SIGNET™

CenterSuite

Customer Portal - User Group

May 19, 2021

Agenda & Introductions

- Challenges & Solutions
- Best Practices
- 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

rackspace
technology

AHEAD

Lexmark

workday

COHESITY

CLOUDERA

ptc

proofpoint

snowflake

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:

Feature Requests from customers:	Signet heard you!
Organization indicated in email send	CenterSuite emails now come from alias "tennant.centersuite.com"
Dual Time Zone	A secondary time zone is now available in the CE App & Virtual Warmer
Repeated Non-speaker attendees list	Will be in the Fall release
Calendar Invites	New feature release!

Make your briefing process a breeze

Tips for a successful briefing

- Are your evaluation questions current?
- Are your speaker's photos & bios current?
- Create customized salutations for your briefings
- Customer communications should go out 3-5 days before your briefing and again the night before

What's working for you?

Open Discussion

What are the features you use all the time?

Is your planning cycle / time changing?

Are there different features you are looking for?

What are attendees viewing in the CE App ahead of the briefing?

MAY 2021 RELEASE

Customer Portal

Features

- Customer Engagement App
  - Sending Briefing 'Calendar Invites' available to briefing attendees
  - Dual Time Zone can be set and visible in agenda and home screen

- Virtual Warmer
  - Auto scroll to session
  - Auto expand 5 minutes before each session displaying
    - Speaker images
    - Speaker titles
    - Session descriptions
  - Displays up to 10 speaker's detail

UI updates

- Weekly Debrief Email
- Feedback tab:"this feedback form auto-saves" added
- VRW – Time on left tab

Increased character limits

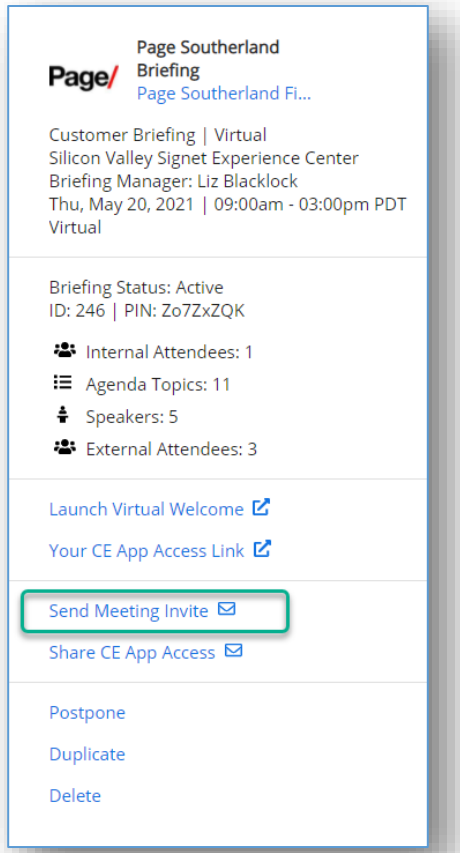
- Leadership Bio to 2,500
- Speaker Bio to 2,500

