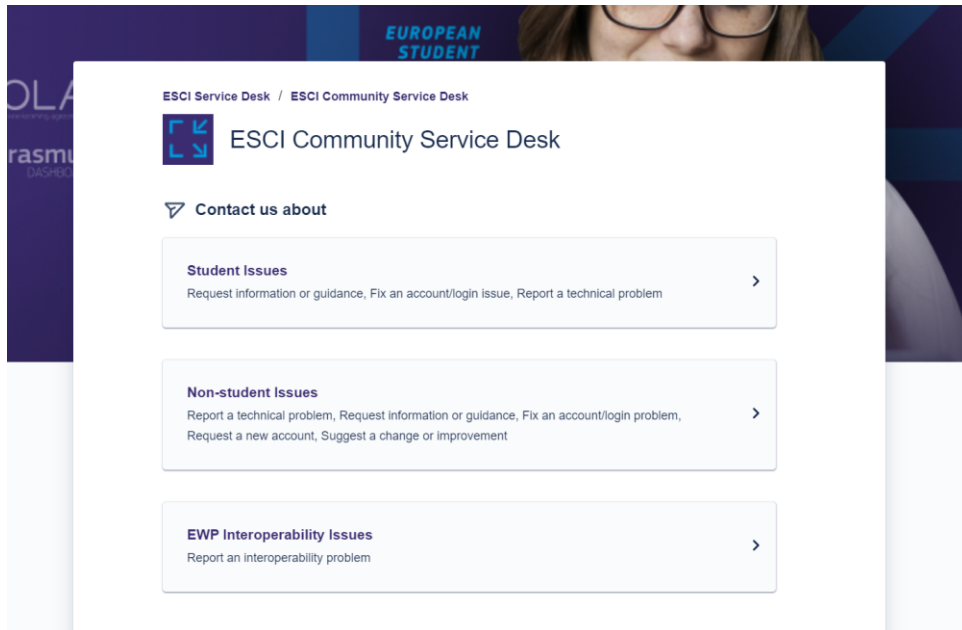
Goals:

1. Better insight into all interoperability problems
2. Monitoring of the situation
3. Synergies with all partners and providers to achieve better performance in terms of speed, quality and transparency





- Issues created via the [Service Portal](#)
- End users will be able to define all the related information for their problem



Please provide the following information:

Your HEI (Erasmus Code):

Select...

Your provider:

Select...

Partner HEI (Erasmus Code):

Select...





- Requests will be logged as tickets via the Service Portal
- SD Agents will forward the request to the providers support mailbox
- All communication between SD agents and providers will be internal and logged in the SD.
- Automations will be introduced
- Final outcome communicated to the end users from the SD agents

Bonus: providers who operate their own helpdesk could add this as a new channel of incoming requests





- Performance
- Transparency and metrics
- Single source of requests





- Fill in the form that has been communicated to all partners and start receiving tickets.

Link also here: <https://forms.gle/jbcci8vb22LHcsrcm8>





Stavros Ladas

Project Manager



<http://support.erasmuswithoutpaper.eu>



[join the EWP
LinkedIn group](#)



[Follow EWP on
twitter](#)

