SIGNET™

CenterSuite

CenterSuite Platform - User Group

February 24, 2021

Agenda & Introductions

Agenda

- Challenges & Solutions
- Open Discussion
- New Features
- Product Roadmap
- Q&A

Success

Liz Blacklock
Customer Success Manager

Rebecca Cortez
Customer Success Manager

Shankar Sahai
Sr. Director, Client Success

Products

Neil Rieger
Director, Product Design

Welcome!

EQUINIX

HITACHI
Inspire the Next

TIBCO

New Relic

Lexmark

NetApp

COHESITY

CLOUDERA

ptc

proofpoint

Rockwell Automation

DIRECT SUPPLY

NTT DATA

IBM

FORTINET

paloalto NETWORKS

Challenges and Solutions

Throughout the past couple months, customers have given us some really helpful comments about the Center Suite Platform. We wanted to let you know that we were able to use your feedback to develop some amazing changes:

Past Challenges	Signet heard you! Here's what we've done:
Additional messaging option	Salutations by briefing or type
More email options	More space in editable templates
VRW additional content	Additional content space
VRW ad hoc - editable	Make & edit ad-hoc VRW sessions

Open Discussion

We'd love to hear from you now. Tell us about your experiences using the Customer Suite Platform!

1 Increasing feedback from briefing attendees

- Incentivize feedback with donations
- Reminder in Virtual Room Warmer
- Gather feedback *during* the meeting (*last few minutes of presentation or break)*

2 Manage both Pre and Post survey feedback

- Define Pre-Survey needs?
- Same questions pre and post?
- Pre is prep questions for the presenters?

3 Organization indicated in email send (i.e. companyname@center-suite.com or @companyname.com)

- Increase open rate for email

4 Add company branding to email templates

- Customize the emails to our customers

5 Feedback Tab

- Link directly to the feedback page
- Before/after visit feedback – ability to measure change
- Character count limited