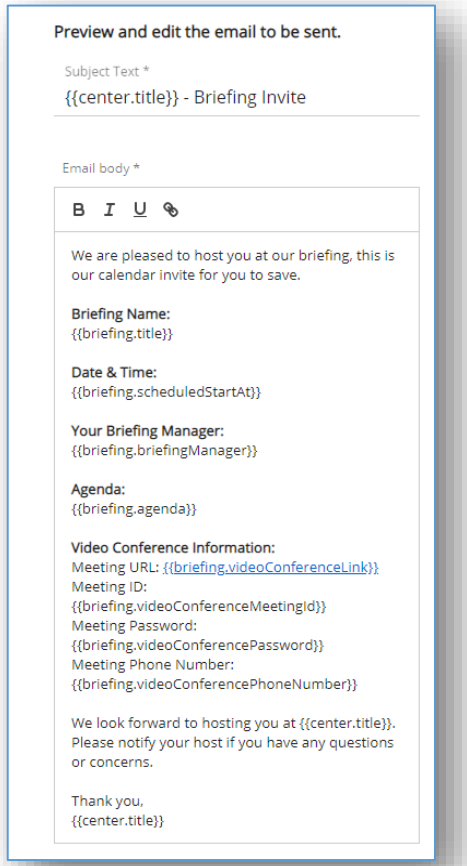
FEATURE HIGHLIGHT

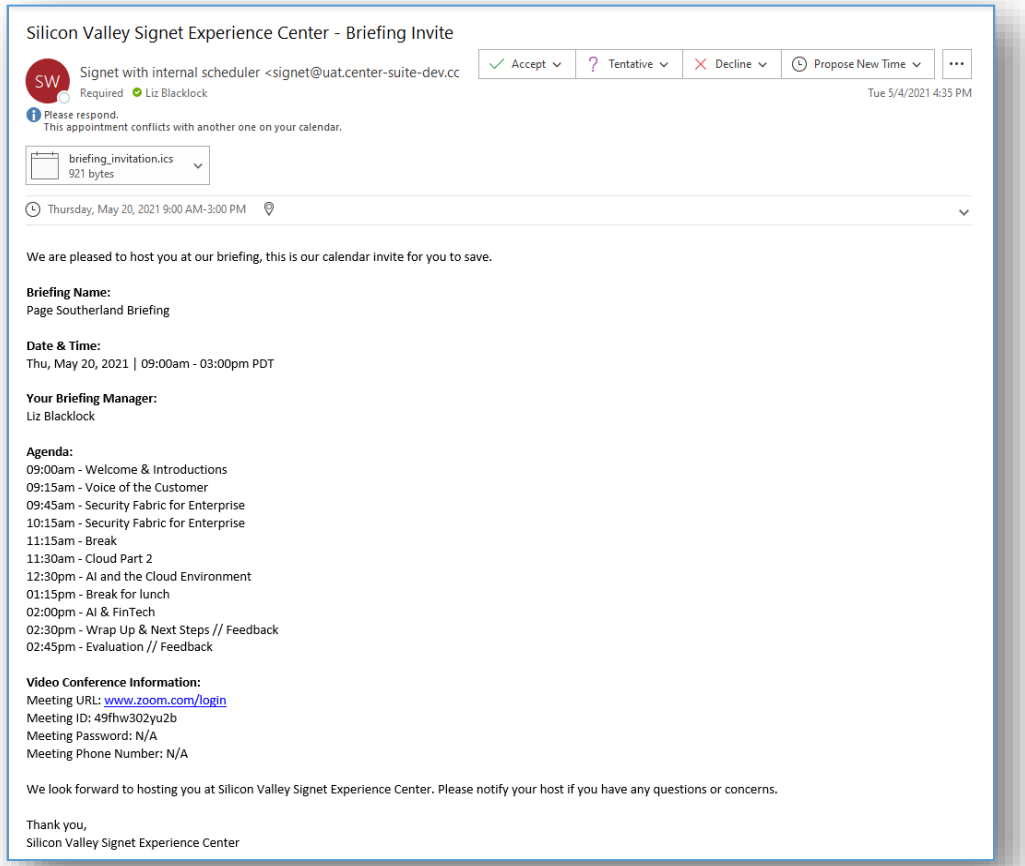
Customer Engagement App

Briefing Calendar Invitation

Send calendar invitations







FEATURE HIGHLIGHT

Virtual Warmer

Virtual Warmer

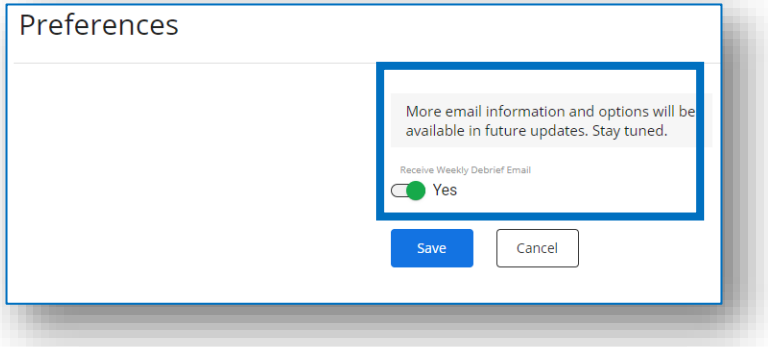
- Auto-scroll to current session
- Current time and optional 2nd time zone in left header

