

Ken Pink Writing Examples

I have included three writing examples.

The first was an internal document that described how to give users of the Customer Community access to service cases when their account was part of a parent/child hierarchy.

The second two examples were client-facing and were part of a series of How-to articles I wrote to help clients use the Customer Community.

Example 1

This was an internal document distributed to staff as a PDF that described how to give clients access to service cases when their account was part of a parent/child hierarchy.

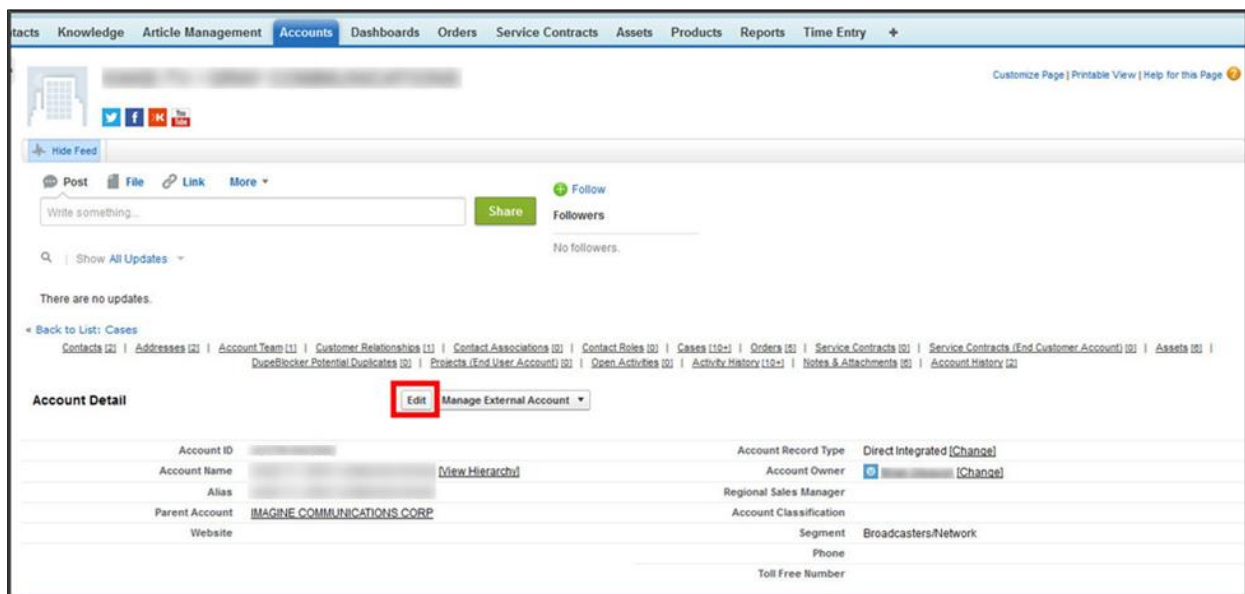
Giving Clients Access to Service Cases for Accounts that have a Parent/Child Setup

When accounts are set up in a parent/child relationship users associated with the parent account are able to access service cases for both the parent and child account but only if their *Profile* status is set to *Customer Manager User Parent*.

Creating a Parent/Child Relationship in Accounts

Note: This setting can only be changed by Salesforce users with the *Manage Parent Accounts* permission set. You need to have the correct permission settings to make this change. Requests for parent/child associations can be emailed to portal@imaginecommunications.com.

1. In the *Accounts* tab locate the record for the child account, for example *Account Name Removed*.
2. Click *Edit*.



3. In the *Parent Account* field click the magnifying glass and search for the name of the parent account you want to add, for example *IMAGINE COMMUNICATIONS, INC.*

Account Edit

Account Information

Account ID: [Redacted]
Account Name: [Redacted]
Alias: [Redacted]
Parent Account: **IMAGINE COMMUNICATIONS, INC.** [Magnifying Glass]
Website: [Redacted]

Account Record Type: Direct Integrated
Account Owner: [Redacted]
Regional Sales Manager: User
Account Classification: [Redacted]
Segment: Broadcasters/Network
Phone: [Redacted]
Toll Free Number: [Redacted]

Address Information

Billing Address: 1500 North West Street, Wichita, 67203, United States of America
Shipping Address: 1500 North West Street, Wichita, 67203, United States of America

4. From the search results click on the name of the record you want to add as the parent account.

Search ~ salesforce.com - Enterprise Edition - Mozilla Firefox

Lookup

IMAGINE COMMUNICATIONS CORP [Go!]