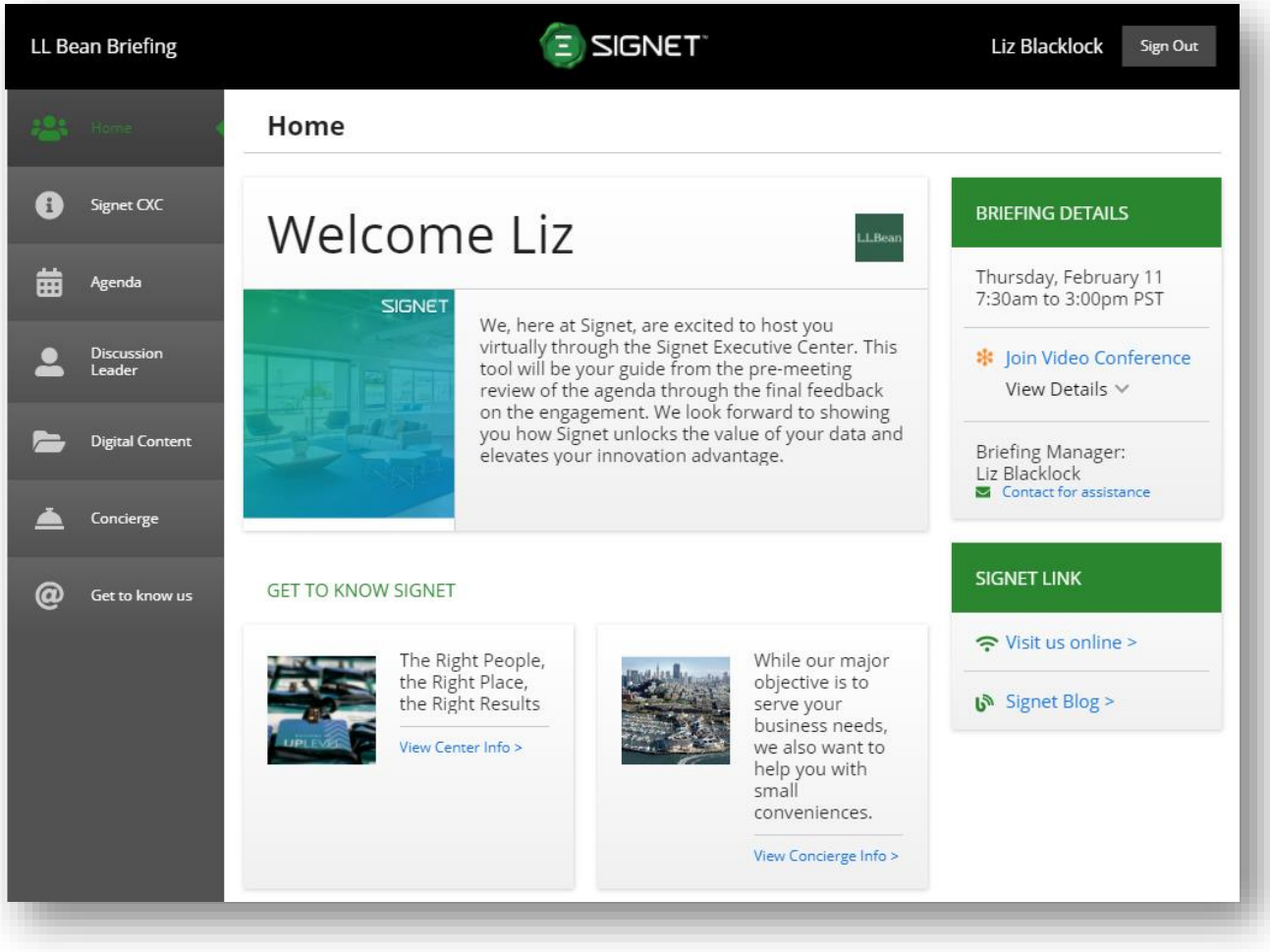
6 Database of contacts

- Easy way to pull in employees that have previously been included in briefings.

CE App – New & Improved Features

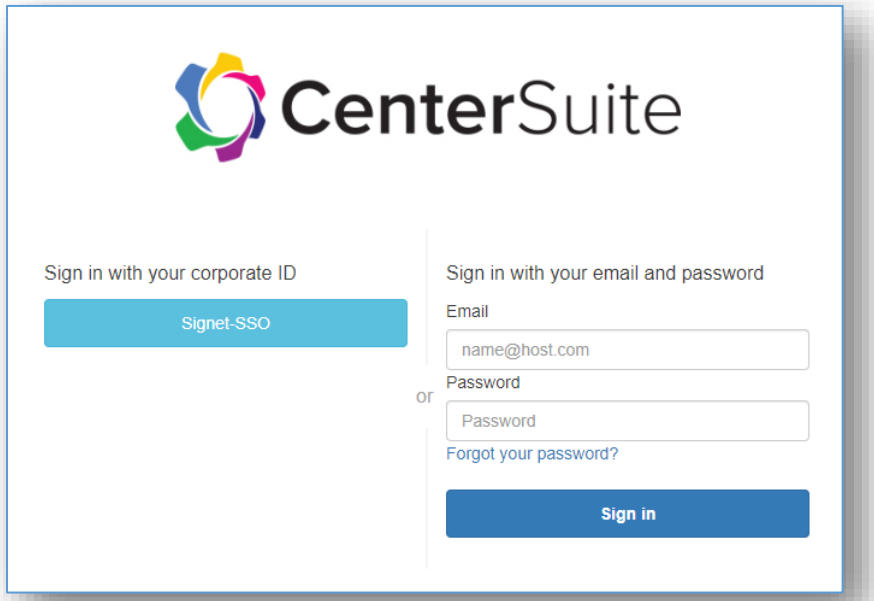
MAR 2021 Release - Global

- SSO login options
- User Mgmt. (Permissions and Centers)
- Analytics
- UI Fixes and Updates
  - MEDIA tab update
  - Home screen text updates
  - Calendar View



