Customer Portal Release Highlights

July 2021

Customer Portal Feature Summary

Features
- Customer Engagement App
  - Increased functionality at the briefing level
    - Virtual Welcome Content
    - Customer Media
    - Personalized Salutation & Quick Links
    - Manage left-hand navigation
    - Feedback Sentiment Analysis

- Enhanced Reporting

- Virtual Welcome
  - Center level Setting & Style

UI updates
- 3-month calendar email
- CE App Settings – Split into Settings/Configuration
- Responsive UI layout

Active on 7/12/21

Customer Engagement App

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ADDITIONAL Briefing Level features
Granular access to key features through CSP

Feature access:
Briefing Details → *Experiences*

CenterSuite Tab Features

Customer Media Grid
Personalized Salutations
Enable briefing phases (Pre, Day of, Post)
Left-hand tab management

Briefing Details

Overview

Attendees

Experiences

Evaluations

citi Citibank NA Briefing

Client Briefing | In-Person
Signet TC Executive Briefing Center
Briefing Manager:
Wed, Jul 14, 2021 | 08:30am - 11:30am CDT
Virtual Room 2
Thu, Jul 15, 2021 | 08:30am - 11:30am CDT
Virtual Room 2

Briefing Status: Active
Ext ID: 0740 | PIN: INVG

👥 Internal Attendees: 6
☰ Agenda Topics: 8
🎙 Speakers: 4
👥 External Attendees: 1

Briefing level – NEW Features
Customer Media
Custom Salutations
Left Hand tab management
Virtual Welcome Content (NEW)
Custom Quick Links (NEW)

Briefing: Experiences – Virtual Warmer

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Virtual Screens

Virtual Welcome Additional Media

Upload

Optimal media size is 1280px wide or 720px tall. Supported media types include JPG and PNG.

Show Default Additional Media

Yes

Cool Add-on Feature: Ability to enable global content

Use Case:
Add content for VW

Add briefing level
Virtual Warmer content
Virtual etiquette
Conference announcement
Customer stories
Industry related content
Leadership quotes
Welcome Slides

Event Announcements

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

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

General Content

A Friendly Reminder for our Meeting:
- Please mute your microphone when not speaking.
- Turn on your camera (We love to see you!)
- Utilize our Customer Portal for important information.

Industry Content

Pharmaceuticals

Discovering New Drugs to Fight Disease Within the Pharmceuticals Industry

Reagent "Tool Kits" use specific combinations of chemistries that allow customers to carry out laboratory tests in the fields of cell biology; DNA, RNA and protein analysis; drug development; human identification; and molecular diagnostics.

Leadership Quotes

LEADERSHIP TESTIMONIAL

"Being on the forefront of industry innovation is the heartbeat of this company and culture, and our cutting-edge technology and spirit will keep us there for decades."

JANE DOE
President & Chief Executive Officer
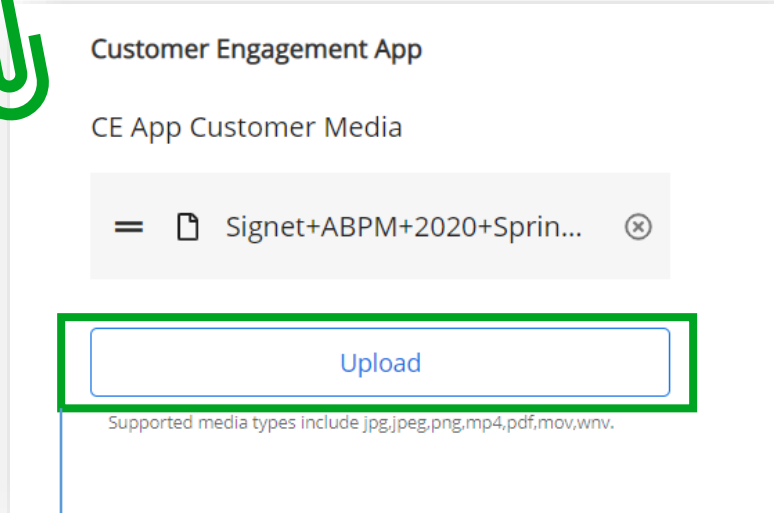
Customer Stories

CUSTOMER STORY

Raising The Financial Benchmark On Customer Satisfaction

CHASE

"Our platform infrastructure automation and delivery time saw new levels of efficiency which directly related to our customer conversion metrics."

SCOTT JOHNSON
Sr. Director IT Infrastructure, JPMorgan Chase

Briefing: Experiences – Customer Media

Use Case:
Add customer media

Customer Engagement App

CE App Customer Media

— 📄 Signet+ABPM+2020+Sprin... ⊗

Upload

Supported media types include jpg,jpeg,png,mp4,pdf,mov,wnv.