Search: Name All Fields

< Clear Search Results

Search Results

Accounts [1] Show Filters

Account Name	Alias	Oracle Customer Number	Billing Street	Billing City	Billing State/Province
IMAGINE COMMUNICATIONS CORP	IMAGINE COMMUNICATIONS CORP	7531	P.O. Box 9000	MELBOURNE	

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5. Click **Save**.

- Verify that the parent/child relationship has been established by looking in the *Account Hierarchy Page* section of the *Description Information* area in the *Accounts* tab for either the child or the parent account.

The screenshot shows the 'Accounts' tab in a CRM system. The 'Account Detail' page for 'IMAGINE COMMUNICATIONS CORP' is displayed. The 'Description Information' section is highlighted with a red box, showing the 'Account Hierarchy Page' with a tree view of accounts. The tree view shows the account hierarchy, including 'IMAGINE COMMUNICATIONS CORP' as a parent account and 'IMAGINE COMMUNICATIONS CORP' as a child account.

Changing the User's Record to Customer Manager User Parent

- Locate the user in the *Contacts* tab.
- Click on *Manage External User* and select *View Customer User*.

The screenshot shows the 'Contacts' tab in a CRM system. The 'Contact Detail' page for 'IMAGINE COMMUNICATIONS CORP' is displayed. The 'Manage External User' dropdown menu is open, and the 'View Customer User' option is highlighted with a red box. The dropdown menu also includes 'Disable Customer User' and 'Log in to Community as User'.

3. Click *Edit*.

The screenshot shows the 'User Detail' page for a user named 'Community Admin'. At the top, there are tabs for 'Permission Set Assignments (0)', 'Permission Set License Assignments (0)', and 'User Provisioning Accounts (0)'. Below these, there are three buttons: 'Edit', 'Sharing', and 'Reset Password'. The 'Edit' button is highlighted with a red box. The user details are listed in two columns. The left column includes fields like Name, Alias, Email, Username, Nickname, Title, Company, Department, Address, Time Zone, Locale, Language, and Currency. The right column includes fields like Role, User License, Profile, Active, Partner User, Customer Portal User, Self-Registered via Customer Portal, Contact, Chatter Answers User, Mobile Push Registrations, Salesforce1 User, Salesforce CRM Content User, Receive Salesforce CRM Content Email Alerts, Receive Salesforce CRM Content Alerts as Daily Digest, Allow Forecasting, Phone, Extension, Fax, and Mobile. The 'Profile' field is set to 'Customer Manager User Parent'.

4. From the *Profile* pick list select *Customer Manager User Parent*.

The screenshot shows the 'User Edit' page for a user named 'Community Admin'. At the top, there are 'Save' and 'Cancel' buttons. Below these, there is a 'General Information' section. The 'First Name' field is 'Community' and the 'Last Name' field is 'Admin'. The 'Alias' field is 'cadmi'. The 'Email' field is empty. The 'Username' field is empty. The 'Nickname' field is empty. The 'Title' field is empty. The 'Company' field is 'Imagine Communications' and the 'Department' field is empty. On the right side, there is a 'Role' pick list set to 'None'. Below it, there is a 'User License' pick list set to 'Customer Community'. Below that, there is a 'Profile' pick list highlighted with a red box. The 'Profile' pick list shows the following options: 'Customer Manager User Parent' (selected), 'Customer Community User', 'Customer Manager User', 'Customer Self-Registration User', and 'Customer User'. Below the 'Profile' pick list, there are several checkboxes: 'Active' (checked), 'Chatter Answers User' (checked), 'Salesforce1 User' (checked), 'Salesforce CRM Content User' (unchecked), 'Receive Salesforce CRM Content Email Alerts' (unchecked), 'Receive Salesforce CRM Content Alerts as Daily Digest' (unchecked), and 'Allow Forecasting' (unchecked). Below these checkboxes, there are fields for 'Phone', 'Extension', 'Fax', and 'Mobile'. At the bottom, there is an 'Email Encoding' pick list set to 'General US & Western Europe (ISO-8859-1, ISO-LATN-1)'.

Click *Save*.