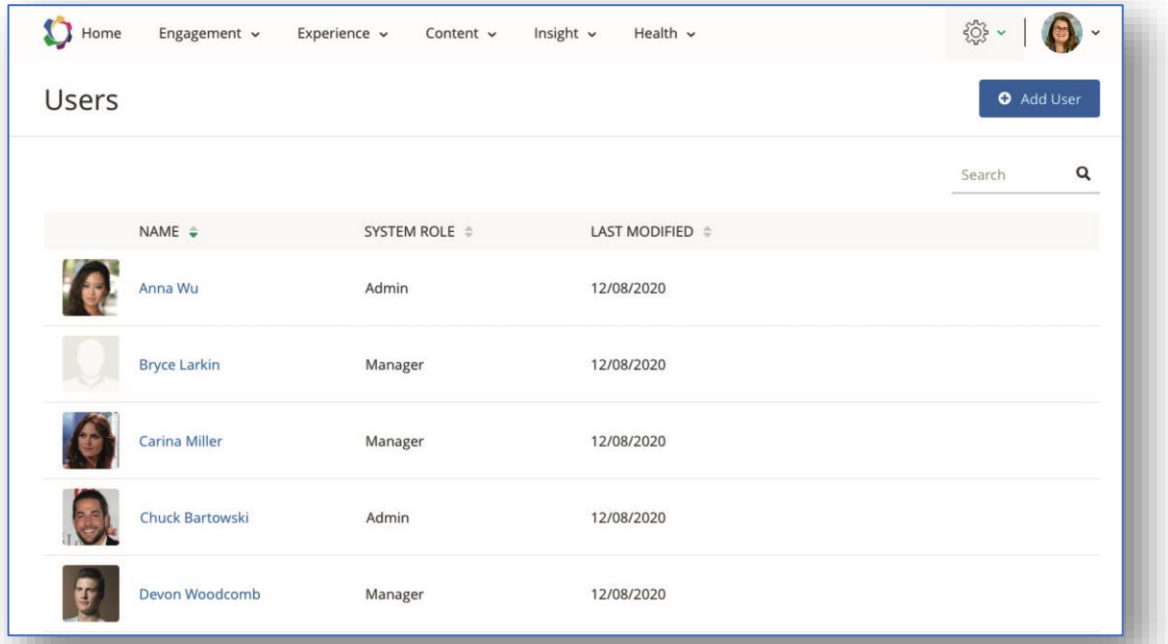
Accessibility & User Roles

User Accessibility
SSO offered



Reach out to you CSM to inquire about this process!

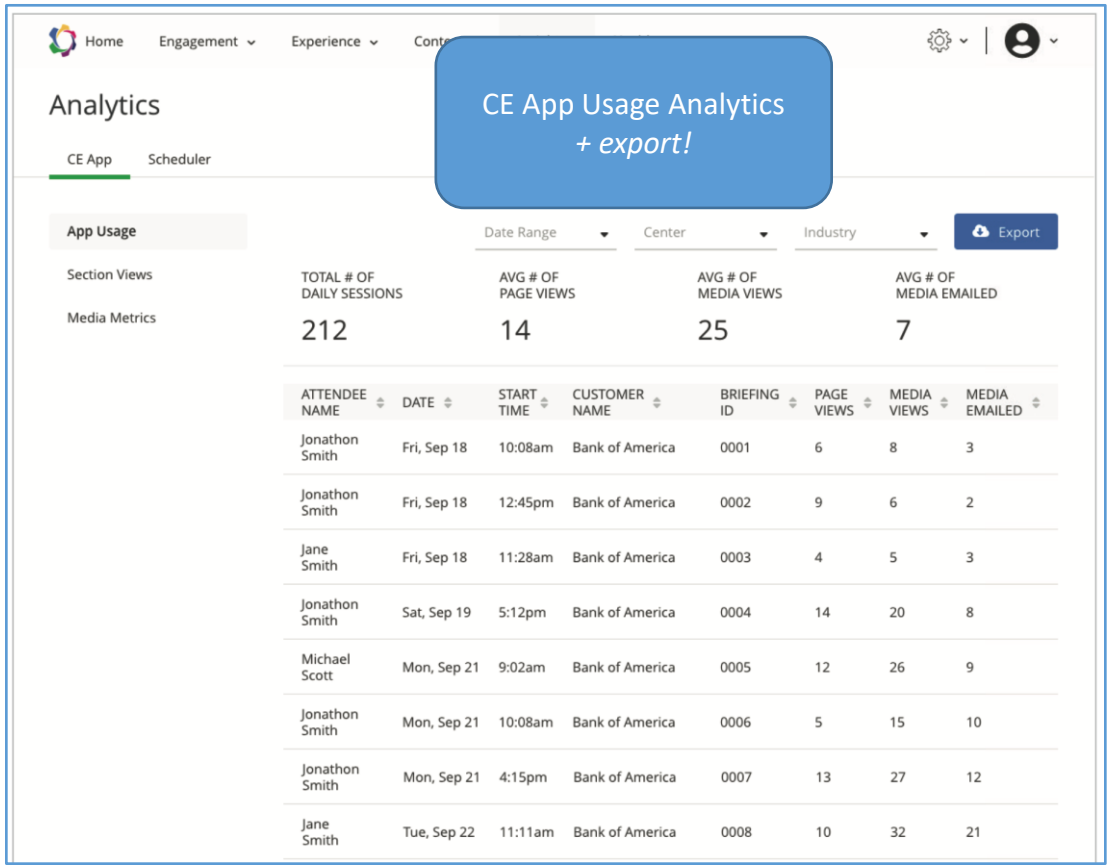
User Roles/Functionality
Role Management
Center Preferences
User Management