Add briefing level Digital Content for the CE App

- Discussion leader content
- Meeting announcements
- Team Introductions
- Industry stories
- Customer stories
- Roadmaps
- Images

Feature Improvement

- *Increased upload limit from 5M to 100M*
- *Additional file types available*

Briefing: Experiences – Salutations/Quick Links

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Salutations

Add Salutation

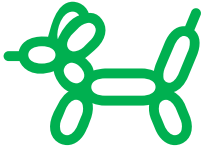| ORDER	SALUTATION NAME	AVAILABILITY

Salutation messages added here will replace the default salutation messages.

Personalize any phase salutation at the briefing level
Custom Welcome
Lunch announcements
Welcome Back language

Add additional quick links, additive to existing list
Specific Press Release
Specific Webpage
Lunch Orders

Usage Note: Displayed at the top of the global list
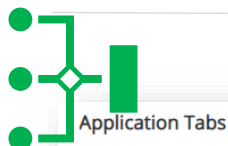
Quick Links

Add Quick Link

DISPLAY NAME	URL/APPLICATION TAB	AVAILABILITY

Quick links added here will be additions alongside the default quick links.

Briefing: Experiences – Application Tabs

Application Tabs

ORDER	TAB NAME	PAGE TITLE	AVAILABILITY
1	Home	Home	Pre-Briefing, Day-of-Briefing, Post-Briefing
2	Digital Content	Digital Content	Pre-Briefing, Day-of-Briefing, Post-Briefing
3	Feedback	FeedbackTest	Day-of-Briefing, Post-Briefing
4	Signet CXC	Signet CXC	Pre-Briefing, Day-of-Briefing, Post-Briefing
5	Agenda	Agenda	Pre-Briefing, Day-of-Briefing, Post-Briefing
6	Discussion Leaders	Discussion Leaders	Pre-Briefing, Day-of-Briefing, Post-Briefing
7	Concierge	Concierge	Pre-Briefing, Day-of-Briefing, Post-Briefing
8	User Group Recording	User Group Recording	Disabled

Personalize tab visibility at the briefing level
Set for specific phase or disable fully

Application Tab Details

Standard, Discussion Leaders

Show in Briefing Instance

☑ Pre-Briefing

☑ Day of-Briefing

☑ Post-Briefing

Save   Cancel

Current defaults are carried to the CSP, what about future briefings.

Briefing: Evaluations

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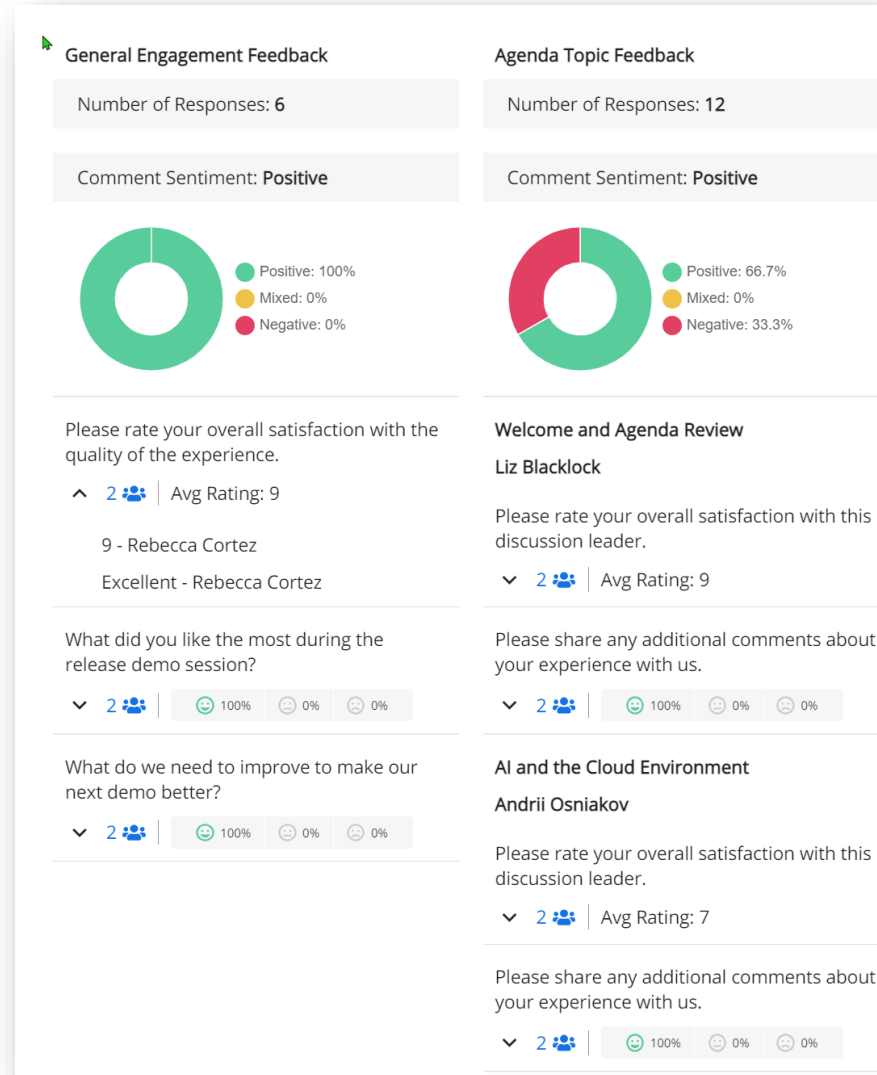**Use Cases:**
Enhanced Feedback: Sentiment Analysis