The screenshot shows the 'User Edit' page for a user named 'Community Admin' after saving. At the top, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box. Below these, there is a 'General Information' section. The 'First Name' field is 'Community' and the 'Last Name' field is 'Admin'. The 'Alias' field is 'cadmi'. The 'Email' field is empty. The 'Username' field is empty. The 'Nickname' field is empty. The 'Title' field is empty. The 'Company' field is 'Imagine Communications' and the 'Department' field is empty. On the right side, there is a 'Role' pick list set to 'None'. Below it, there is a 'User License' pick list set to 'Customer Community'. Below that, there is a 'Profile' pick list set to 'Customer Manager User Parent'. Below the 'Profile' pick list, there are several checkboxes: 'Active' (checked), 'Chatter Answers User' (checked), 'Salesforce1 User' (checked), 'Salesforce CRM Content User' (unchecked), 'Receive Salesforce CRM Content Email Alerts' (unchecked), 'Receive Salesforce CRM Content Alerts as Daily Digest' (unchecked), and 'Allow Forecasting' (unchecked). Below these checkboxes, there are fields for 'Phone', 'Extension', 'Fax', and 'Mobile'. At the bottom, there is an 'Email Encoding' pick list set to 'General US & Western Europe (ISO-8859-1, ISO-LATN-1)'.

The client will then be able to see service cases for the parent and any child accounts.

Example 2

This was a client-facing How-to article describing how to use the Customer Community. It was written in Salesforce using the rich text editor and published to the Customer Community as a knowledge article as part of the knowledge base. The Summary, Objective and Environment headings are for the article fields in Salesforce. The Procedure contains the main body of the article.

How to Use the Customer Community Knowledge Base

Summary

The Customer Community knowledge base has a collection of articles with information about product support issues.

Articles are organized into topics and include: *Advertising Management, Distribution, Networking, Payout, Software and Firmware Release Downloads, Documentation, and Service Alerts.*

A complete list of topics can be seen by clicking *More Topics* on the *Articles and Downloads* drop down menu.

Objective

To explain how the Customer Community knowledge base is organized.

Environment

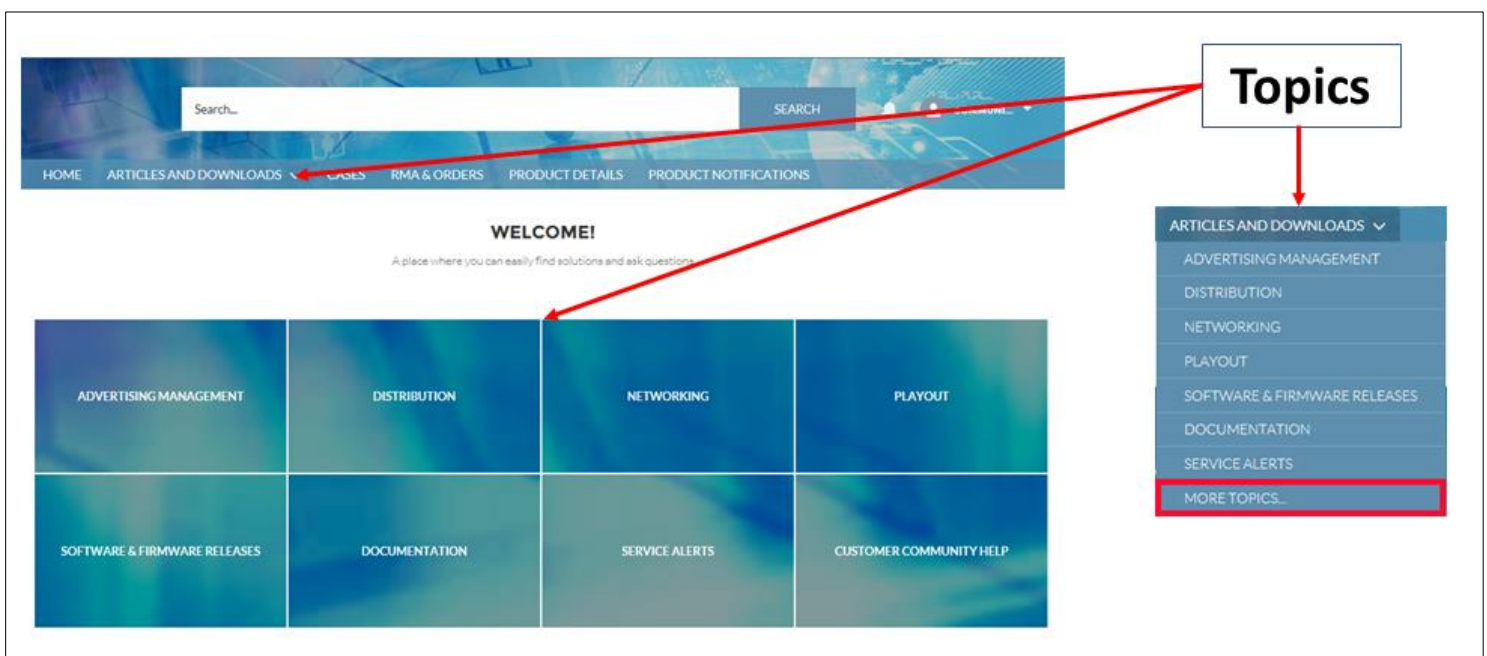
Imagine Communications Customer Community knowledge base.

