



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

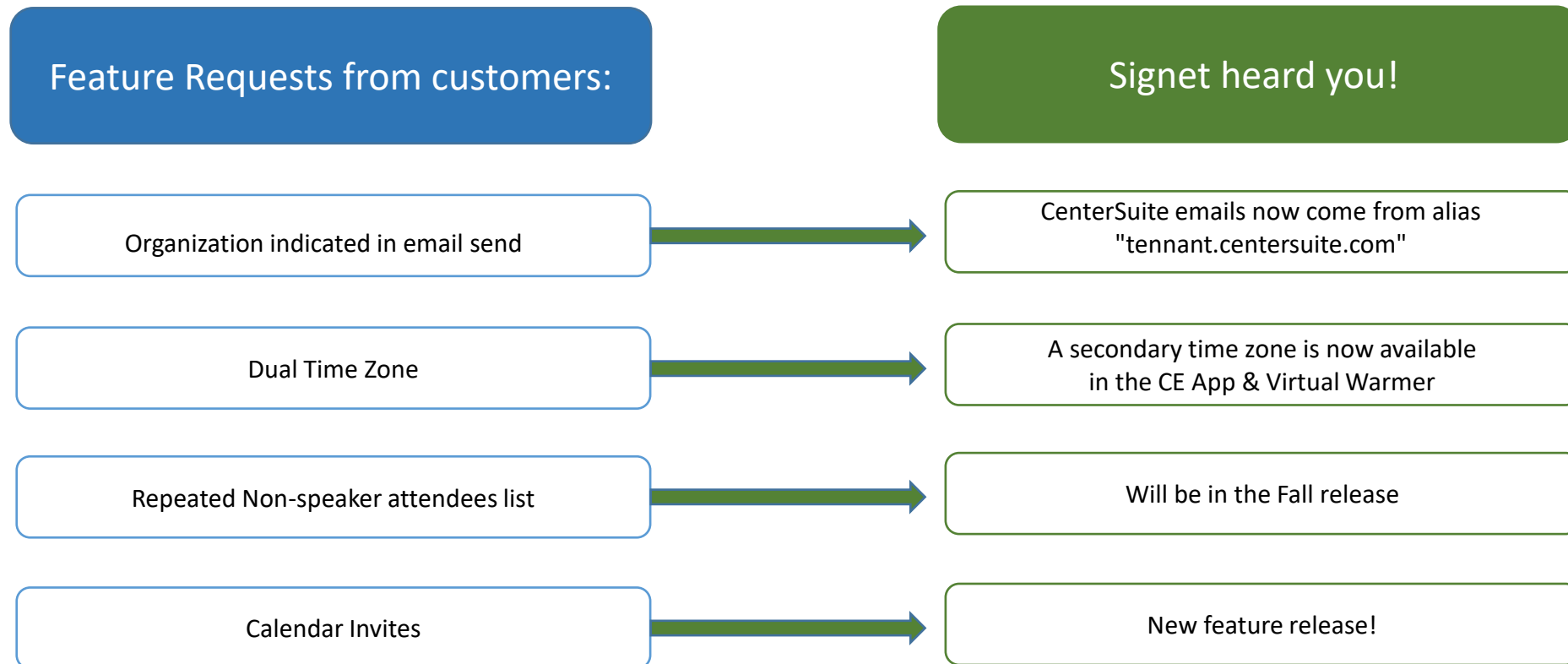
Welcome!



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:



Make your briefing process a breeze

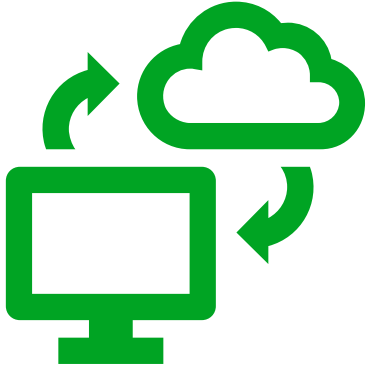


Tips for a successful briefing

- 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?

