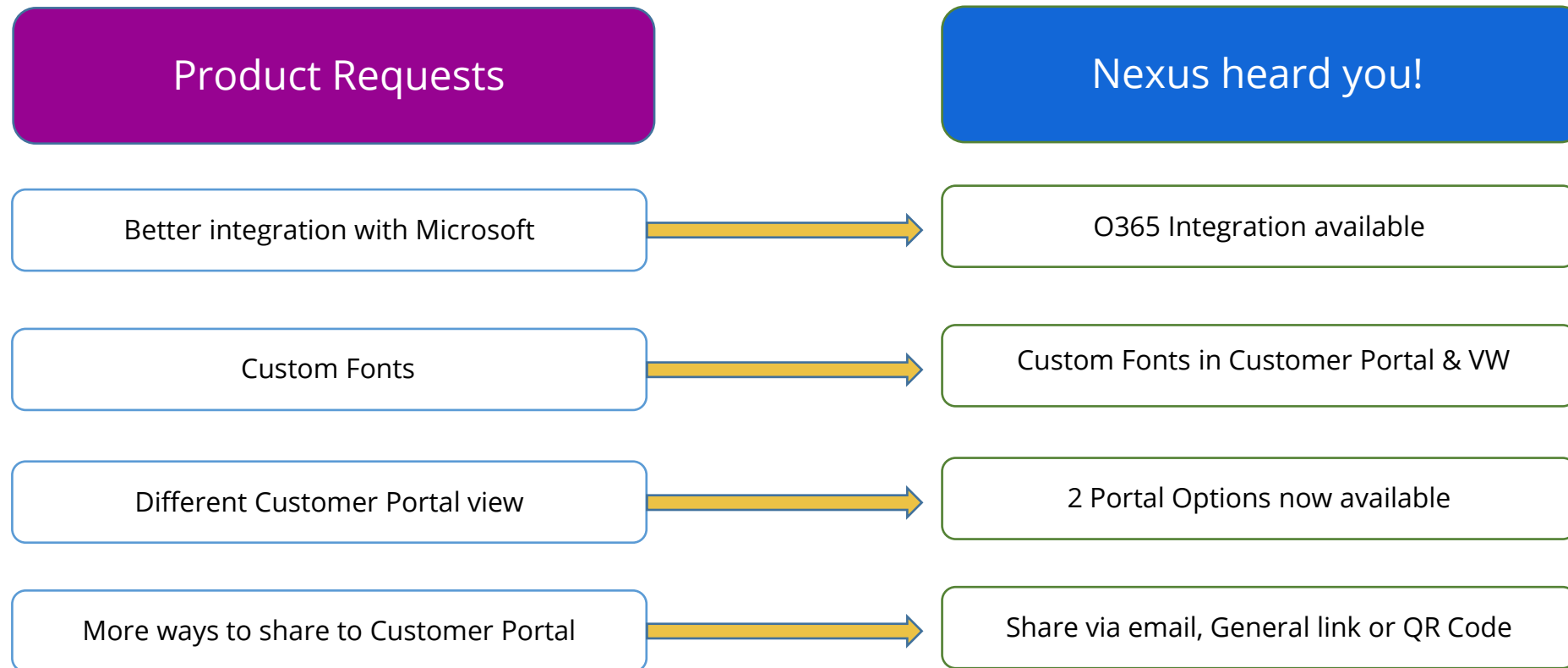




Challenges and Solutions



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



Nexus Hub Feature Summary



Features

- General Access: Sharing the Customer Portal
- Fonts: Assign corporate font to Portal and VW
- Customer Portal: New Profile Options
- Engagement Reports: Planning and Wrap Up Reports
- Program Site: Global and Center
- Virtual Welcome: Music Options

KEY HIGHLIGHTS

Sharing via General Access





The CenterSuite Platform now offered General Access
URL (or QR codes)


ACCESS : BRIEFING OVERVIEW


Get General Access Link (same access point)


- Copy Shareable Link
- View QR Code (download or copy)