- Auto-explode to show:
  - Session description
  - Speakers' names
  - Speakers' titles
  - Speakers' images

Customer Portal

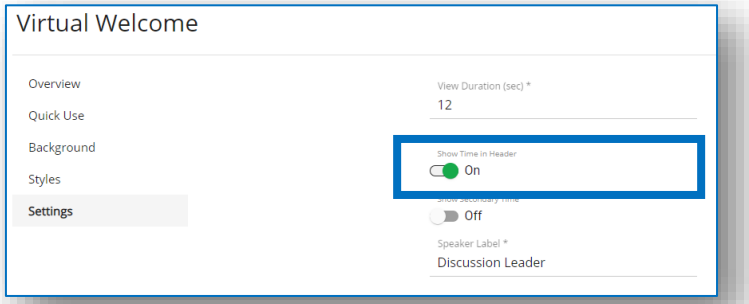
Weekly Debrief Email

Friday email covering current, future and new briefings



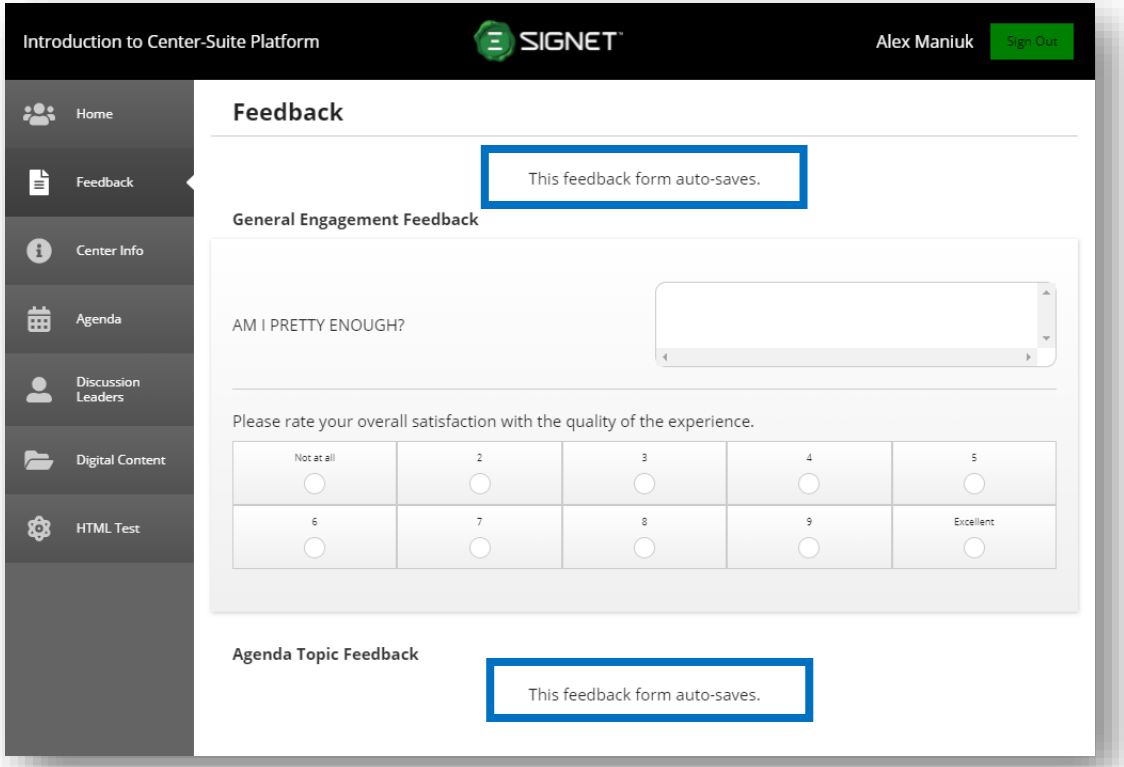
Show current time in VRW

Added visual feature!