Procedure

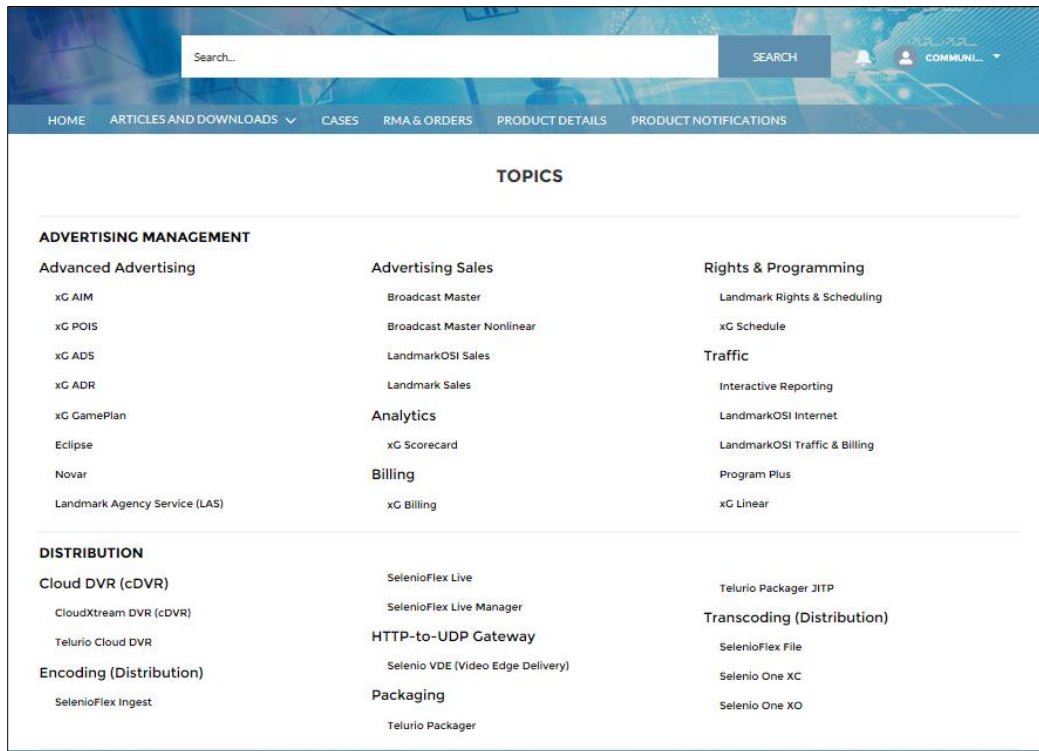
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A complete list of topics can be seen by clicking *More Topics* on the *Articles and Downloads* drop down menu.



Clicking on *More Topics* will display a page that looks like this.



You can find articles by using the *Search* tool. *The Search* tool returns results for *Articles*, *Cases*, *Products* and *Orders*.



Use the *Search* tool by typing the name of what you are looking for into the search field, for example *ADC Media Client*.

You can narrow your search by being more specific, for example *ADC Media Client 4.26.69M Release and Documentation*.

A preview list of articles will be generated as you type.

If you don't see what you are looking for in the preview list click on the *Search* button to open a larger list and access search result filters.

Media Client

SEARCH

Q

"Media Client" in CustomerCommunity

Media Client rename/purge not working

Article • Jan 20, 2016 • 184

ADC Media Client Operations Reference

Article • Jan 18, 2016 • 348

ADC Media Client 4.27.9M Release and Documentation

Article • Jun 26, 2018 • 22

ADC Media Client 4.25.59M Release

Article • Oct 6, 2016 • 147

ADC Media Client 4.26.69M Release and Documentation

Article • Dec 19, 2017 • 81

ADC Media Client 4.25.11 Release

Article • Aug 11, 2015 • 164

Click *Articles* on the *Search Results* filter on the left to narrow the search results.