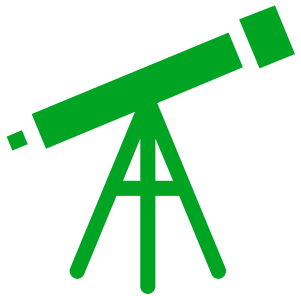
Open Discussion



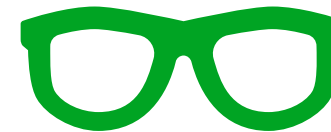
What are the features you use all the time?



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?

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



Customer Engagement App



Briefing Calendar Invitation

Send calendar invitations

Page Southernland Briefing
Page Southernland Fi...

Customer Briefing | Virtual
Silicon Valley Signet Experience Center
Briefing Manager: Liz Blacklock
Thu, May 20, 2021 | 09:00am - 03:00pm PDT
Virtual

Briefing Status: Active
ID: 246 | PIN: Zo7ZxZQK

Internal Attendees: 1
 Agenda Topics: 11
 Speakers: 5
 External Attendees: 3

[Launch Virtual Welcome](#)
[Your CE App Access Link](#)

[Send Meeting Invite](#)
[Share CE App Access](#)

[Postpone](#)
[Duplicate](#)
[Delete](#)

Preview and edit the email to be sent.

Subject Text *
{{center.title}} - Briefing Invite

Email body *
B I U

We are pleased to host you at our briefing, this is our calendar invite for you to save.

Briefing Name:
{{briefing.title}}

Date & Time:
{{briefing.scheduledStartAt}}

Your Briefing Manager:
{{briefing.briefingManager}}

Agenda:
{{briefing.agenda}}

Video Conference Information:
Meeting URL: [{{briefing.videoConferenceLink}}](#)
Meeting ID:
{{briefing.videoConferenceMeetingId}}
Meeting Password:
{{briefing.videoConferencePassword}}
Meeting Phone Number:
{{briefing.videoConferencePhoneNumber}}

We look forward to hosting you at {{center.title}}.
Please notify your host if you have any questions or concerns.

Thank you,
{{center.title}}

Silicon Valley Signet Experience Center - Briefing Invite

Signet with internal scheduler <signet@uat.center-suite-dev.cc>
Required Liz Blacklock

[Accept](#) [Tentative](#) [Decline](#) [Propose New Time](#) [More](#)

Please respond.
This appointment conflicts with another one on your calendar.

briefing_invitation.ics
921 bytes

Thursday, May 20, 2021 9:00 AM-3:00 PM

We are pleased to host you at our briefing, this is our calendar invite for you to save.

Briefing Name:
Page Southernland Briefing

Date & Time:
Thu, May 20, 2021 | 09:00am - 03:00pm PDT

Your Briefing Manager:
Liz Blacklock

Agenda:
09:00am - Welcome & Introductions
09:15am - Voice of the Customer
09:45am - Security Fabric for Enterprise
10:15am - Security Fabric for Enterprise
11:15am - Break
11:30am - Cloud Part 2
12:30pm - AI and the Cloud Environment
01:15pm - Break for lunch
02:00pm - AI & FinTech
02:30pm - Wrap Up & Next Steps // Feedback
02:45pm - Evaluation // Feedback

Video Conference Information:
Meeting URL: [www.zoom.com/login](#)
Meeting ID: 49fhw302yu2b
Meeting Password: N/A
Meeting Phone Number: N/A

We look forward to hosting you at Silicon Valley Signet Experience Center. Please notify your host if you have any questions or concerns.

Thank you,
Silicon Valley Signet Experience Center

Virtual Warmer



Virtual Warmer

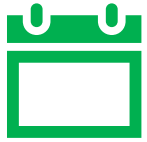
- Auto-scroll to current session
- Current time and optional 2nd time zone in left header
- Auto-explode to show:
 - Session description
 - Speakers' names
 - Speakers' titles
 - Speakers' images