Visual sentiment analysis on feedback
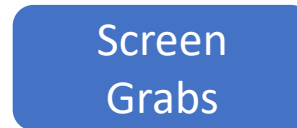
Briefings ➔ Briefing Overview ➔ Evaluations

Feedback is analyzed by a 3rd party tool that assigned a score (sentiment analysis)

Internal or External

General Engagement Feedback

Number of Responses: **6**

Comment Sentiment: **Positive**

Positive: 100%
Mixed: 0%
Negative: 0%

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

2 👥 | Avg Rating: 9

9 - Rebecca Cortez

Excellent - Rebecca Cortez

What did you like the most during the release demo session?

2 👥 | 😊 100% 😐 0% 🙁 0%

What do we need to improve to make our next demo better?

2 👥 | 😊 100% 😐 0% 🙁 0%

Agenda Topic Feedback

Number of Responses: **12**

Comment Sentiment: **Positive**

Positive: 66.7%
Mixed: 0%
Negative: 33.3%

Welcome and Agenda Review

Liz Blacklock

Please rate your overall satisfaction with this discussion leader.

2 👥 | Avg Rating: 9

Please share any additional comments about your experience with us.

2 👥 | 😊 100% 😐 0% 🙁 0%

AI and the Cloud Environment

Andrii Osniakov

Please rate your overall satisfaction with this discussion leader.

2 👥 | Avg Rating: 7

Please share any additional comments about your experience with us.

2 👥 | 😊 100% 😐 0% 🙁 0%

Share data via

☁ Export

Screen Grabs

Insight: Reporting

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Enhanced Report

- Engagement Types
- Attendees
- Engagement / Impressions

Reporting

Date Range	Engagement Type	Center	
4/1/2021 - 6/30/2021 📅	All ▼	All ▼	☁ Export

Engagements: **17**

- Client Briefing: 12
- Innovation Studio: 3
- Internal Meeting: 1
- Partner / Analyst Meeting: 1

