Pendo Q&A Update (Ex Libris answers in red)

1. Is it intended specifically for tracking staff usage in Alma or user/staff usage in Primo VE as well?

This is for the Higher Education Platform (HEP), so it is for Alma and other products part of platform such as Leganto, Rialto, etc. It is not tracking the PrimoVE interface (discovery page for patron searching).

1. How detailed will these usage reports be?   
   1. Will it be able to tell what the user was trying to accomplish to decipher where the workflow broke down?
   2. Will it be broken down enough to distinguish an Acquisitions workflow vs. Resource Sharing vs. CDI linking issues

The usage data collected by Pendo is page and feature use at an aggregate level. This means that Clarivate, through Pendo, is collecting page views and feature clicks throughout the HEP with the purpose of evaluating how to build an easier to use and more intuitive platform. We will not see what searches have been run or specific documents users view but will be able to see result page usage or document view usage at an aggregated level. The goal is not to identify defects or workflow 'mistakes' but to track traffic on certain pages. The data will show what area of HEP is being accessed and used.

1. Will the usage reports be available to view by the wider Alma community?

There is no plan for this at the moment. The data is available to Clarivate employees, contractors, and approved support staff from Pendo.

1. Is there a webinar or open forum planned to discuss Pendo in greater detail?

There is nothing currently scheduled.