Autosave notation added in 2 places

Feedback tab enhanced

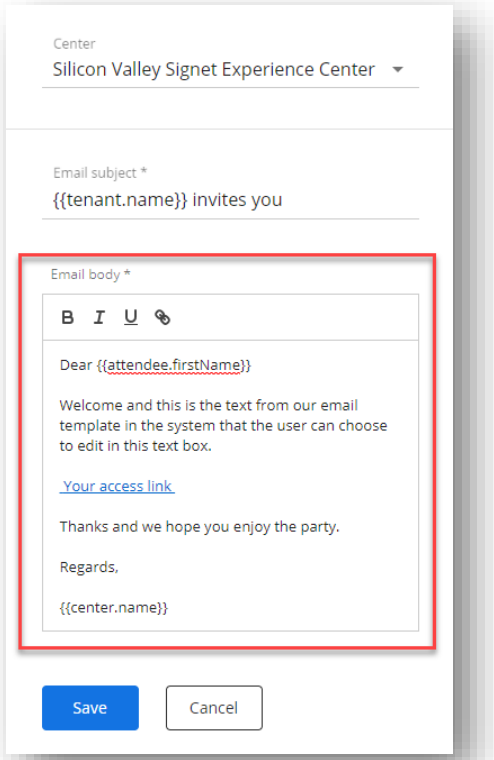


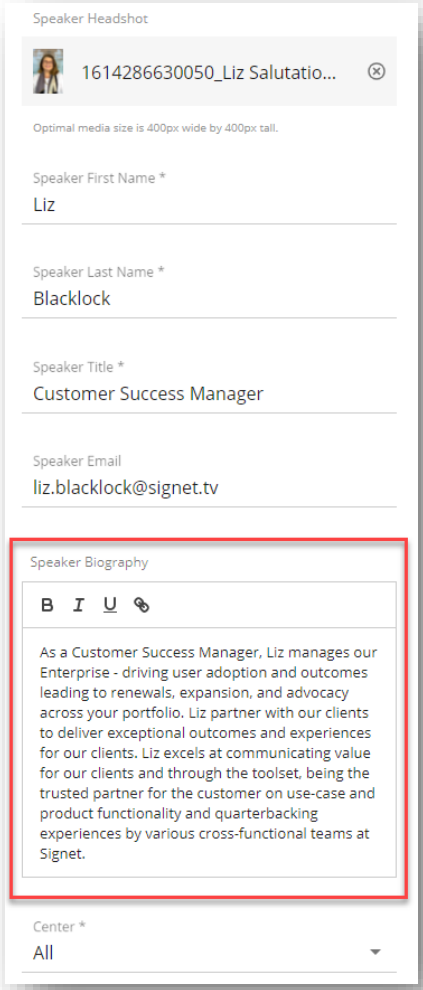
Customer Portal

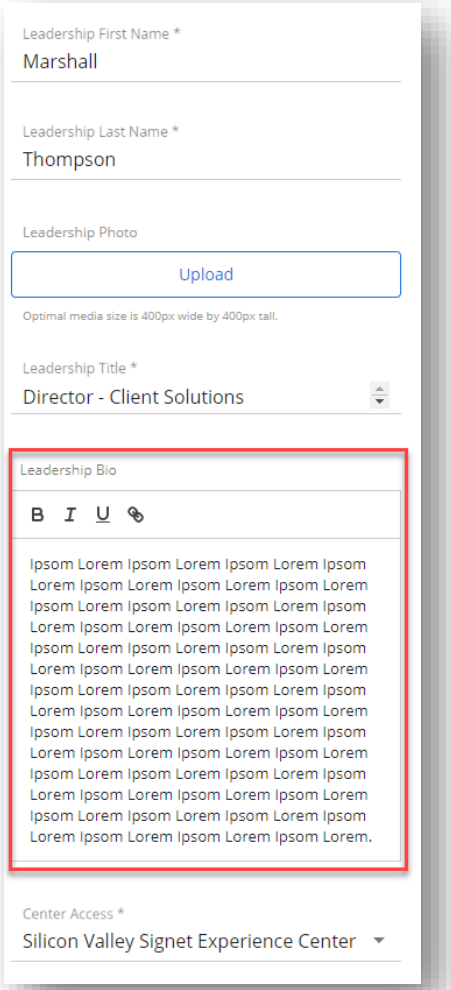
Looking for some extra space

Increased character limits

- Increase Leadership Bio to 2,500 characters
- Increased Speaker Bio's to 2,500 characters
- Email template increased to 2,500 characters






Leadership First Name *
Marshall
Leadership Last Name *
Thompson
Leadership Photo
Upload
Optimal media size is 400px wide by 400px tall.
Leadership Title *
Director - Client Solutions
Leadership Bio
Ipsom Lorem Ipsom Lorem Ipsom Lorem

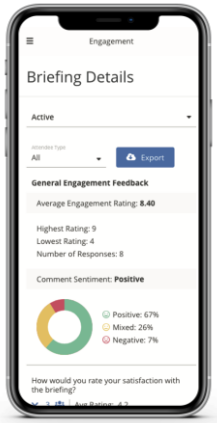
CE App // Roadmap – Evaluation Feedback Results

Planning for June/July release.
Showing attendee feedback in portal & including sentiment analysis on text.

How would you rate your satisfaction with the briefing?