05:03pm PDT
08:03pm EST

Today's Agenda

TIME	AGENDA	DISCUSSION LEADER
09:00am PDT (12:00pm EST)	Welcome & Introductions	Liz Blacklock
09:15am PDT (12:15pm EST)	Voice of the Customer	
09:45am PDT (12:45pm EST)	Security Fabric for Enterprise	Alex Gold
10:15am PDT (01:15pm EST)	Security Fabric for Enterprise	
	EXTERNAL: Fusce eget felis massa. Maecenas vulputate massa at tempor volutpat. Sed ultrices erat nec urna ultricies gravida. Cras vulputate tempus odio ut vehicula. In mollis nisi non velit consequat semper. <div> Andrew Wojakowski Practice Manager Roman Novikov Test Speaker </div>	
11:15am PDT (02:15pm EST)	Break	
11:30am PDT (02:30pm EST)	Cloud Part 2	Liz Blacklock
12:30pm PDT (03:30pm EST)	AI and the Cloud Environment	Reddy Cortez
01:15pm PDT (04:15pm EST)	Break for lunch	

Customer Portal



Weekly Debrief Email

Friday email covering current, future and new briefings

Preferences

More email information and options will be available in future updates. Stay tuned.

Receive Weekly Debrief Email

☒ Yes

Save Cancel



Show current time in VRW

Added visual feature!

Virtual Welcome

Overview

Quick Use

Background

Styles

Settings

View Duration (sec) *

12

Show Time in Header

☒ On

Speaker Label *

Discussion Leader



Autosave notation added in 2 places

Feedback tab enhanced

Introduction to Center-Suite Platform

SIGNET

Alex Maniuk Sign Out

Home

Feedback

Center Info

Agenda

Discussion Leaders

Digital Content

HTML Test

Feedback

This feedback form auto-saves.

General Engagement Feedback

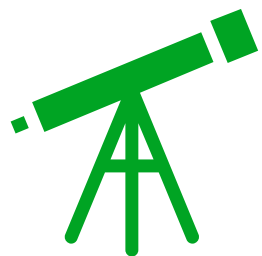
AM I PRETTY ENOUGH?

Please rate your overall satisfaction with the quality of the experience.

Not at all	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	7	8	9	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Agenda Topic Feedback

This feedback form auto-saves.



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

Center

Silicon Valley Signet Experience Center ▾

Email subject *

{{tenant.name}} invites you

Email body *

B

I

U

🔗

Dear {{attendee.firstName}}

Welcome and this is the text from our email template in the system that the user can choose to edit in this text box.

[Your access link](#)

Thanks and we hope you enjoy the party.


Regards,

{{center.name}}

Save

Cancel

Speaker Headshot

1614286630050_Liz Salutato...

✕

Optimal media size is 400px wide by 400px tall.

Speaker First Name *

Liz

Speaker Last Name *

Blacklock

Speaker Title *

Customer Success Manager

Speaker Email

liz.blacklock@signet.tv

Speaker Biography

B I U ↻

As a Customer Success Manager, Liz manages our Enterprise - driving user adoption and outcomes leading to renewals, expansion, and advocacy across your portfolio. Liz partner with our clients to deliver exceptional outcomes and experiences for our clients. Liz excels at communicating value for our clients and through the toolset, being the trusted partner for the customer on use-case and product functionality and quarterbacking experiences by various cross-functional teams at Signet.