Get General Access Link

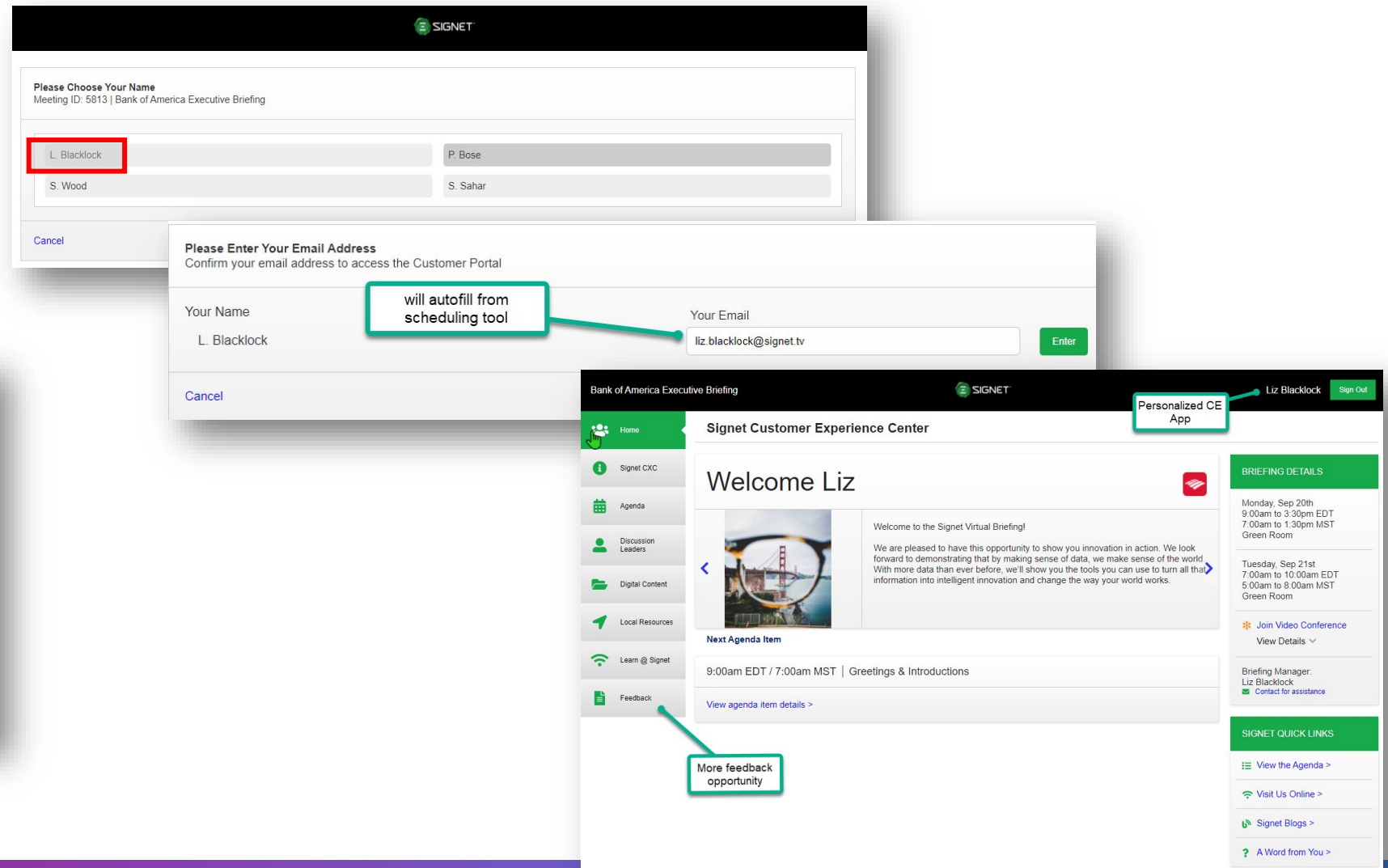
Copy Sharable Link  | View QR Code 

Send Meeting Invite 

Share CE App Access 

Print Agenda 

Print Attendees Seat Tents 



The screenshots illustrate the user experience for the Signet platform. The first screenshot shows the 'Please Choose Your Name' screen with a list of names, including 'L. Blacklock', which is highlighted with a red box. The second screenshot shows the 'Please Enter Your Email Address' screen, where the email 'liz.blacklock@signet.tv' is autofilled from the scheduling tool, as indicated by a green callout box. The third screenshot shows the 'Signet Customer Experience Center' dashboard, which includes a 'Welcome Liz' message, a 'Next Agenda Item' section, and a 'Feedback' link. A green callout box points to the 'Feedback' link with the text 'More feedback opportunity'. The dashboard also features a 'Personalized CE App' button and a 'Sign Out' button.