3 | Avg Rating: 4.2

4.1 - Neil Rieger
3.2 - Brad Nunes
4.8 - Katie Burns

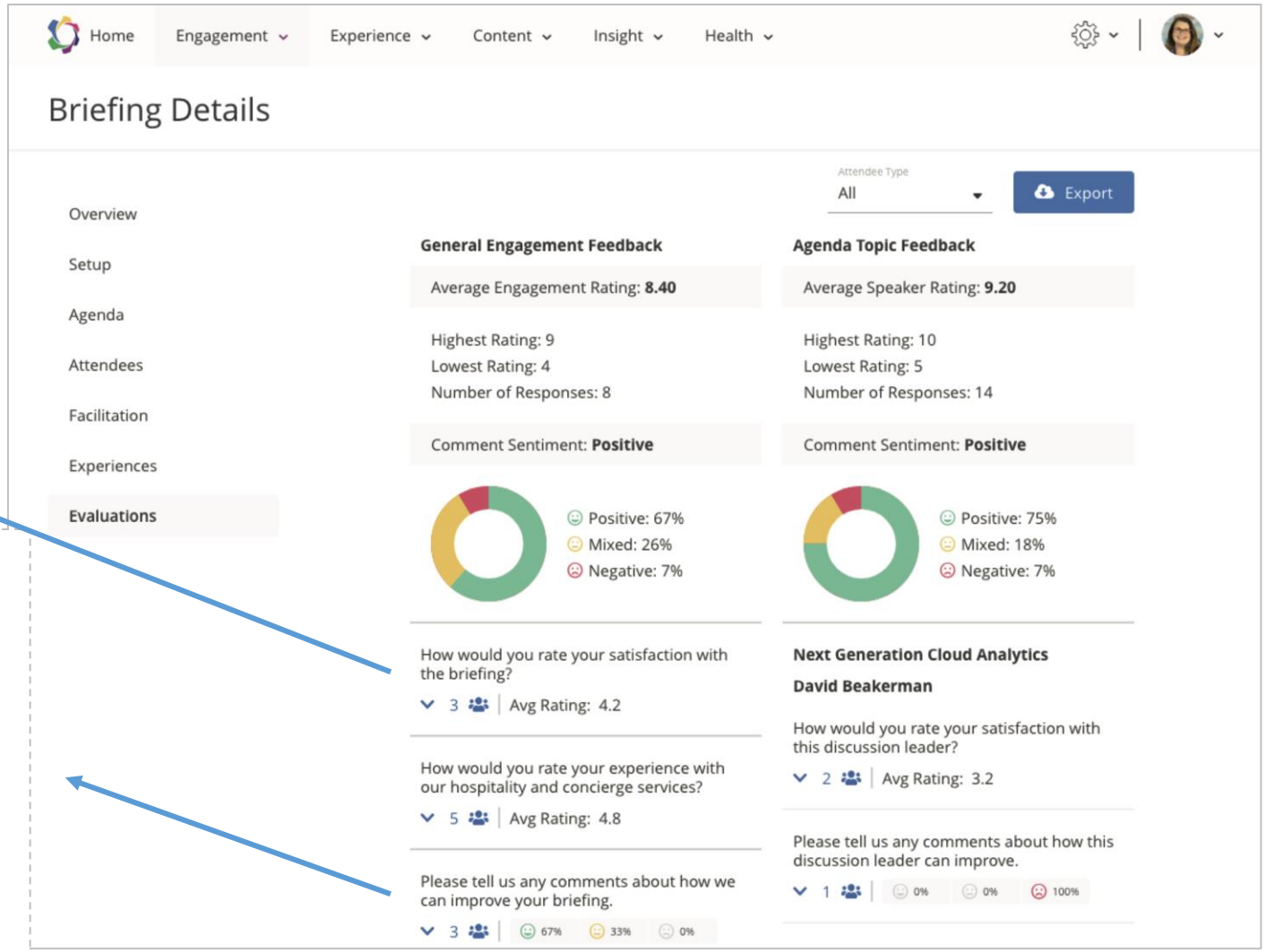


Please tell us any comments about how we can improve your briefing.

2 | 50% | 0% | 50%

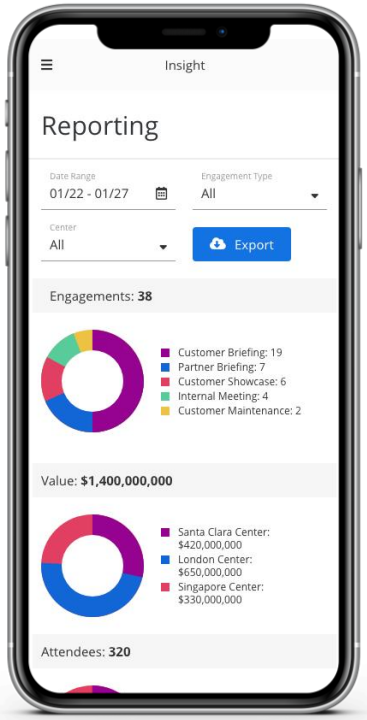
Neil Reiger
"I really enjoyed how the speaker used our real world examples from our solution architecture but it did go a little bit too long."