Center *

All

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

B I U 

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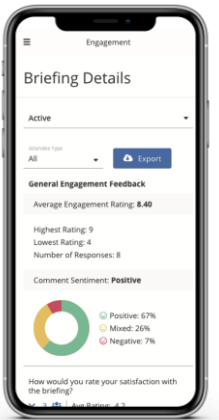
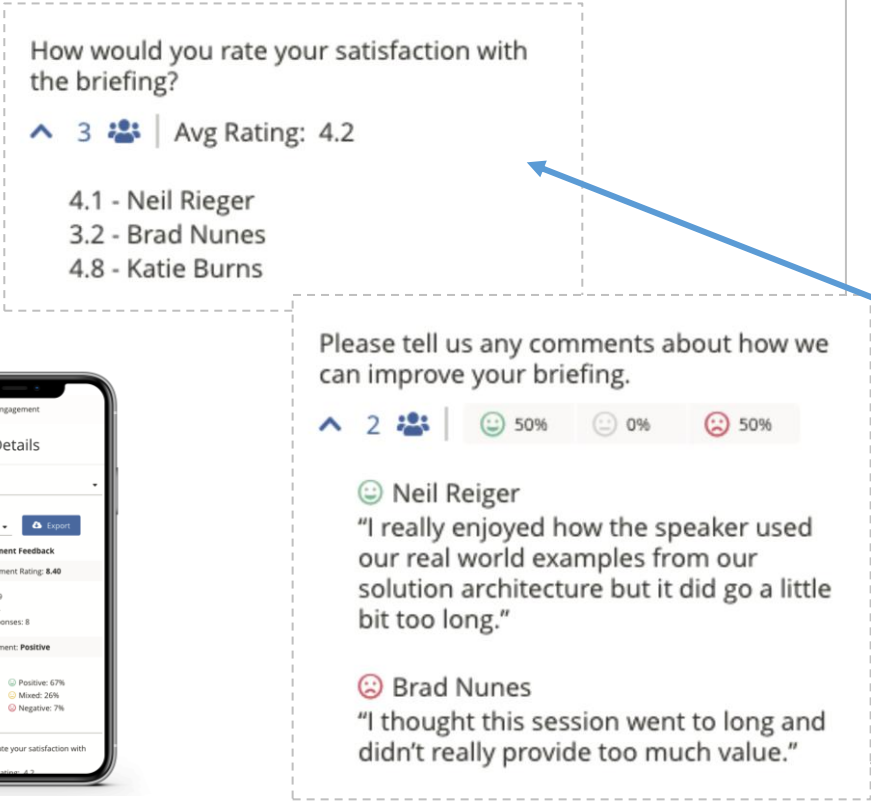
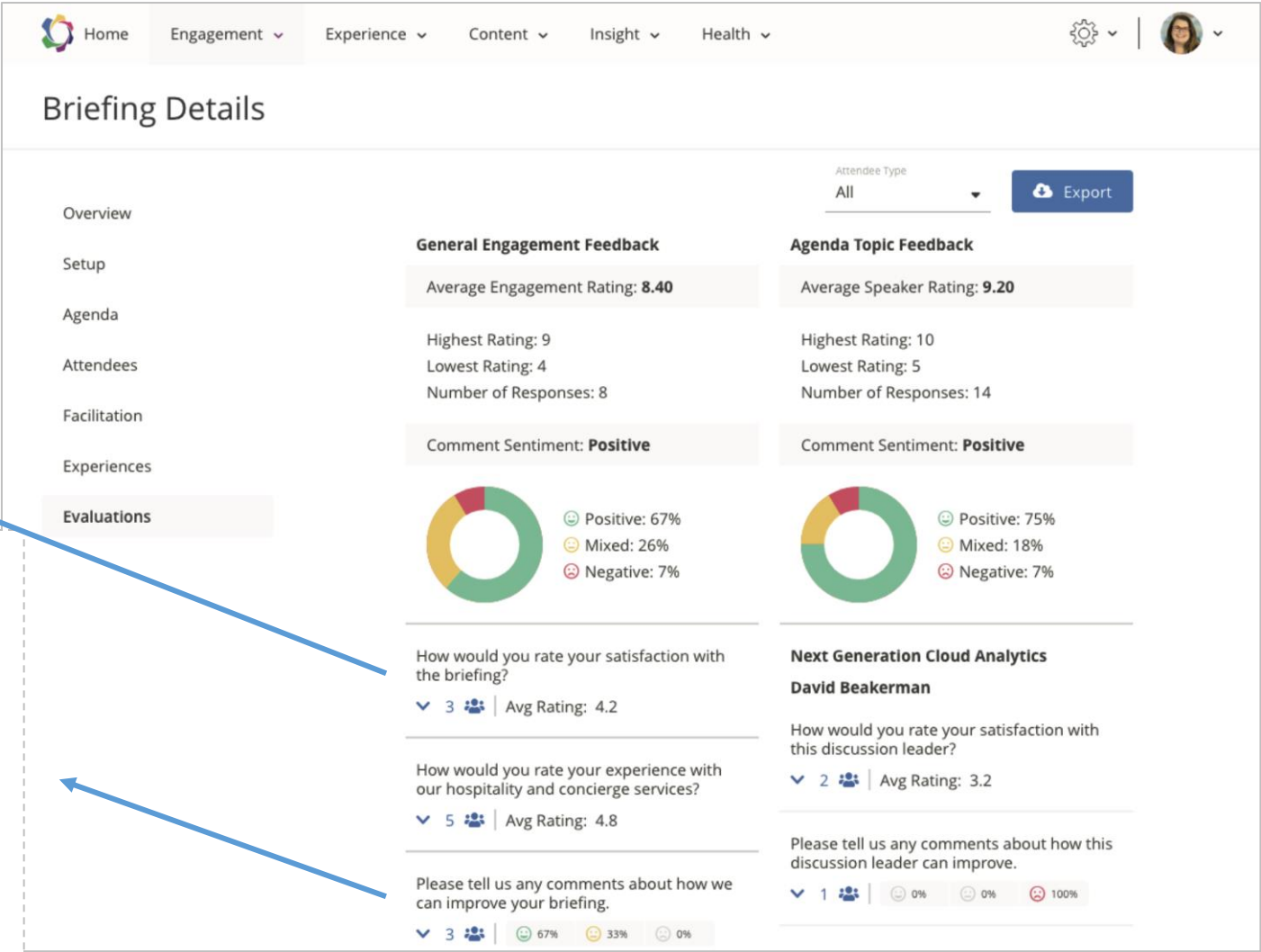
Center Access *

