



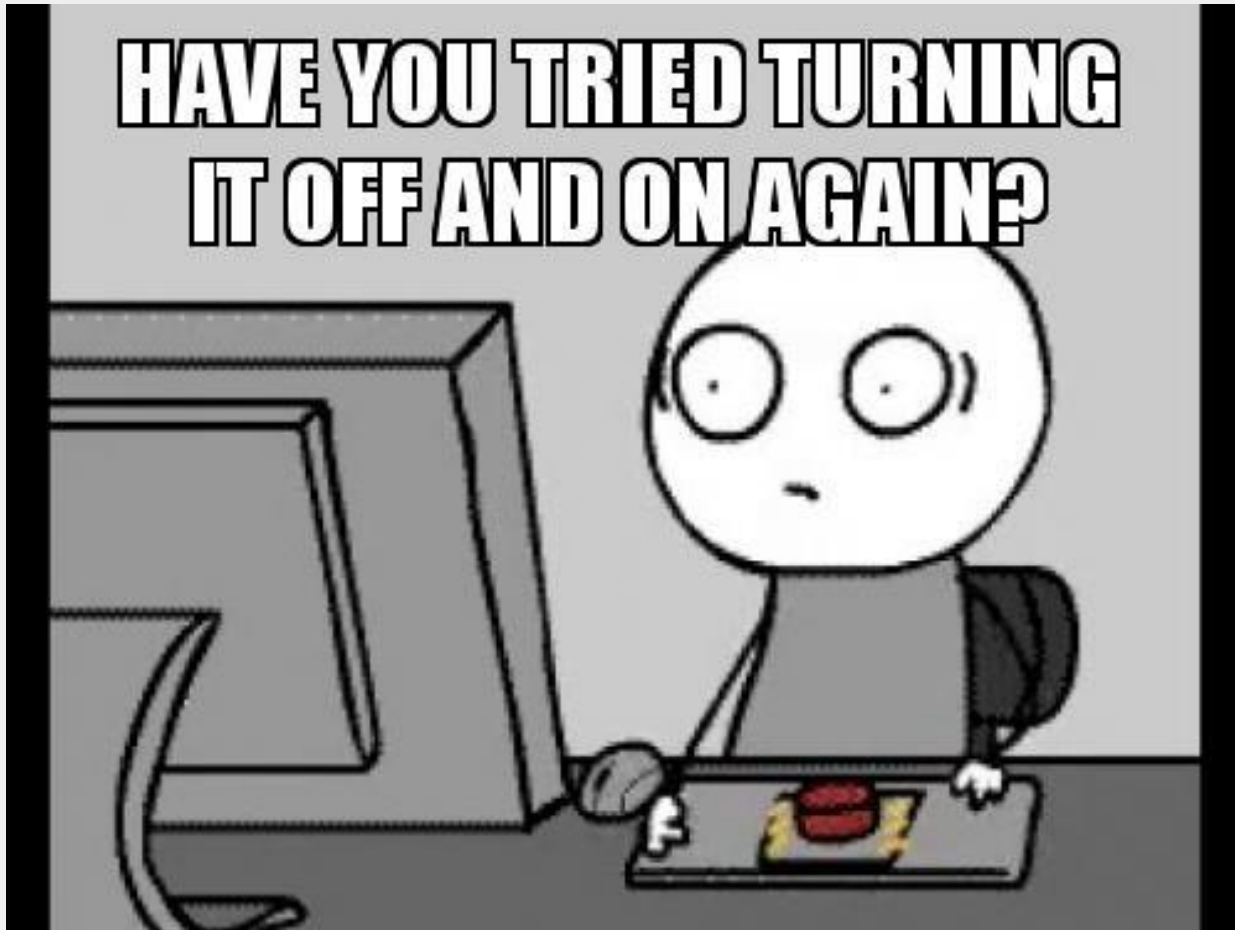
Editorial and XML
Solutions for Publishers