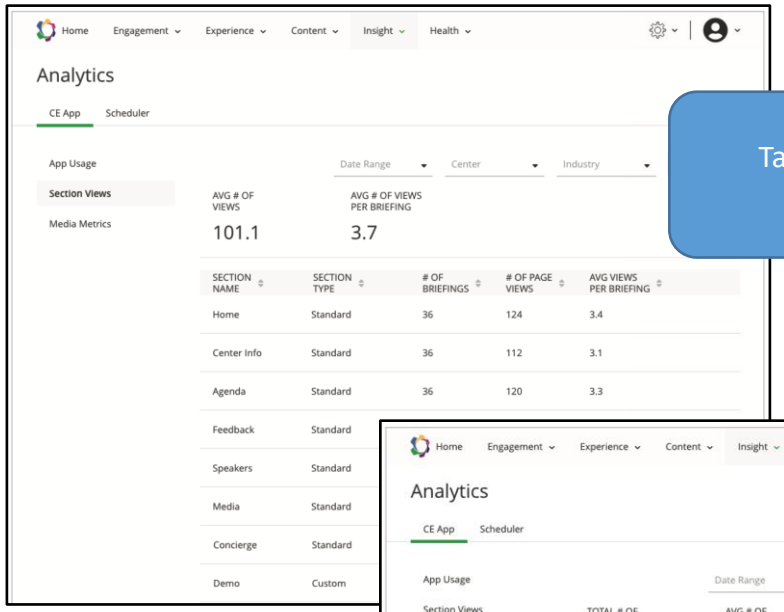
CE App Analytics

Analytics

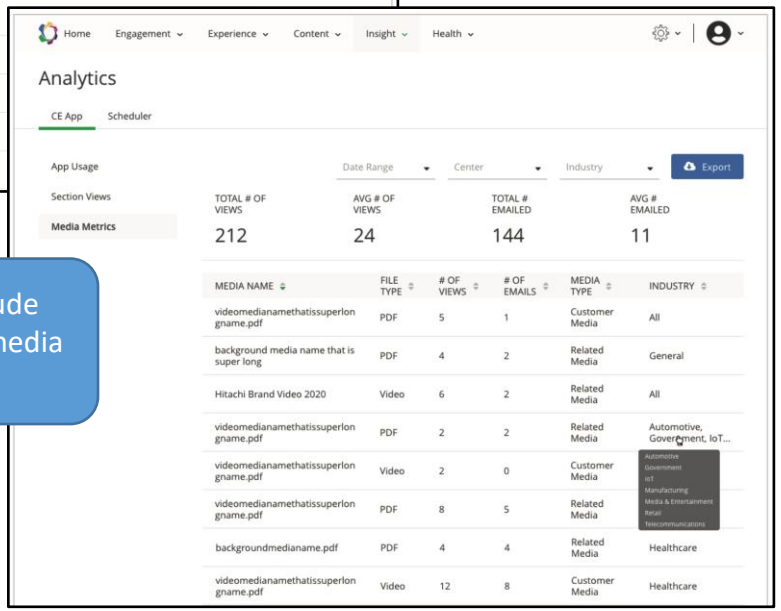
CE App Usage
Media Item Usage
Section/Tab Usage



CE App Usage Analytics
+ export!