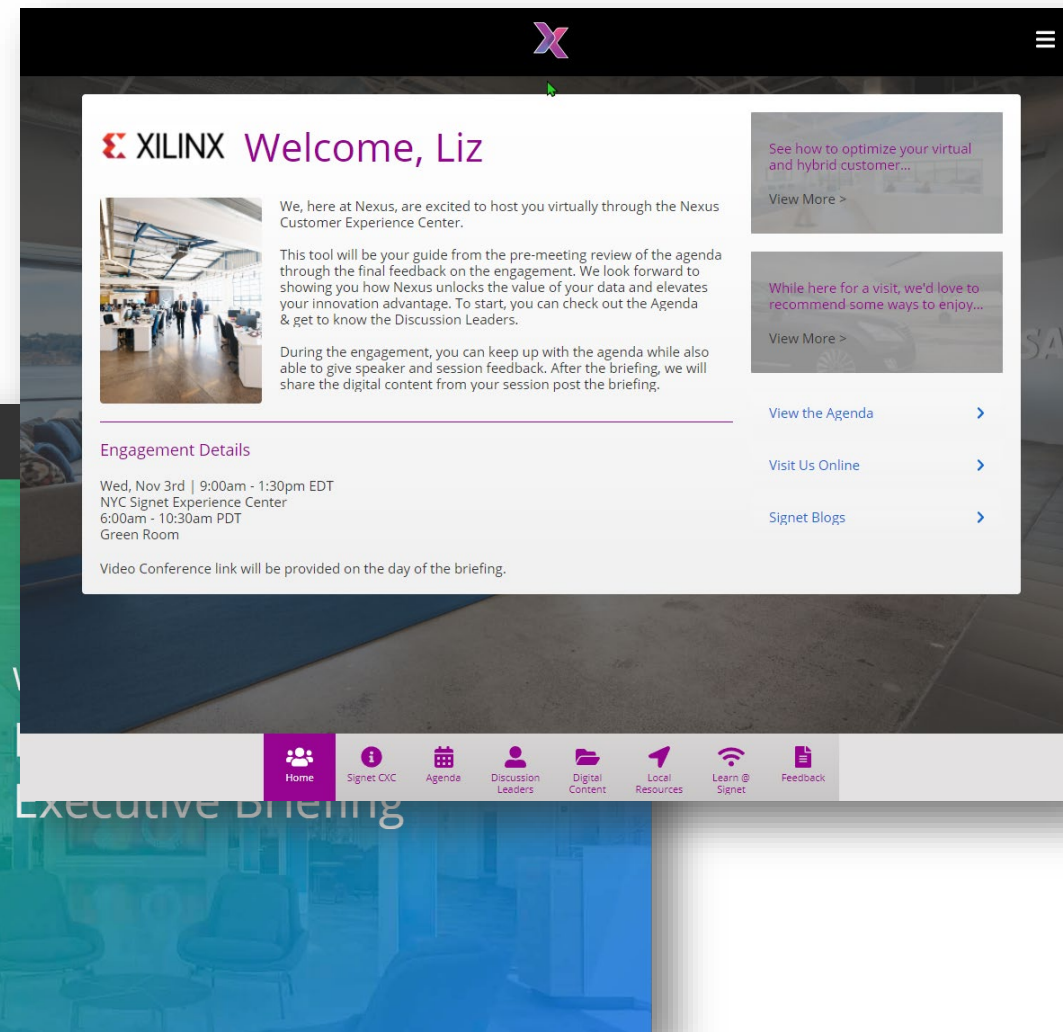
KEY HIGHLIGHTS

Nexus Platform: FONTS

CUSTOMIZE THE FONT FOR THE CUSTOMER PORTAL & THE VIRTUAL WARMER

Email your CSM with the font file!