Inera Support

Jenny Seifert

Customer Support Manager

**HAVE YOU TRIED TURNING
IT OFF AND ON AGAIN?**



Inera Support

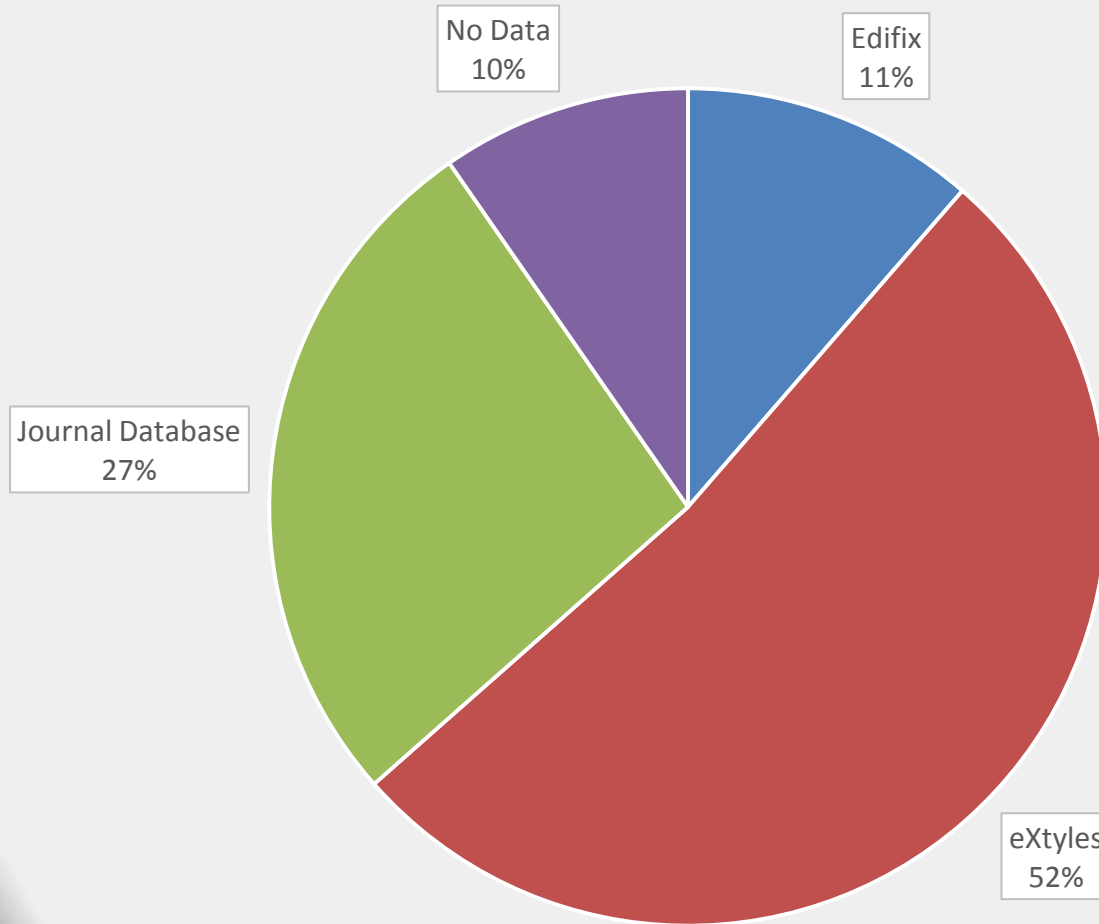
- ▶ Support intake
 - ▷ Edifix and eXtyles queries
 - ▷ Journal Database submissions
 - ▷ Feature/configuration requests
 - ▷ Other (e.g., Word, Windows, and IT issues, oh my!)
- ▶ 860 tickets March–October 2018

