09 September 2015

Dear Sally,

Thank you for participating in this Community pilot, your time and commitment is much appreciated.

The purpose of this pilot is to receive initial feedback on the revised Community layout and new content added. Please do highlight any issues identified, functional quirks and general feedback around look, feel and layout.

To aid you through the pilot, we have put together a brief helpful guide which is attached.

A link to the Community will be forwarded to you on the 21st September 2015.

In the meantime, should you have any questions or queries regarding Community both prior to or during the pilot, please feel free to reach out to me directly by email on nsarfraz@sdl.com or via phone on 00 44 1628 410181 / 44 7775 025063

Many thanks,

Nazia Sarfraz

Customer Success Program Director

**Key Facts**

* SDL Community was officially launched at Innovate, April 2015
* To date, circa 3000 people have registered, particularly from the Language Services arena
* Most popular groups are Tridion Developers & Translation Productivity
* Revised Community forum and events content is due to be launched 29 September 2015

**Goal of Community**

* Faster learning and adaptation to Customer requirements

**Pilot Format**

* Commences Monday 21 September 2015
* Duration 5 days
* Kick off session 18 September 2015, 15:30 GMT/10:30 EDT
* Group feedback sessions
	+ 23 September, 15:30 GMT/10:30 EDT
	+ 25 September, 15:30 GMT/10:30 EDT

**Pilot Goals & Objectives**

To receive thoughts and feedback on your experience of the Community;

* What did you think of the registration process?

It was fine as you kindly walked me through it

* How easy was it set your personal preferences?

A lot of settings and configuration but better to give the options than have people being bombarded!!

* How easy is it to navigate Community?

Yes I thought so as it had a facebook style to it.

* How well is the Community organised, can you find what you are looking for?

Yes

* How valuable is the newly added forum and events content & were you able to find this information easily?

Yes

* What issues/errors have you observed?
* How valuable are your fellow Community peers for you, is there a network for you?
* What could be changed?

**Pilot Actions Checklist**

|  |  |
| --- | --- |
| **1.** | Check out the getting starting videos* Searched for ‘get started’ to try and find the videos and the response was from W Rijsemus ‘there will be a tutorial soon’ I thought there were videos? Took me a while to notice the little rocket on the top right. Stick it on the top left, generally people scan from left to right on a website I think. Can’t we have it appear in the search too?
* Setting up your account video: ‘activity from subscriptions’ there was a comment on the video made regarding privacy around being able to be searched for and it being disabled due to EU rules but the default is ticked when you go in. this is confusing-am I disabled by search or not?

Group permissions video: i.e. different type of groups. Why are there so many different types of permissions for groups? Shouldn’t all content and groups be open? Don’t we want to share everything? |
| **2.** | Please register to the Community |
| **3.** | Complete your profile |
| **4.** | Find your topic  |
| **5.** | Navigate to and join a groupAll easy and good.  |
| **6.** | Post on a forumAll easy and good. |
| **7.** | Register for an eventDifficult to find the place to download the outlook entry (you have to go to more)-could the details of the event like WebEx and dial in details not be added straight away to the outlook entry? Otherwise I’m going to have to be notified again nearer the time I guess and update the outlook entry myself? Like the big calendar with all the eventsPeople will forget to deregister-just a FYI to expect a lot more registrations that people attending |
| **8** | Review video contentCheck out my comments above |
| **9.** | Download/attach a documentEngine Shut down attachment in Campaigns Media Gallery doesn’t workIf you go to Resource and Documentation, there is no documentation for Fredhopper at all. |
| **10.** | Share a link via emailSome Good Content Ideas I had to request for the future:Presentation for customers on AMS and how they upgrade to SDL Campaigns or go about upgrading?Special User Group: Can we create one for SDL Fredhopper User Group UK? Didn’t notice it there and might be a nice way for us to talk about the group here as I can see for Trideon. |