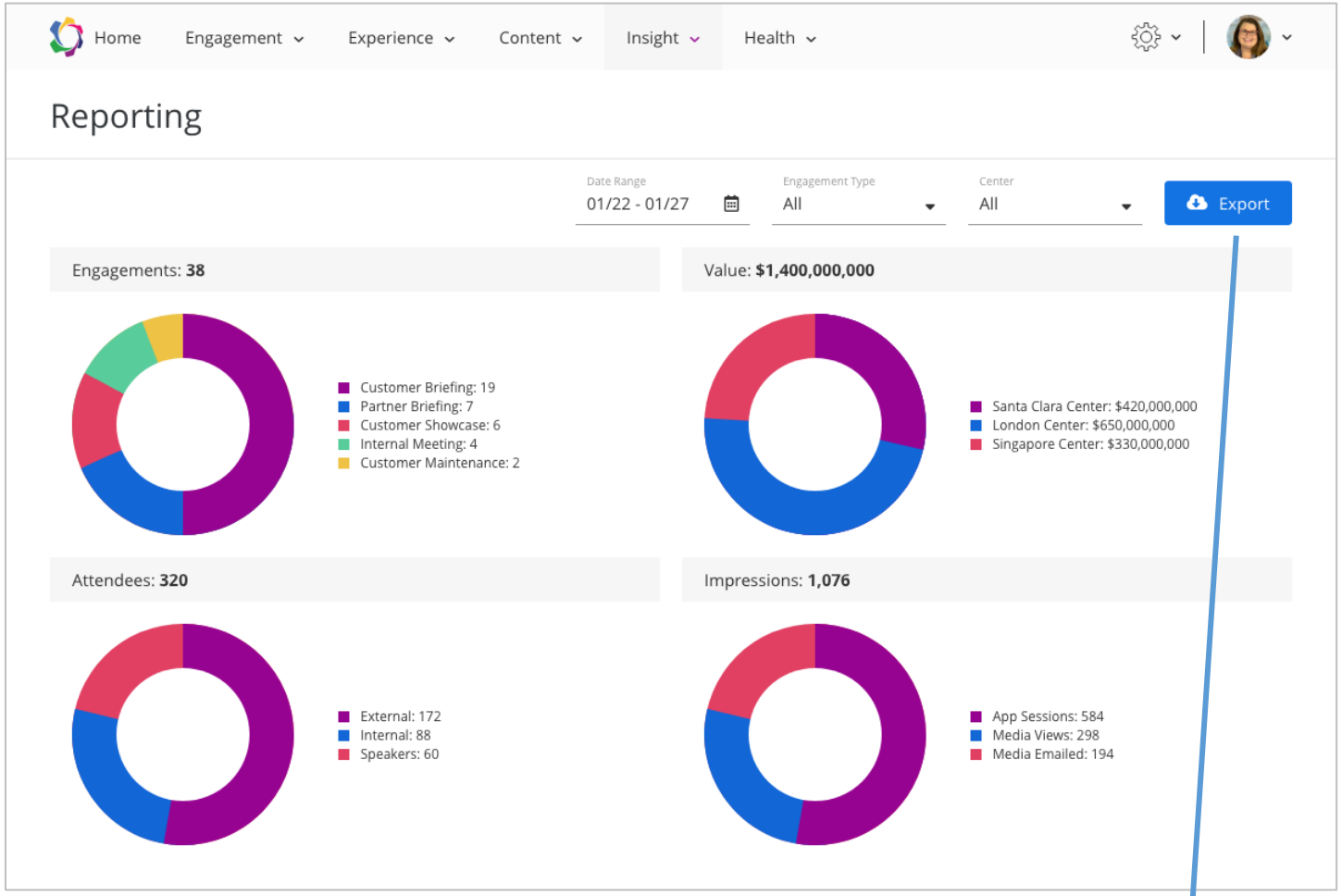
Brad Nunes
"I thought this session went to long and didn't really provide too much value."



CE App // Roadmap – Engagement Reporting

Planning for June/July release.
New Reporting page for core metrics and visualization.





	A	B	C	D	E	F	G	H	I	J	K
1	Date Range	Center	Opportunity Value	Total Number of Attendees	External Attendees	Internal Attendees	Speakers	Total Impressions	App Sessions	Media Views	Media Downloads
2	3/1 - 3/5	Santa Clara Center	420000000	87	42	21	24	410	277	96	37
3	3/1 - 3/5	London Center	650000000	181	103	49	29	782	456	185	143
4	3/1 - 3/5	Singapore Center	330000000	69	34	18	17	331	235	81	15

CE App // Roadmap – Further Out

Planning for August Release:

- Email header graphic and custom alias name
  - Hitachi Insight Center <donotreply@center-suite.com>
- Calendar month view option
  - Do you prefer default to be the current week view or month view?
- Global header search
  - What do you most commonly find yourself wanting to search for?
- Top tier account tag
  - What do you call your 'key' accounts?