Inera Support

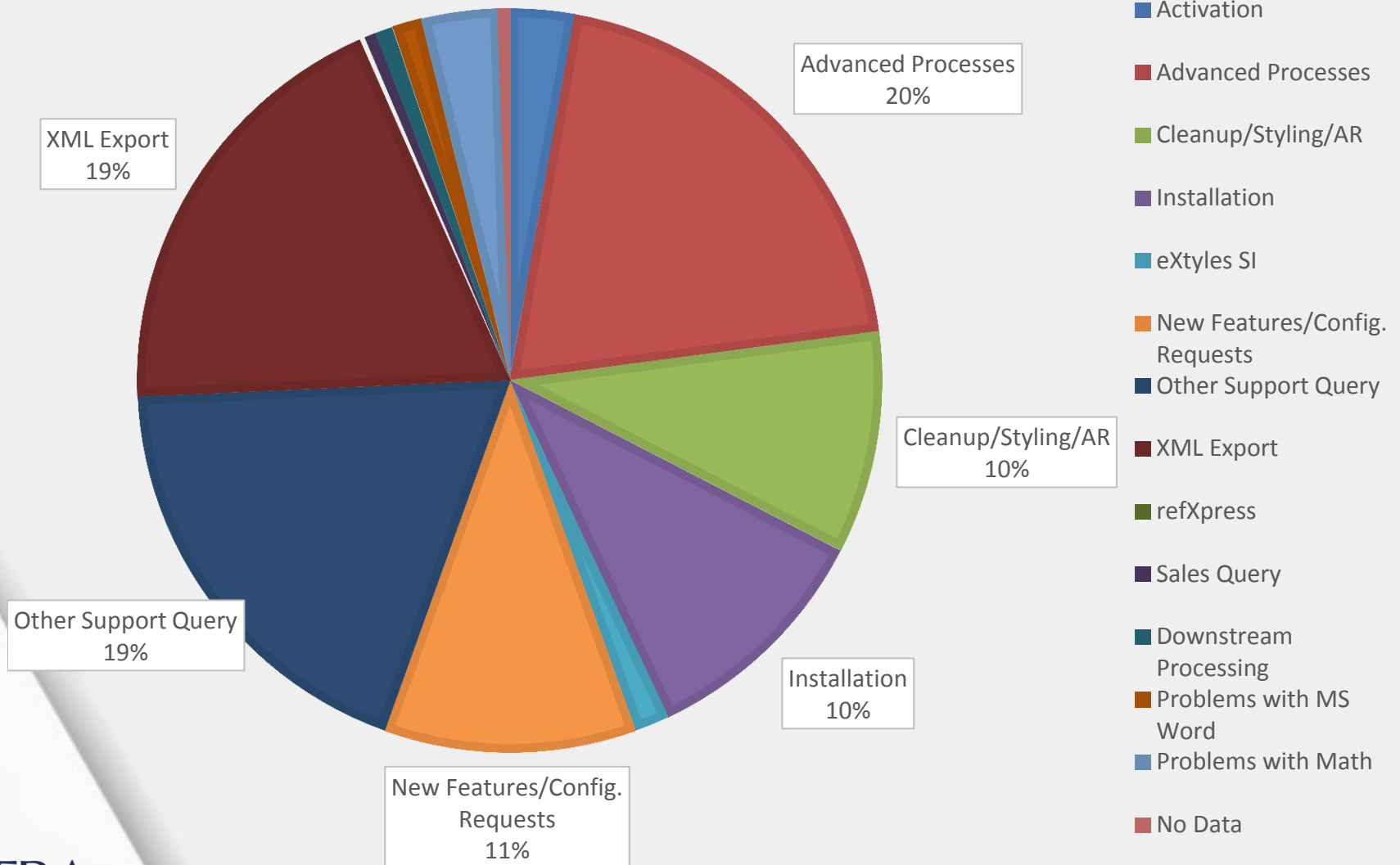
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But, I was told there would be pie...

Inera Support Distribution



eXtyles Support Queries



eXtyles Support by the Numbers

- ▶ 130 active eXtyles customers (organizations) in 25 countries
- ▶ ~1,000 individual eXtyles users
- ▶ 464 eXtyles support queries in March–October 2018
- ▶ ~2 queries per user
- ▶ What does this mean?

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eXtyles works!

(So . . .)