Serif Sans Mono
Serif Sans Mono
Serif Sans M
Serif Sans M

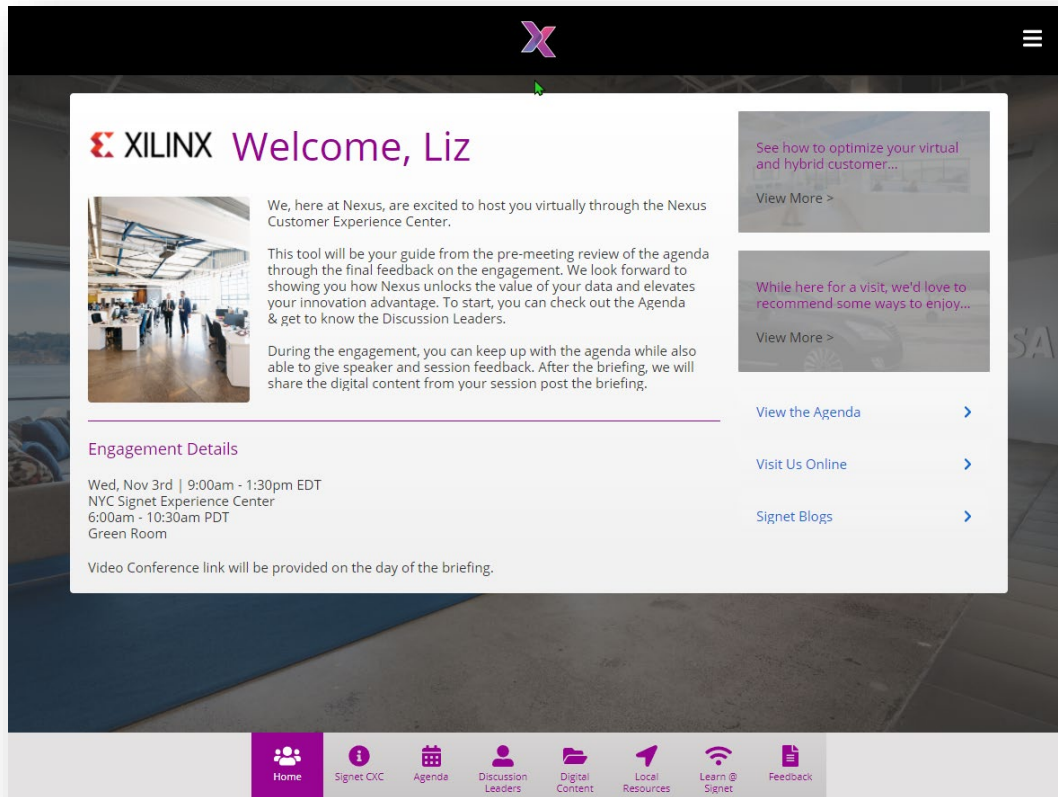


Customer Portal: New Profile

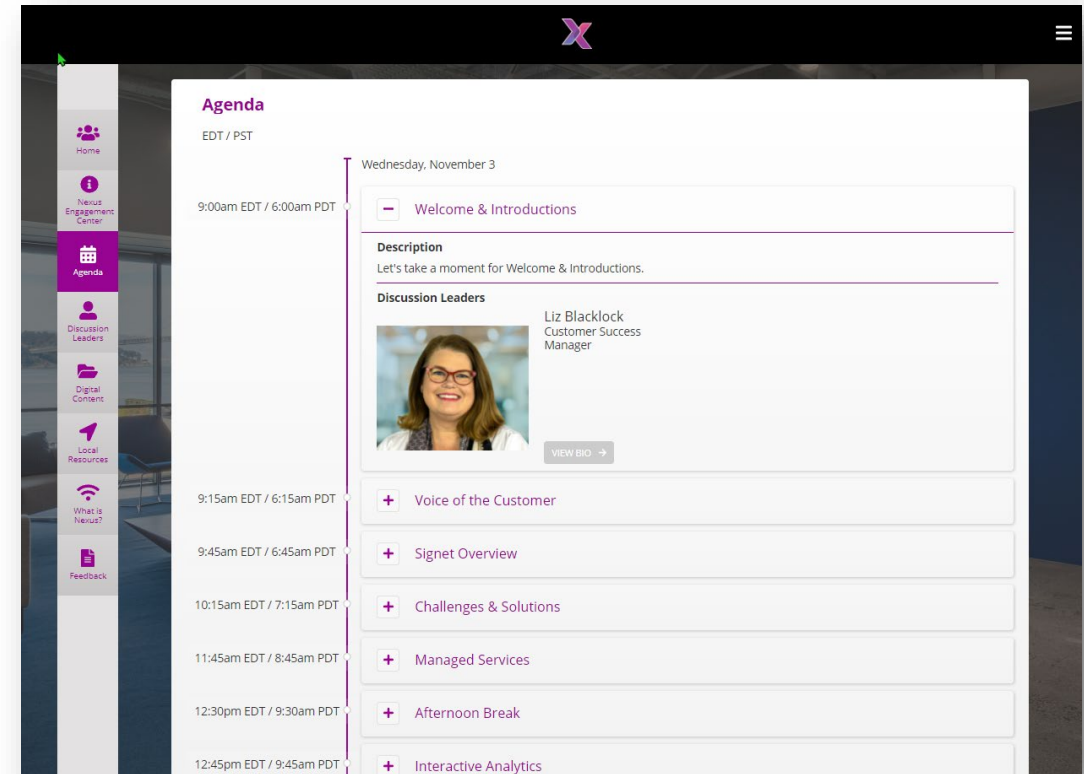


Center setting for Customer Portal views

- **Profile A: New style**
- Profile B: Existing style (default)



Profile A: Bottom Nav



Profile A: Left Nav



Planning Report

A collage of overlapping digital screens displaying various business and engagement reports. The screens show titles like 'Engagement Details', 'Opportunity Details', and 'Account Details', along with company logos like Xilinx and data points such as 'Revenue: N/A' and 'Industry: Retail'. The screens are layered, creating a sense of depth and multiple data points being viewed simultaneously.

Wrap Up Report

The image displays a series of overlapping document mockups for a 'Wrap-up Report' from the NYC Signet Experience Center. The documents are layered, creating a sense of depth. The topmost document is titled 'Wrap-up Report' in a large, bold, blue font. Below the title, it lists 'NYC Signet Experience Center' and 'Wrap-up Report' again. The main content area is divided into sections: 'Engagement Details', 'Agenda - Friday, October 22', and 'Voice of the Customer Notes'. The 'Engagement Details' section includes a table for 'Customer Attendees' and 'Internal Attendees'. The 'Agenda' section lists various topics and speakers. The 'Voice of the Customer Notes' section contains placeholder text. The 'Wrap-up Notes' section also contains placeholder text. The bottom of the documents shows the 'nexus | Accelerating Opportunities' logo.

Nexus Platform: Program Sites



Global Home Page

The Program Site is a public website experience for you to showcase your program and each center's offerings and specialties. This can help explain the program and value more to the Sales team and also for Sales reps to pass along to their customers. Information per each center can easily pull from your current center info media and information but you can choose to enter custom content and highlights as well.

x nexus [Login](#)

Redefine the Gold Standard

Your vision needs visionaries. At Nexus experience centers, top minds help you map aspirations to realizations. Discover how global brands have transformed their products and services roadmap by collaborating with Nexus.

Nexus welcomes hundreds of companies each year to the client experience center—to share cutting-edge technology and inspire with real use cases. Our executives and product experts demonstrate ways for guests to transform their own products and businesses.

Experience the Center Your Way

The world is seeing major global shifts to what it means to safely and productively conduct business. As a result, it's more important than ever to reduce operational costs, maximize revenue growth, and increase efficiency in streamlined and effective ways. At Nexus, we have more than 30 years of experience helping our customers solve key business challenges to achieve their goals with digital solutions in real-world applications. Find your path to faster success.

In-person: Signature Experience

From California to New York, Nexus's experience centers are in cities around the globe. Meet with regional experts, view in-person demos and discover the premium service our centers are known for.

Online: Ultimate Flexibility

Get remote briefing sessions with interactive, personalized experiences. Access the world's top experts wherever you want, on your own terms. And with a new custom platform in development, we're pairing up for future innovations in the online briefing experience.

Hybrid: Best of Both Worlds

Blend in-person and virtual briefings in any way that works for your team. Visit any of our nine global centers for in-person experiences while benefiting from the flexibility of remote sessions, and ensure an equally engaging experience for both on-site and remote participants.

Choose From One Of Our Briefing Locations Near You To Get Started

Connect with Nexus executives and experts at our experience centers, including Silicon Valley's award-winning Experience Center.

Silicon Valley Experience Center

The Nexus client experience center is an award-winning, innovative physical space, located in the heart of Silicon Valley. We've created a destination, tailor-made to facilitate customized experiences for our partners and customers.

[Learn More >](#)

NYC Experience Center

We take pride in catering to the needs of our local intelligence community, providing the security and discretion necessary to adhere to stringent privacy protocol. Our experience program in New York connects you to top Nexus experts who strategize and collaborate on complex business transformation.

[Learn More >](#)

Center Location Page

x nexus [Login](#)

Next-level client engagement is here

Nexus enhances your virtual, on-site or hybrid engagement program so that you stand out against the competition and close bigger deals, faster.

See how to optimize your virtual and hybrid customer engagement.

Show your customers you care with targeted, personalized, and impactful digital tools and experiences. Build anticipation by connecting before a visit and create opportunities by following up afterward, all from the Nexus Platform.