Q
&
A

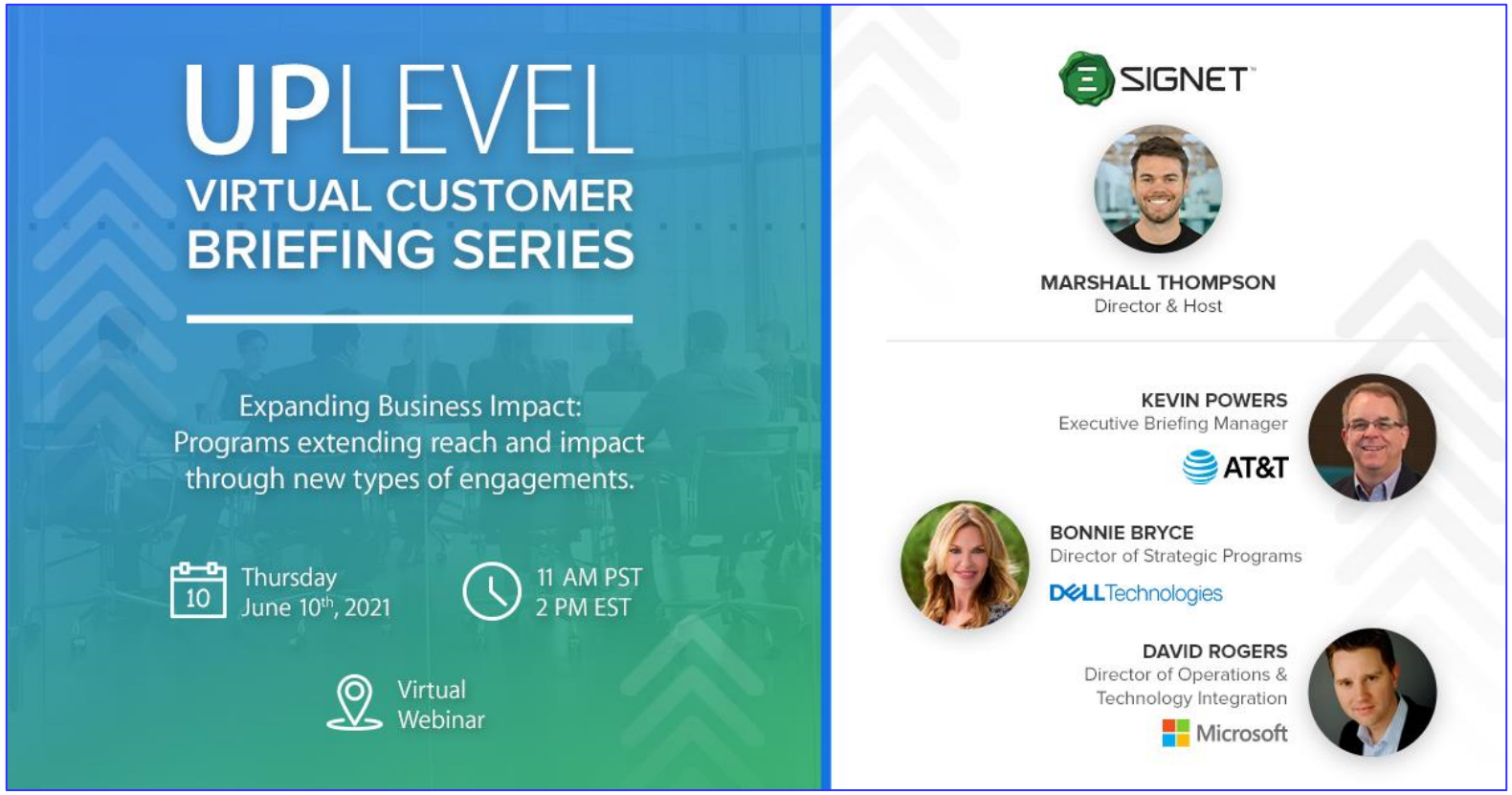
Upcoming Signet Events

2021 UPLevel Webinars

Q2 UPLevel Q2Webinar
Topic: Expanding Business Impact

Q3 UPLevel Q3 Webinar
Topic: Briefing Center Systems & Technology

Q4 UPLevel Q4 Webinar
Topic: Program Analytics, Measurement and Insight



- **What topics would you like UPLevel to cover?**
  - **Email your CSM or success@signet.tv**