

ESCI Service Desk: integration of interoperability issues

To be able to support all EWP users experiencing interoperability issues, you can now add a ticket via the ESCI Community Service Desk. Service Desk agents will get in touch with the involved providers and help solve the issue. This expansion and improved synergy with third party service desks is essential to be able to support all EWP+ end users in a comprehensive and timely manner.

Current status

From now on, all users experiencing problems with exchanging data via EWP can raise an issue at the ESCI Service Desk, regardless of the system they and their partner are using. To be able to support all end users with these interoperability issues, the ESCI Community Service Desk will get in touch with the providers concerned in trying to solve the issue. To speed up this process, we ask you to log an interoperability issue and indicate information about your own HEI and the HEI you encounter a problem with.

The EWP+ Consortium is ushering third-party providers to integrate this system and enhance the synergy with 3PP to provide improved services in terms of speed, quality and transparency, for all EWP+ end users.

This is an expansion of the current Service Desk that so far provides support on a wide range of services related to the European Student Card Initiative. Users can raise issues regarding their account, request information or report an issue with the Erasmus+ App or EWP Dashboard.

Benefits from the integration for end users

- Performance

The integration will support end users as brokers between systems involved. In doing so it aims to unblock issues by identifying the source of not-working data exchanges.

- Transparency

The integration will allow better map systems involved in these interoperability issues. At the same time the EWP+ Consortium has a better view of what is going on at each of the nodes of the EWP Network and determines what actions need to be taken in case of critical issues.

The video below explains the process to submit an Interoperability ticket at the ESCI Service Desk

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