To find the right strategy to achieve these goals, engage with senior executives, uncover communication strategies to support digital enterprises, and learn more about Nexus innovations at the San Jose Customer Experience Center (CEC). Featuring the latest collaborative and interactive technologies to see solutions in action!

Experience how physical digital convergence is transforming industry.

Get hands on with the latest digital technology and explore 40+ real-world use cases to understand how your company can make transformation real. Participate in highly customized technical demonstrations to reveal how other organizations have broken down barriers and managed operational changes to effectively face disruption head on. At our company, we're dedicated to sharing these lessons that will fuel innovation and drive success on your path forward.

Customer Engagement

Nexus was designed to take your customers' experience to the next level in order to help you close bigger deals faster.

Virtual & Hybrid

You don't need a center to have next-level customer engagements.

Voice of the Customer

Nexus provides multiple tools to capture important feedback from your customer across their entire engagement journey, then allows you to easily consolidate the feedback to help your staff create quality reports.

Virtual Welcome: Music

Add music to your Virtual Experience

Control the music here!

Current Musical Options (by Center)

- Clarion Full
- Clarion
- Decide
- Freedom Run
- Fresh Commerce
- Technology
- Upstart

Center
NYC Signet Experience Center

View Duration (sec) *
15

Show Time in Header
☒ On

Show Secondary Time
☒ On

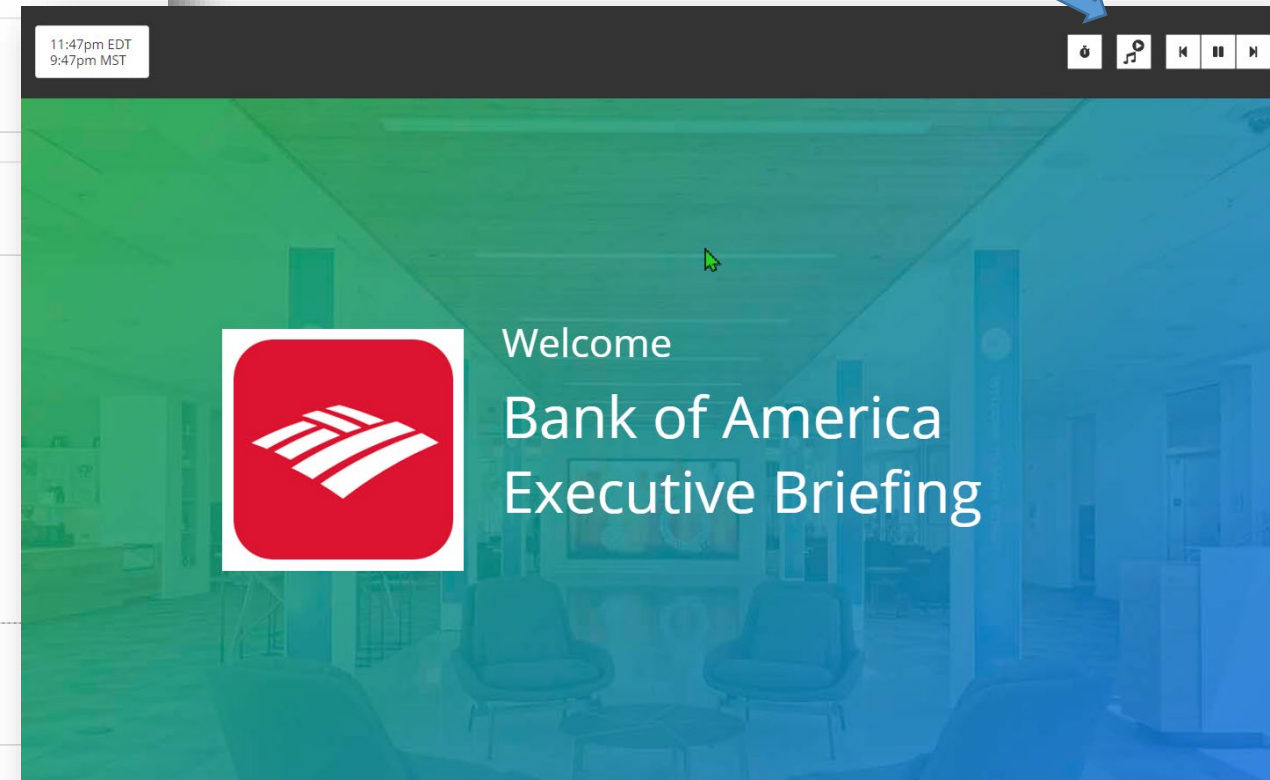
Show Music in Header
☐ Off

Audio

Speaker Label *
Discussion Leader

Show Speaker Headshot
☒ On

Default Additional Media



Open Discussion – Logistics



Catering/Hospitality



Planning

Logistics

What are the core needs around logistics?