eXtyles Support

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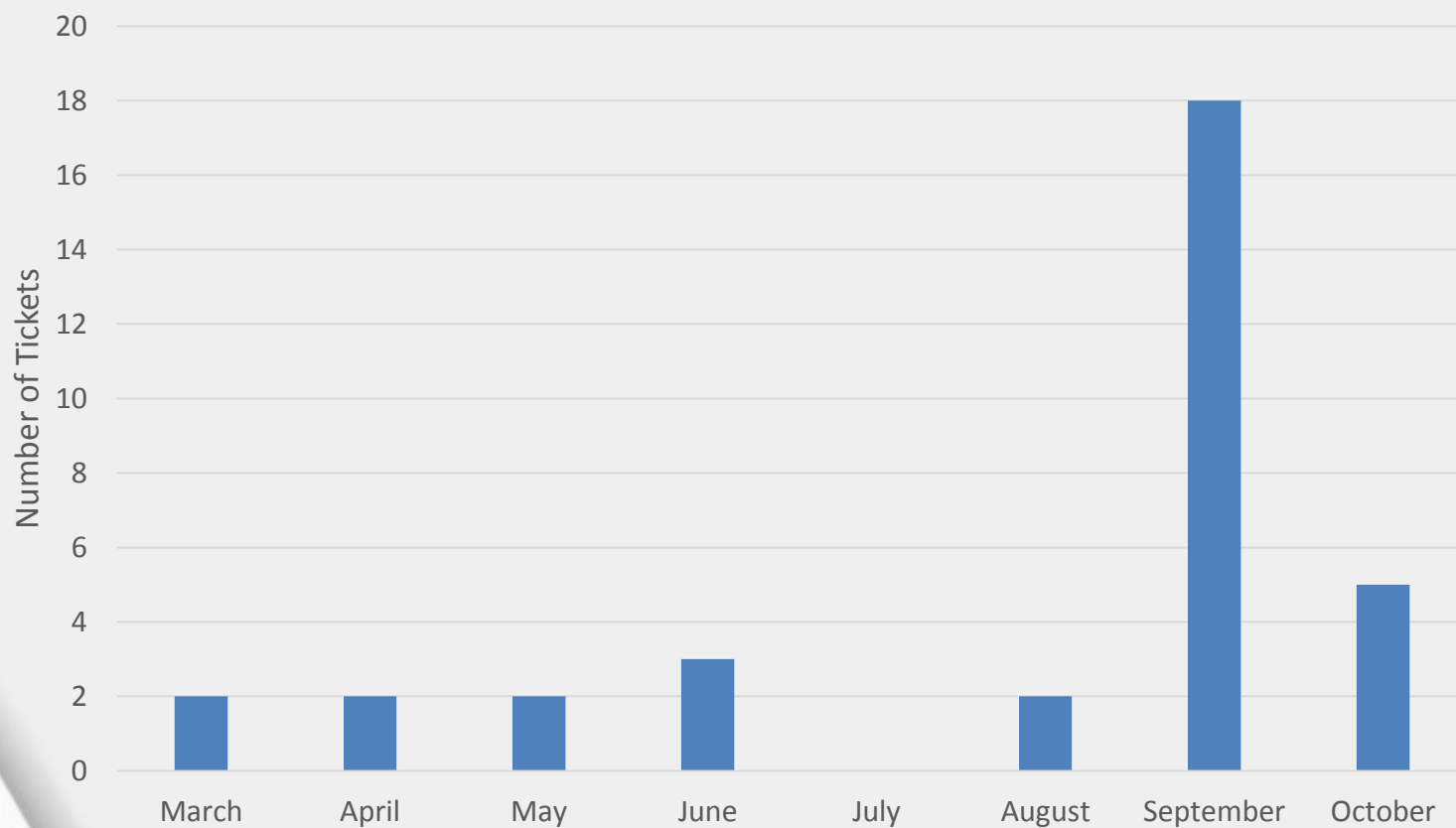
eXtyles Support

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- ▶ No software is an island
 - ▷ MS Word/Windows
 - ▷ Virus Scanners and other security issues
 - ▷ Unfunded mandates

Expect (and Support!) the Unexpected

PubMed/Crossref Correction



NCBI API Key Requirement

- ▶ Starting December 1, 2018, queries to PubMed that exceed 3 queries per second will require a key to avoid processing slowdowns
- ▶ This will impact most all eXtyle users with the PubMed Linking feature
- ▶ In September 2018 Inera provided instructions to impacted customers about how to get a key and install it into eXtyle

Have you gotten your API Key??

How We Support You

How do we use the data?

- ▶ Targeted FAQs
- ▶ Prioritize development projects
 - ▷ e.g., improved export error dialog messaging

Help Us Help You

Trust but verify: We will try to reproduce the problem. So...

- ▶ Be sure to send us the offending document in all its versions (\$base, \$original). And...
- ▶ Provide us details about exactly how/when the problem happened (“eXtyles turned all of my document text teal **after running Cleanup**”).

Support Philosophy

Technology & Workflow Expertise

+

Curiosity

=

The Extra Mile

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“Yes, and. . .”

Thank You!