

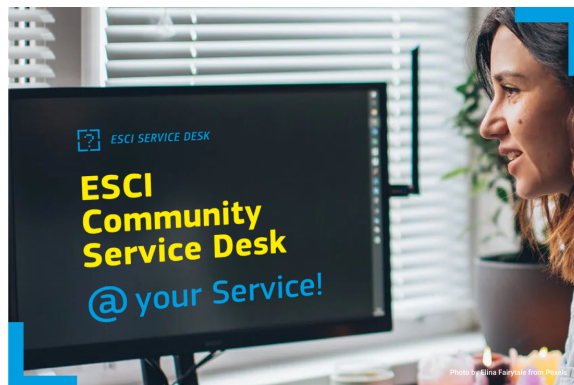
ESCI Community Service Desk update

The new integrated ESCI Community Service Desk has been up and running for 8 weeks. In that period, agents successfully resolved 440 tickets. The Service Desk aims to respond to all tickets immediately and resolve each ticket within five work days.

The Service Desk agents continue to support students, HEIs and technical people on a daily basis. By working with technical teams in all layers of the Erasmus ecosystem. We thank everyone for their engagement and patience.

For more information, please visit the ESCI Community Service Desk: <http://support.erasmuswithoutpaper.eu>

If you missed the presentation of the ESCI Service Desk during the Spring Webinars, the full recordings are available on the European Student Card Initiative YouTube channel, [here](#).



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