Transportation / Lodging



Gift/Billing

Coming in December Release:

- Platform Hub – Engagement Attendee Batch Entry
- Platform Hub – Engagement Facilitation Fields for Logistics (i.e., catering, transportation, etc.)
- Virtual Warmer – New Playback Tab (for media)
- Customer Portal – Custom Content Tab Sections (similar to Concierge tab)
- Customer Portal – Direct Hyperlink to Feedback Tab (emailable link)
- Customer Portal – Custom Tab Icons (upload vs select from our list)

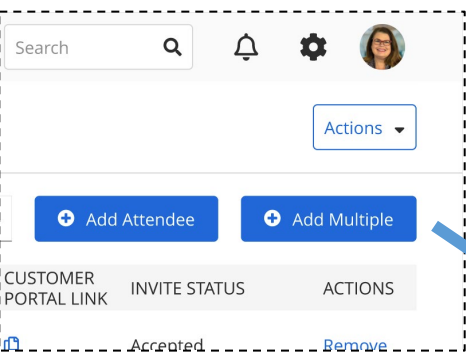
Possibly in December ... or in Q1:

- Platform Hub – Home Page Enhancement (adding reporting highlights)
- Platform Hub – Discussion Leader Batch Entry
- Platform Hub – Global Header Search Functionality
- Program Site – Request Briefing Button Option

Roadmap – Attendee Batch Entry












New feature to 'Add Multiple' attendees at once.
First step is to easily past in multiple attendees, and in future, upload a CSV.



Attendee Type*	First Name*	Last Name*	Company*	Email	Job Title	Level	Role
External	Daniel	Shaw	Bank of America	dshaw@boa.com	Product Lead		
External	Anna	Wu	Bank of America		Product Manager		
External	Carina	Miller	Bank of America	cmiller@boa.com	VP Product	Vice President	Decision Maker
External	John	Casey	Bank of America	jcasey@boa.com	Director of Product	Director	Influencer
External							
External							
External							
External							
External							
External							
External							

[Add 10 more rows](#)

FUTURE: Speakers in Batch

First Name*	Last Name*	Photo	Email*	Job Title	Bio	Center*
Johnathan	Smith		jsmith@email.com	Director of Product	Lorem ipsum dolor sit O	Santa Clara Center
						
						
						
						
						
						
						
						

[Add 10 more rows](#)

[Save](#) [Cancel](#)

Roadmap – Facilitation Logistic Notes



We're adding more logistic notes for engagements as a first step. In the future, it will be more configurable for your program-specific needs.

The screenshot displays the Nexus application interface. At the top, a navigation bar includes tabs for Hub, Engagement (selected), Experience, Content, Insight, and Health, along with a search bar and user profile. Below this, the main header shows the 'BoA Mainframe Cloud Infrastructure' project name and an 'Actions' button. A left sidebar lists various sections: Overview, Agenda, Attendees, Facilitation (highlighted), Impressions, Evaluations, and Wrap-up, with a 'More' link at the bottom. The main content area is titled 'Engagement Logistics' and contains three note-taking sections: 'Engagement Notes', 'Meal & Catering Notes', and 'Travel & Transportation Notes'. Each section has a toolbar with bold (B), italic (I), underline (U), and link (chain icon) options, followed by a text input field and a submit icon (two slanted lines).

Roadmap – Direct Feedback Hyperlink



We're adding in a direct link for attendees to open the Customer Portal on the feedback tab. This link can be included in any email template.

A screenshot of the 'Post-Engagement Email Preview' interface within the Nexus Hub. The interface has a top navigation bar with tabs for 'Hub', 'Engagement', 'Experience', 'Content', 'Insight', and 'Health'. A search bar and user profile icon are on the right. The main content area is titled 'Post-Engagement Email Preview' and contains a form for editing an email. The form includes a 'Preview and edit the email to be sent.' section with a text box for 'Email Subject*' containing the placeholder text '{{tenant.name}} - Post-Engagement Feedback'. Below this is a 'Body Text*' section with a rich text editor. The editor's toolbar includes buttons for bold (B), italic (I), underline (U), and link (chain icon), followed by a 'Components' dropdown menu which is highlighted with a red rectangle. The email body text reads: 'Dear {{attendee.firstName}},

Thank you for sharing your valuable time with us, to not only learn more about {{tenant.name}} but to give us a glimpse into the challenges you face so we can continue with our mission.

We would love to hear from you about your briefing experience, please click on the link to provide us your feedback.