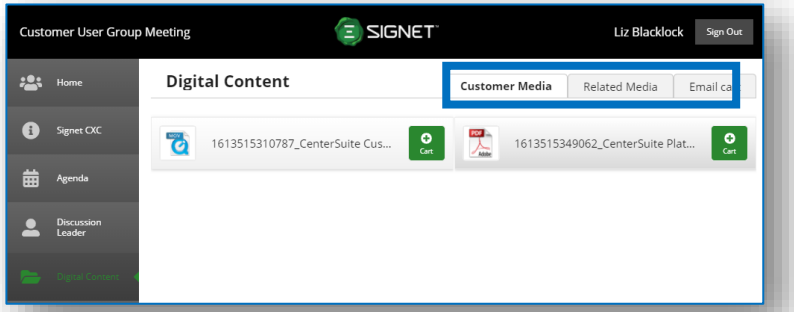
Tab Analytics
+ export!



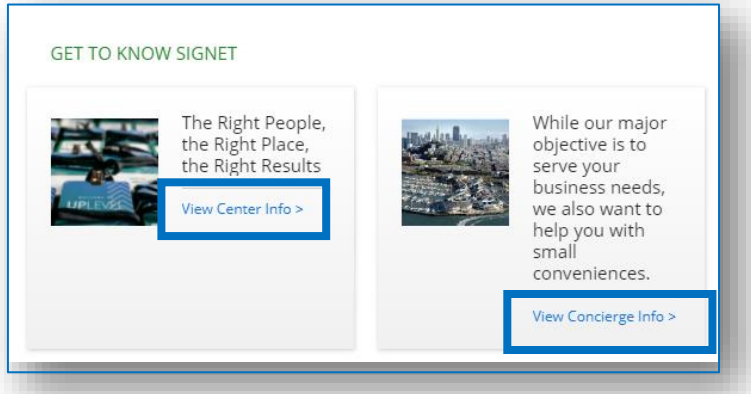
Media Metrics include customer & related media
+ export!

Feature Updates

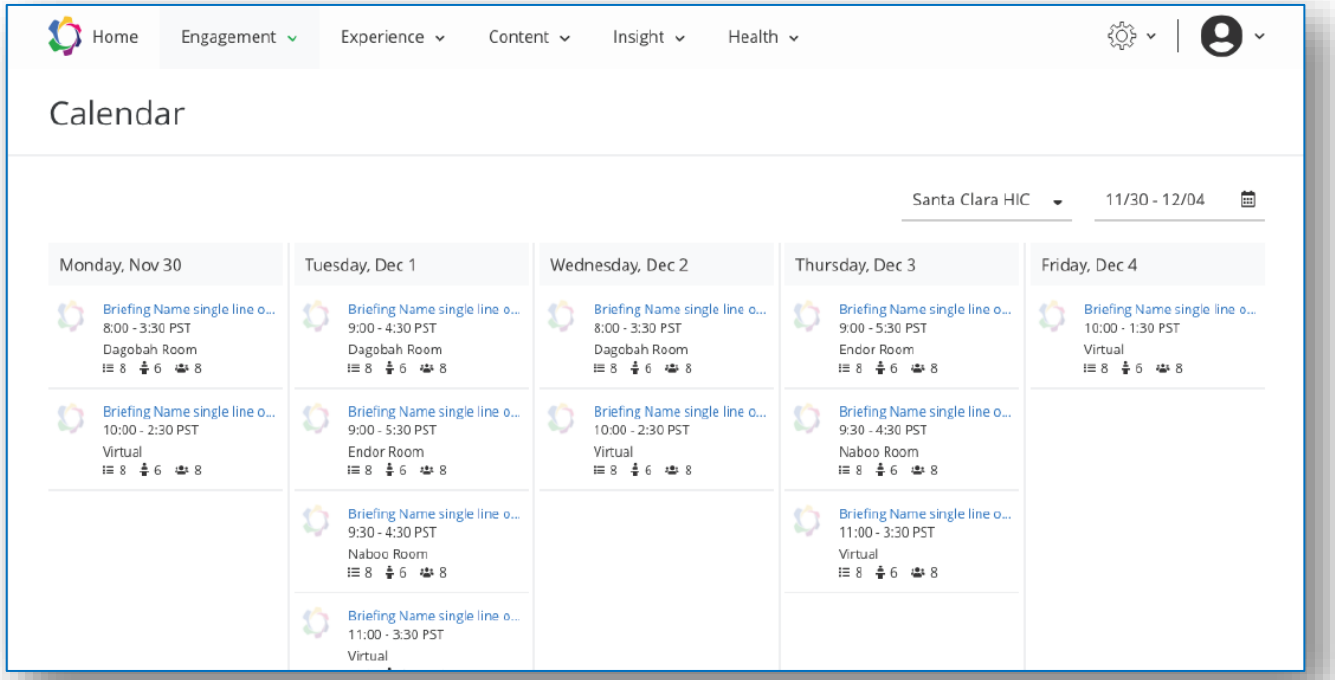
Media Tab Updates
Consolidate the Media Tab



