



## RedDot UK – Community

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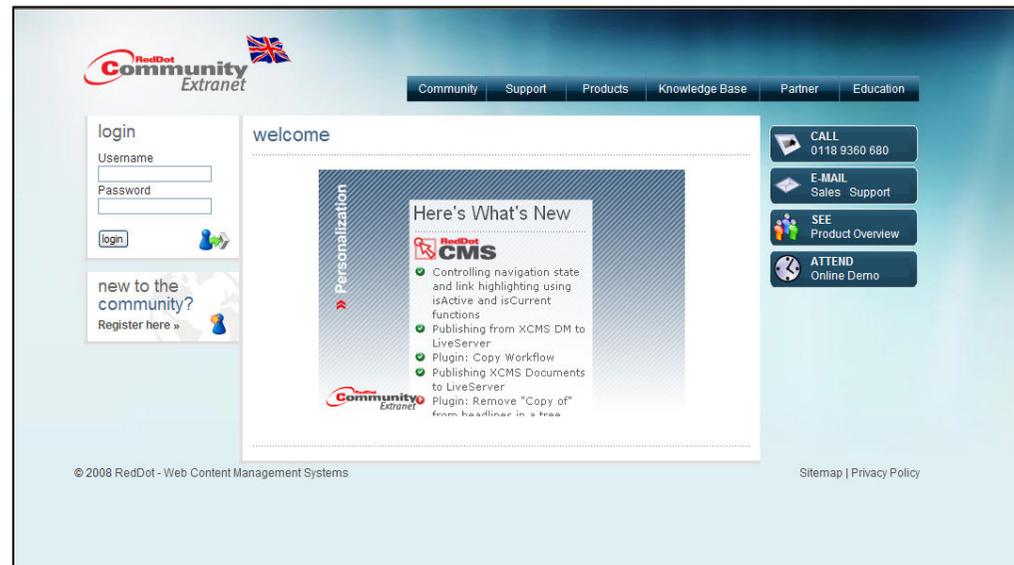
*RedDot – The Open Text Web Solutions Group*





*Working together to create resource and education for the community*

- Launched in March 2008
- 169 users to date
- Offering both customer & partner sections
- Provides the latest software downloads



All driven using RedDot CMS and LiveServer

# What's New

- What's New indicators



The screenshot displays the RedDot Community Extranet interface. At the top, there is a search bar and navigation tabs for Community, Knowledge Base, Advanced, Community, Support, Products, Knowledge Base, Partner, and Education. The main content area is titled "here's what's new to you" and is divided into several sections:

- My Account:** Shows the user's name (David Ryan), role (Employee), company (RedDot Solutions UK), and last login date (05-06-2008). A "Logout" button is present.
- RedDot CMS:** Lists updates such as "RedDot Integration Podcasts", "RedDot Integration Videos", "RedDot CMS Videos", "CMS 7.5 SP1 HF17 Upgrade - 7.5.1.91", and "CMS 6.5 SP4 HF3 Upgrade - 6.5.4.20 (RedDot CMS SQL injection vulnerability protection)".
- RedDot Live Server:** Lists updates like "LiveServer 4.0 Service Pack 1 - 4.0.1.8", "LiveServer 4.0 Manuals", "LiveServer 3.6 Manuals", "LiveServer 4.0 Hotfix 3", and "LiveServer 4.0 Hotfix 2".
- RedDot what's new:** Highlights news items such as "Mando Group collaborates with RedDot from Open Text to offer customers ?out of the box? web content management" and "Yorkshire Tourist Board attracts visitors with improved website".
- RedDot Web Compliance Manager:** Lists updates like "WCM 2.1 Manuals (Pre)" and "2.1.1.03 (Pre)".

On the right side, there are several action buttons: "CALL 0118 9360 680", "E-MAIL Sales Support", "SEE Product Overview", "ATTEND Online Demo", "MY TICKETS", and "MY FEEDBACK Your opinion is important to us! Send us your feedback".

At the bottom, the footer contains the copyright notice "© 2008 RedDot - Web Content Management Systems" and a link to "Sitemap | Privacy Policy".

## **Community Section**

- Latest RedDot News
- RSS available on product releases
  - Expansion to news, how to articles in the near future

## **Support Section**

- Access to the support ticket system to view your current tickets
- Standard Product Support schedule
- Feedback form for the Community

## **Products Section**

- Latest Software releases
- Product documentation
- Product feature presentations on new releases
- Product media offering video and podcasts of latest webinars and quick tours

## **Knowledge Base Section**

- Free plug-ins
- Best Practices, tips and other documentation
- Sample projects
- Technical FAQ's

## **Partner Section**

- Marketing Collateral
  - Logos
  - Brochures
  - Case Studies
  - Whitepapers
  - Factsheets

## **Education Section**

- Provides the latest course outlines
- View the latest training schedule

# RedDot Commitment



- Monthly internal RedDot community meeting
- Departmental commitment to new content on a regular basis
- Consultant time allocated for community feature improvement
- Community committee to focus on the direction and needs

# What's Coming...

- Community forum
- More new content areas
- Product campaigns
- Customer & partner submission areas
- Increased support ticket functionality

What would you like to have?

As a customer, what would you like in  
the Community?

## 5 quick steps to join in..

- STEP 1 - Join the Community
- STEP 2- Engage in the collaboration areas
- STEP 3- Check back regularly! .
- STEP 4- Participate in feedback & surveys
- STEP 5- Tell us what's on your mind

**Thank-you**