Value: **N/A**

No Data

Attendees: **167**

- External: 47
- Internal: 103
- Speakers: 17

Impressions: **2**

- Daily Sessions: 1
- Media Views: 1
- Media Emailed: 0

Share data via

☁ Export

Screen Grabs

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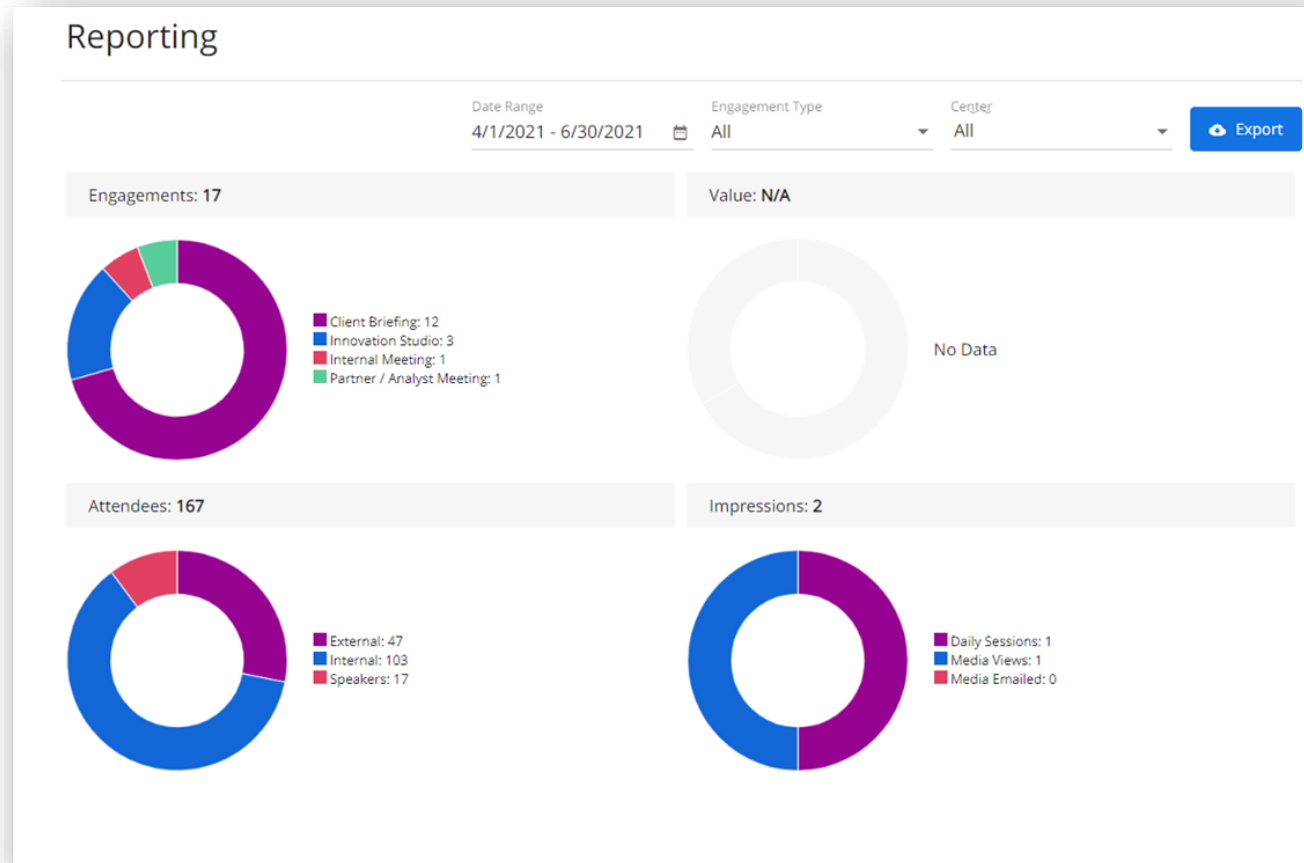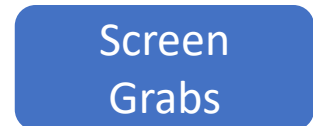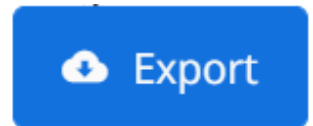
Use Case:	Use Cases:
Keep up with the calendar!	Style and Settings at the **CENTER** level
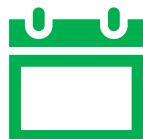
Upcoming 3 Month Email
Keep up with the quarter

Virtual Welcome Style
Style can be modified at the center level!