Silicon Valley Signet Experience Center ▾

CE App // Roadmap – Evaluation Feedback Results



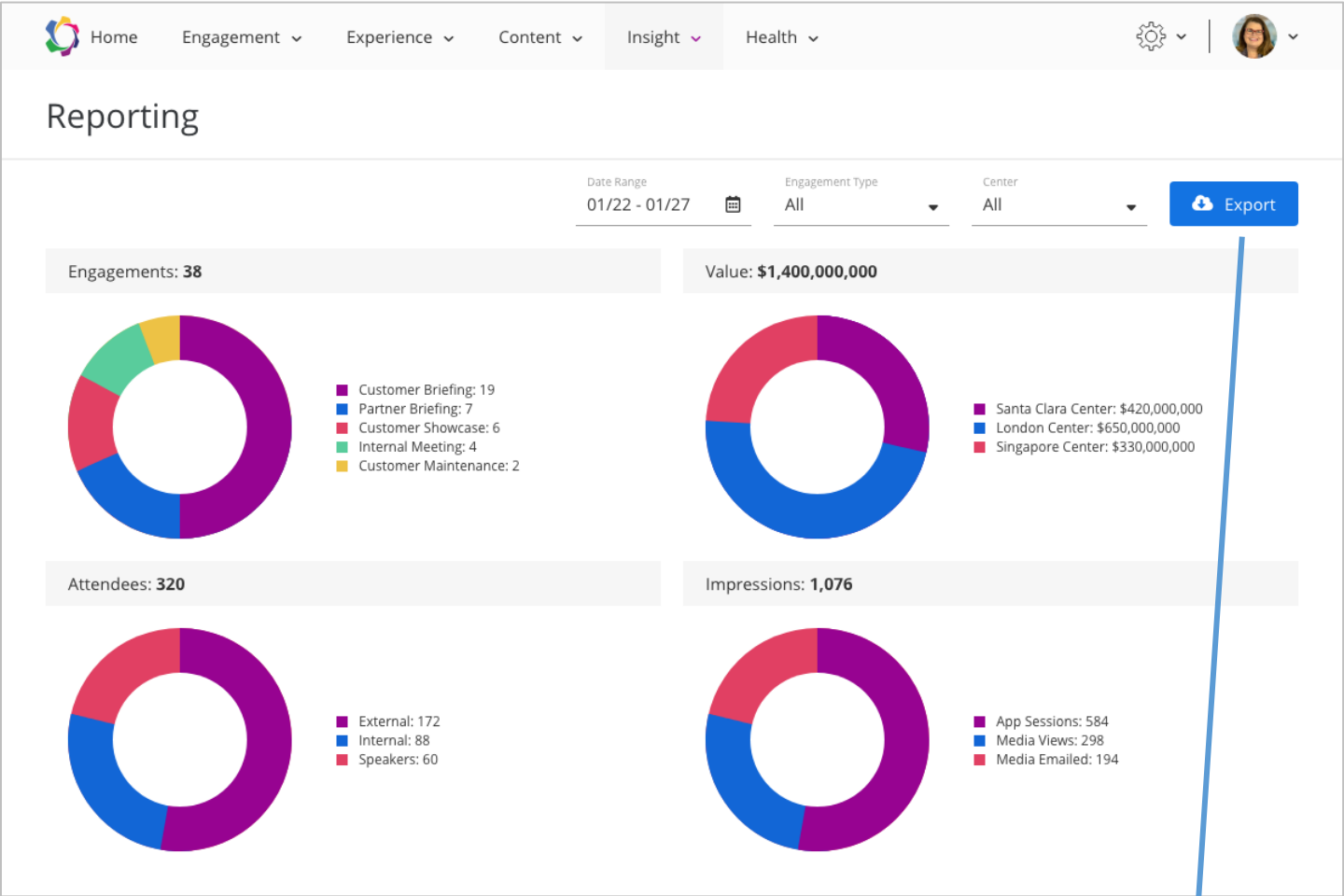
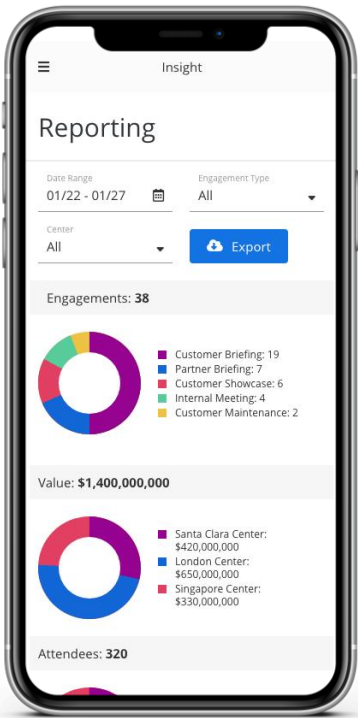
Planning for June/July release.
Showing attendee feedback in portal &
including sentiment analysis on text.