Home Tab Updates
Change both text to **"View Info"**



Briefing View Updates
New calendar view



Virtual Room Warmer – New & Improved Features

Countdown timer
5-minute increments

Pause, Forward, Reverse slide options

Background image
Edit or add background imagery

Additional Content Slides
Add different types of content

Quick Use options with save/edit mgmt.
Create a quick use Virtual Room Warmer

General Content

Industry Content

Customer Stories

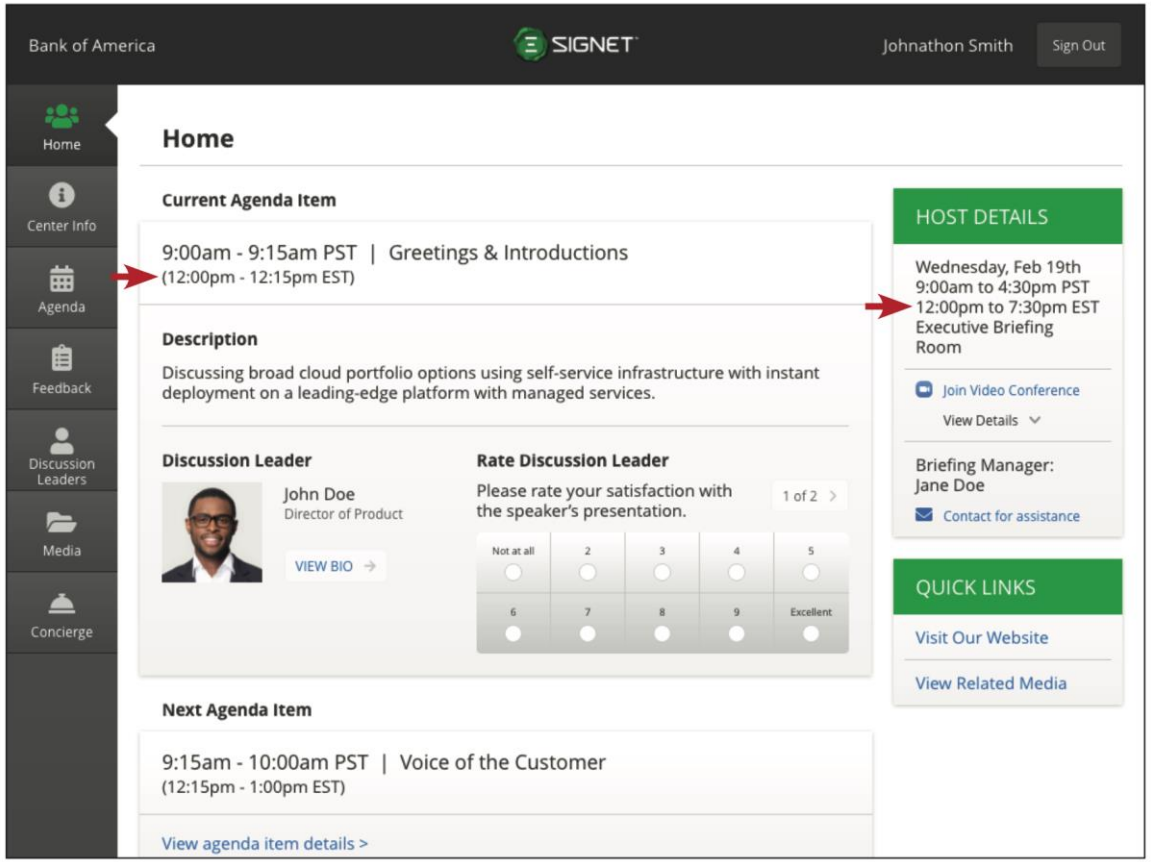
Leadership Content

CE App // Roadmap – Virtual Welcome Enhancements

Planning for April release.
Optional Twitter Widget on Client Welcome View.
Expandable Agenda Topics.

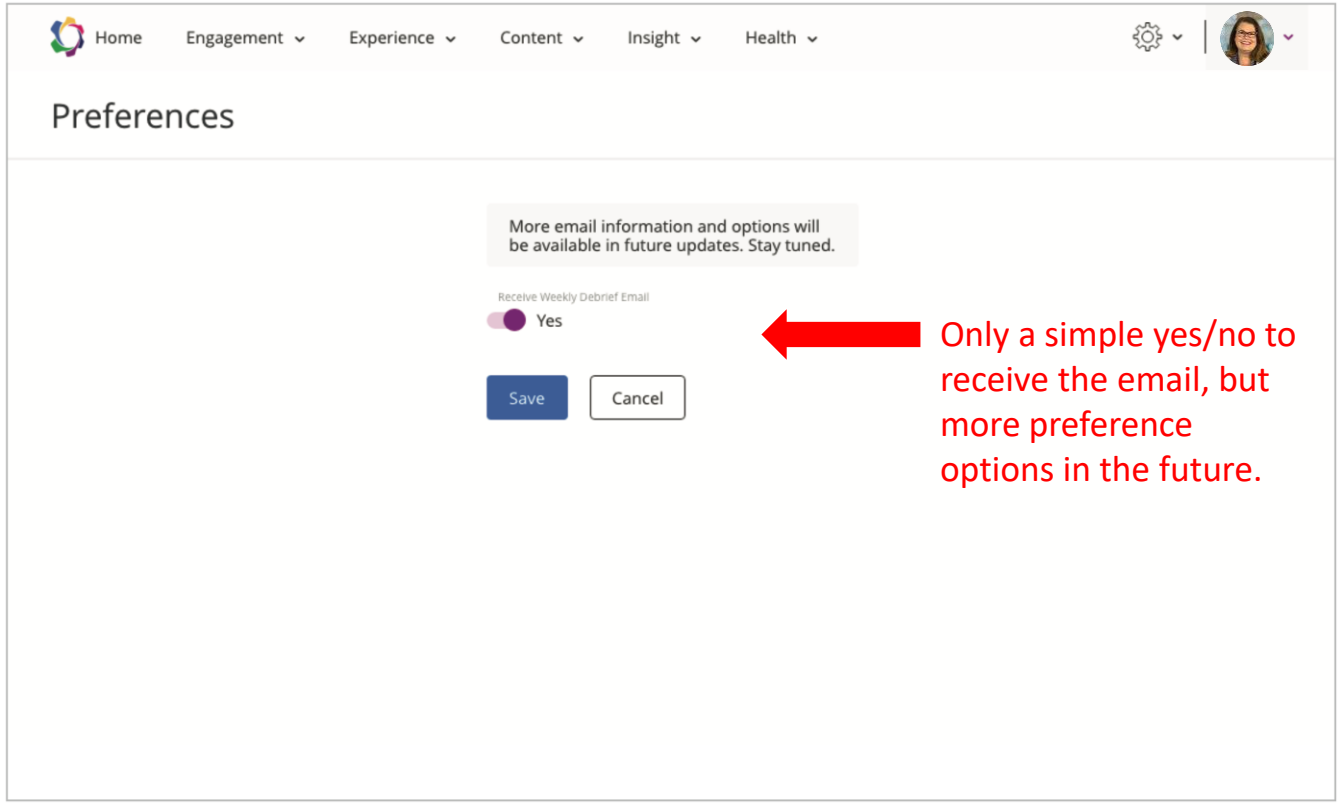
CE App // Roadmap – Additional Briefing Time Zone

Planning for April release (or sooner).
If your scheduling system has a briefing-specific, additional time zone.