Global Feature access:
Profile → Preferences

Global Feature access:
Experiences → Virtual Welcome → Style & Settings

Increase Viewable Space

Use Cases:
Better viewing

Generous viewing area

Current

Updated

Contact us
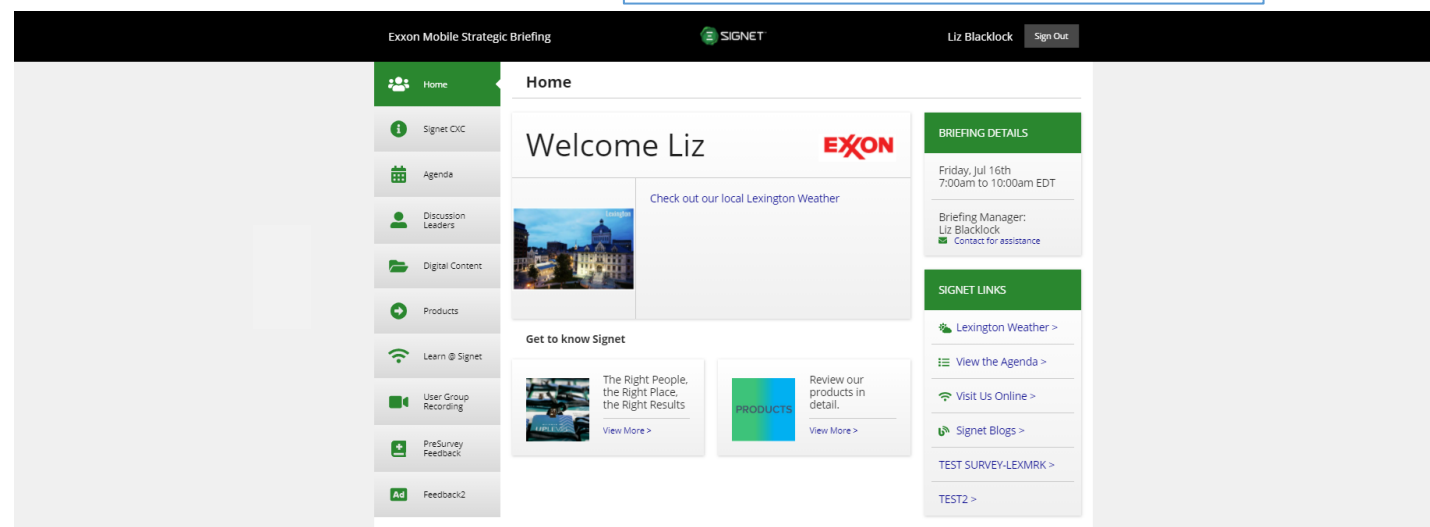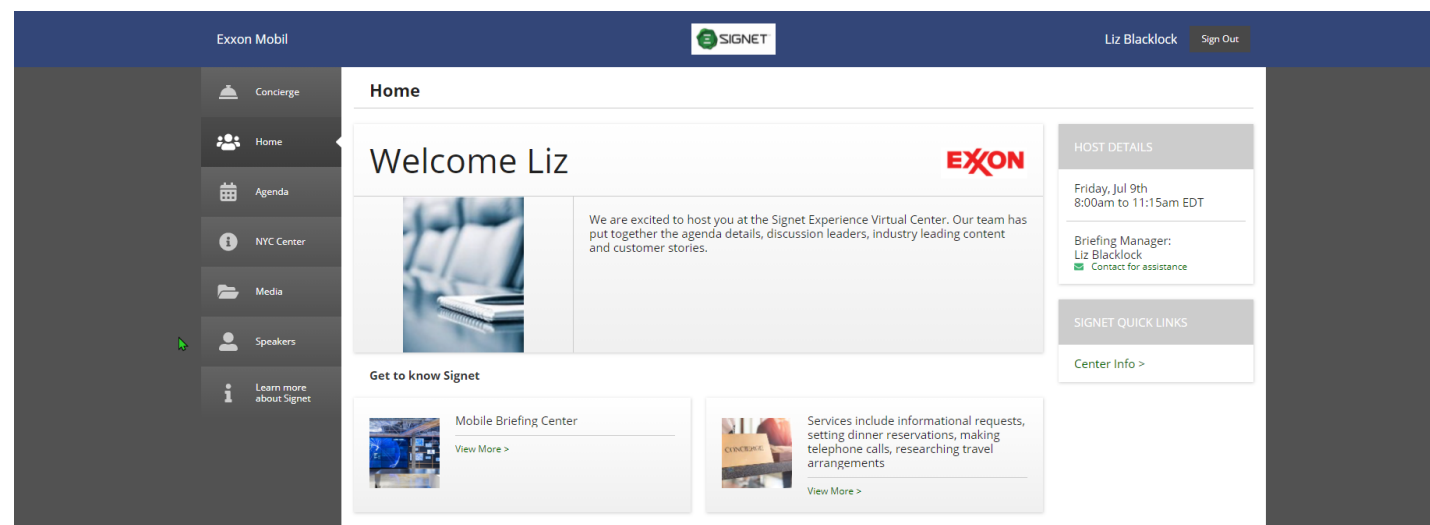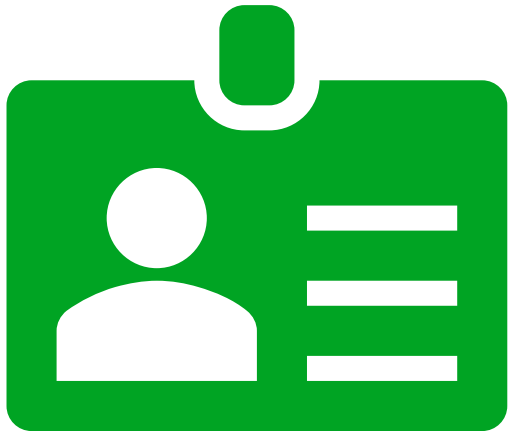
For Video and text FAQ check us out @
https://info.signet.tv/knowledge

Our support team is available @ support@signet.tv

For additional training reach out to your Customer Success Manager or Success@Signet.tv