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

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?



Upcoming Signet Events



2021 UPLlevel Webinars

- Q2** UPLlevel Q2 Webinar
Topic: Expanding Business Impact
- Q3** UPLlevel Q3 Webinar
Topic: Briefing Center Systems & Technology
- Q4** UPLlevel Q4 Webinar
Topic: Program Analytics, Measurement and Insight

The graphic is a promotional poster for the 'UPLEVEL Virtual Customer Briefing Series'. It has a blue and green background with a pattern of white chevrons. The title 'UPLEVEL' is in large white letters, with 'VIRTUAL CUSTOMER BRIEFING SERIES' below it. A subtitle reads 'Expanding Business Impact: Programs extending reach and impact through new types of engagements.' The date 'Thursday June 10th, 2021' and time '11 AM PST 2 PM EST' are shown. A location pin icon indicates it is a 'Virtual Webinar'. On the right, there are five circular headshots of the speakers: Marshall Thompson (Director & Host), Kevin Powers (Executive Briefing Manager, AT&T), Bonnie Bryce (Director of Strategic Programs, Dell Technologies), and David Rogers (Director of Operations & Technology Integration, Microsoft).

UPLEVEL
VIRTUAL CUSTOMER BRIEFING SERIES

Expanding Business Impact:
Programs extending reach and impact
through new types of engagements.

Thursday
June 10th, 2021

11 AM PST
2 PM EST

Virtual
Webinar

SIGNET

MARSHALL THOMPSON
Director & Host

KEVIN POWERS
Executive Briefing Manager
AT&T

BONNIE BRYCE
Director of Strategic Programs
DELL Technologies

DAVID ROGERS
Director of Operations &
Technology Integration
Microsoft

➤ **What topics would you like UPLlevel to cover?**

➤ Email your CSM or success@signet.tv