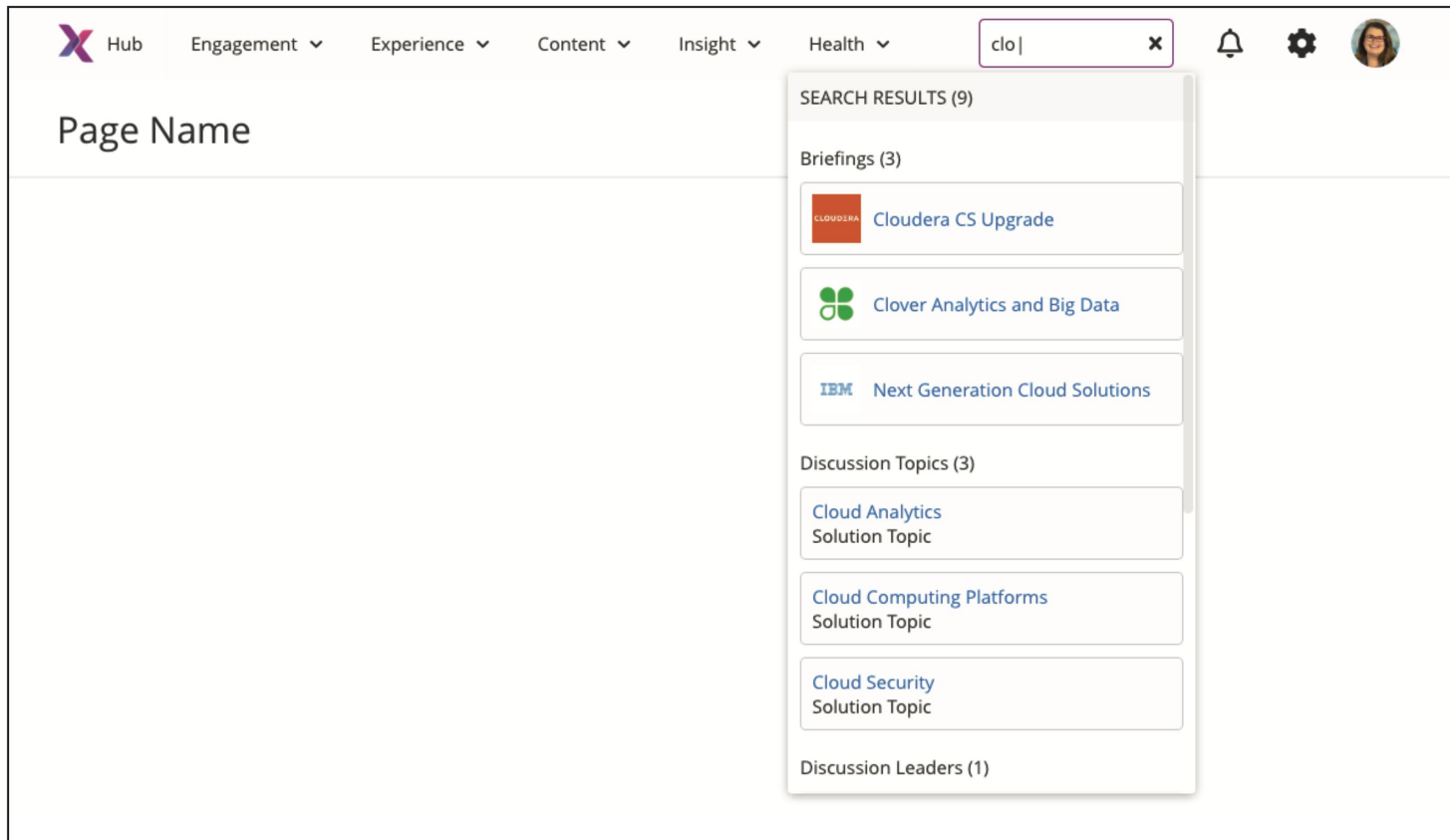
[Evaluation Survey](#)

Sincerely,
{{center.name}}'. At the bottom of the form are 'Save' and 'Cancel' buttons.

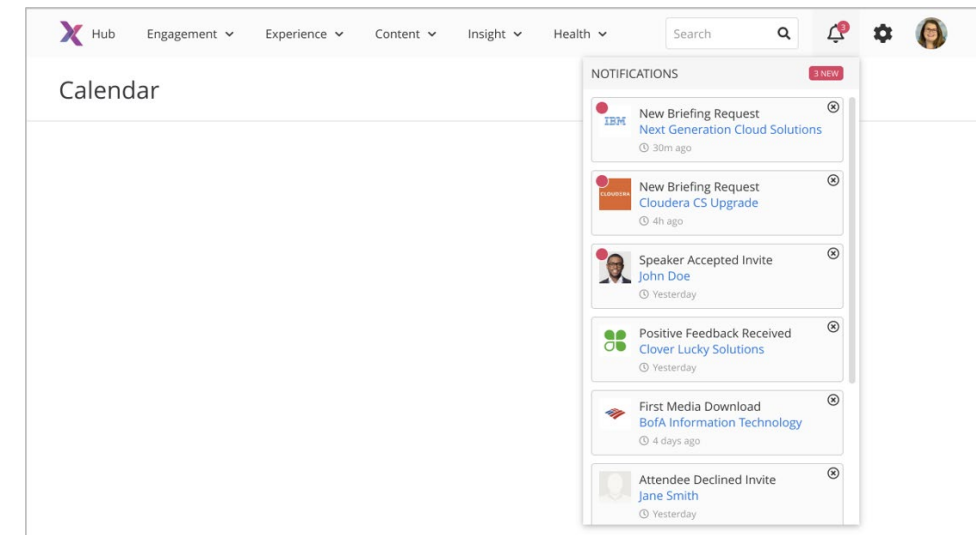
Roadmap – Header Global Search



We're adding the search feature to the Hub header for easy anytime search.
First search areas: briefings, agenda topics, and speakers.