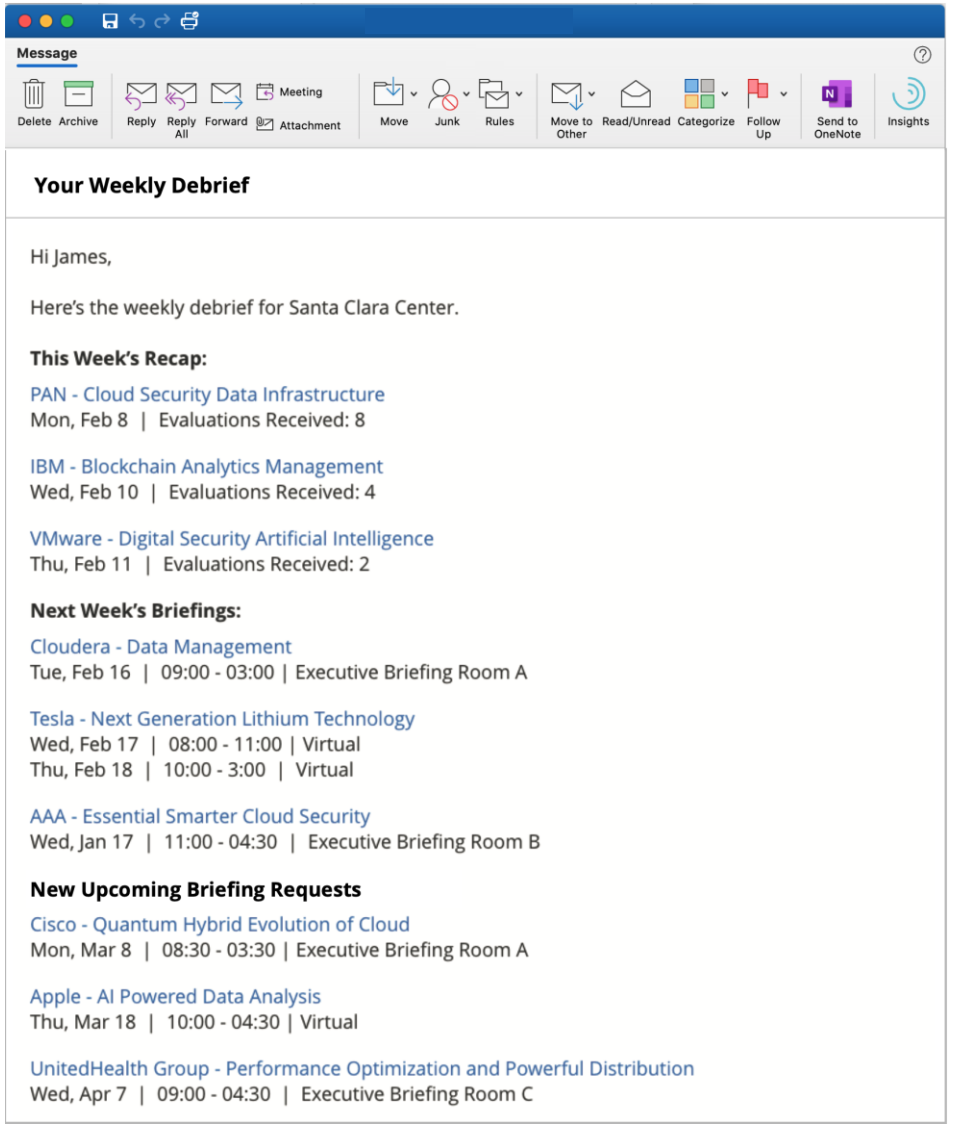


CE App // Roadmap – Weekly Debrief Email

Planning for April release.
A weekly Friday email coming out around noon (your local center time).



Only a simple yes/no to receive the email, but more preference options in the future.



Q
&
A

Upcoming Programs

Next Webinar:

MARCH 25th, 2021

11:00 AM PST

ABPM

28th Annual ABPM Conference

April 19 – 22, 2021

We hope to 'see' you there!