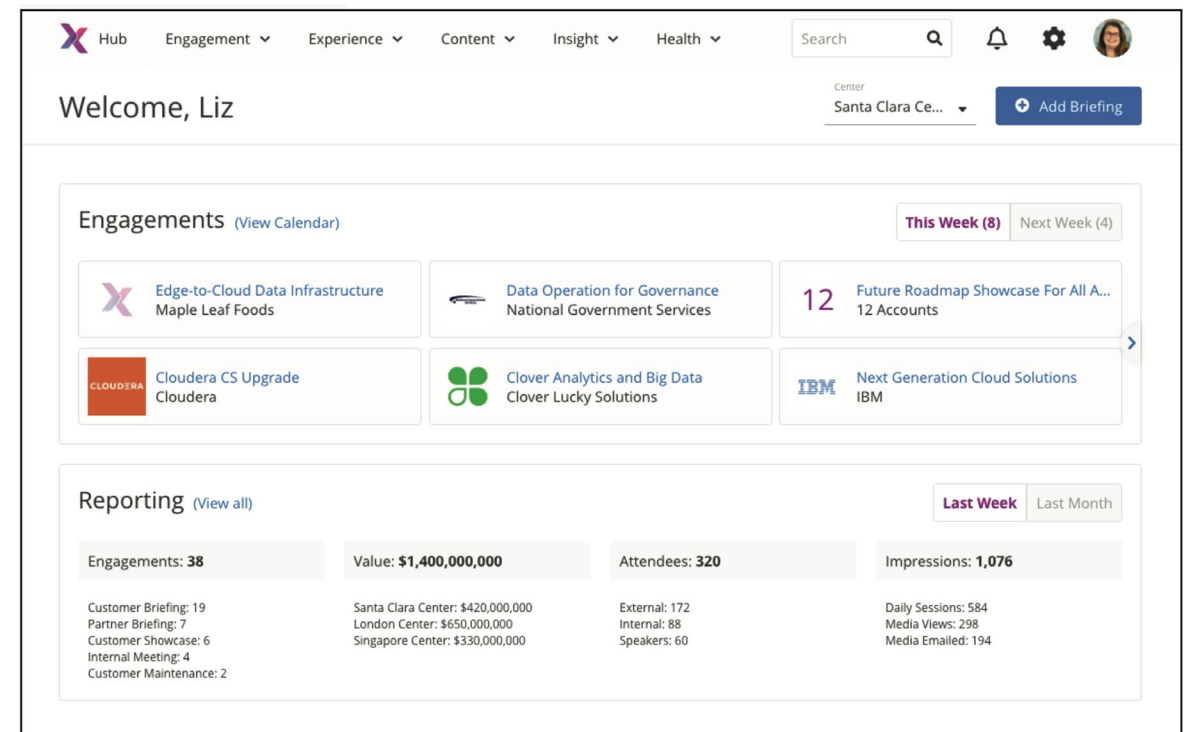
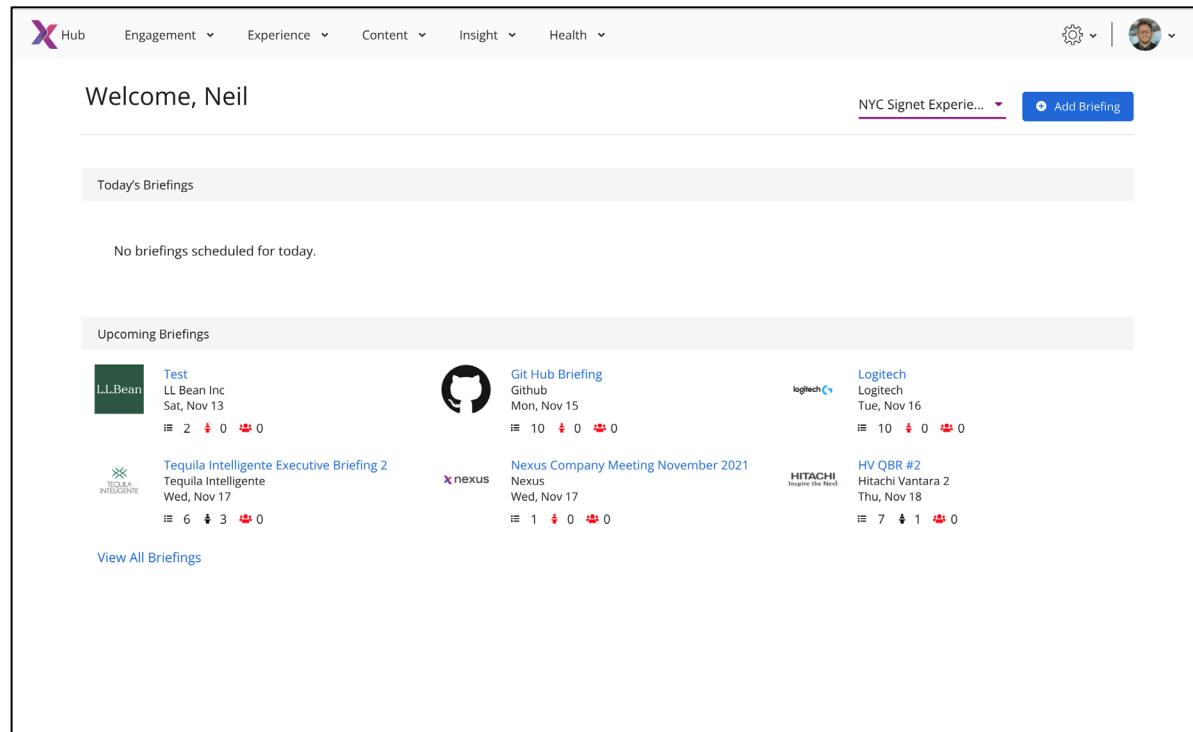
FUTURE: Header Notifications



Roadmap – Home Page Enhancement



We're adding more insight to the home page by adding reporting highlights to the bottom area.
In the future, we're looking to make this more customizable by user.
What do you want to see on the home page?



Thank You!

Q4 UPLevel Q4 Webinar
Date: Dec 2, 2021
Topic: Program Insight Measurement and Reporting



Scan me register!

UPEVEL

CUSTOMER ENGAGEMENT LEADERSHIP FORUM

Program Insight Measurement and Reporting:
How world-class programs are gathering and preparing data for leadership reporting

Thursday
December 2nd, 2021

11 AM PDT
2 PM EDT

Virtual Webinar

x nexus


MARSHALL THOMPSON
Director & Host

JOE PERRY
Sr. Manager, Global Customer Briefing Program
 **AUTODESK**


ANITA PENDERS
Global Lead, Customer Engagement Center Operations



STACY CUMMINGS
Director, Marketing Events & Customer Programs
verizon

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*Next Meeting: Q1 2022
11AM PST / 2PM EST*

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success@Nexuscenter.io