Media Client

SEARCH

HOME

ARTICLES AND DOWNLOADS

CASES

RMA & ORDERS

PRODUCT DETAILS

PRODUCT NOTIFICATIONS

SEARCH RESULTS

ARTICLES

CASES

PRODUCTS

ORDERS

Articles

15+ Results • Sorted by Relevance

Media Client reporting playback devices offline

000014682 Validated External Last Modified Jul 27, 2017 8:22 PM

ADC-Media-Client-reporting-playback-devices-offline...ADC Media Client...Media client reporting playback devices offline Media client is reporting the video disk can

Media Client rename/purge not working

000005973 Work in Progress Last Modified Aug 14, 2017 7:30 PM

Why is media client not renaming/purging media on my video disk...Proper configuration required to rename/purge media...ADC Media Client Purge Rename...First, Media Client requires a "record" port assigned. On the bottom right side of your media

ADC Media Client 4.27.9M Release and Documentation

000025451 Validated External Last Modified Jun 26, 2018 1:34 PM

Playout, Automation, ADC, Media Client... defects fixed in the ADC Media Client v4.27.9M since the last release (v4.26.69M). Note: These... defects fixed in the ADC Media Client v4.27.9M since the last release (v4.26.69M). Note: These

Click on the name of the item you are looking for to open up the article. Review the article information.

Media Client

SEARCH

COMMUNITY

HOMEARTICLES AND DOWNLOADS ▾CASES RMA & ORDERSPRODUCT DETAILSPRODUCT NOTIFICATIONS

PLAYOUT > AUTOMATION & ASSET MANAGEMENT > ADC > ADC MEDIA CLIENT

ADC Media Client 4.27.9M Release and Documentation

Please see the release notes for a summary of the new functionalities, enhancements added, and defects fixed in the ADC Media Client v4.27.9M since the last release (v4.26.69M). Note: These defects and enhancements were tested at both a development level and QA level, and may have been released to one or more customers in the form of a test-release version. IMPORTANT: When upgrading Air Client and/or Media Client, DO NOT re-use their INIs. It has been found that re-using INIs can result in a variety of operational problems.

Jun 26, 2018 · Downloads

RELEASE NUMBER

4.27.9M

RELEASE DATE

6/25/2018

DOWNLOAD LINK

DESCRIPTION

Please see the release notes for a summary of the new functionalities, enhancements added, and defects fixed in the ADC Media Client v4.27.9M since the last release (v4.26.69M). Note: These defects and enhancements were tested at both a development level and QA level, and may have been released to one or more customers in the form of a test-release version. IMPORTANT: When upgrading Air Client and/or Media Client, DO NOT re-use their INIs. It has been found that re-using INIs can result in a variety of operational problems.

PRODUCT FAMILY

Playout, Automation, ADC, Media Client

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Ediplus V6 Billing 10.2.1 Release Notes

11

ADC Air Client 4.26.71M Release and Documentation

151

ADC Air Client 4.26.75 Release

109

Navio Motion 4.15.8 Release and Documentation

39

Air Client 4.27.9M Release and Documentation

27

TRENDING ARTICLES

Selenia Flex File 2.11.2 July 2018 Release

Navio Motion 4.15.8 Release and Documentation

ADC Air Client 4.25.11 Operations and Installation Reference





ADC Media Client 4.27.9M Release and Documentation

Verio 2.2 Release

If there are files to download click the *Download Link* to open a folder on Box where the files are kept.

DOWNLOAD LINK

Click a file to download it.

ADC Media Client 4.27.9M Release and Documentation			
Name	Updated ▾	Size	
 ADC_Media_Client_v4.27_Ops_Install_Ref_20180327...	Jun 27, 2018 by Glenn Searfoss	4.5 MB	
 Media_Client_v4.27.9M_Release_Note_20180625.pdf	Jun 27, 2018 by Glenn Searfoss	273.4 KB	
 MEDIACLIENT_4.27.9.0M.exe	Jun 25, 2018 by Jeff Rehling	51.3 MB	
 ADC_Media Client Getting Started_20180327.pdf	Jun 25, 2018 by Glenn Searfoss	1 MB	

Note: PDFs can be previewed by clicking on them.

Example 3

This was a client-facing How-to article describing how to find software and firmware releases on the Customer Community. It was written in Salesforce using the rich text editor and published to the Customer Community as a knowledge article as part of the knowledge base. The Summary, Objective and Environment headings were for the article fields in Salesforce. The Procedure contains the main body of the article.

How to Find Software and Firmware Releases on the Customer Community

Summary

The Customer Community has a knowledge base with a collection of articles with links to software and firmware releases.

Click *Topics* and then *Software and Firmware Releases* to browse articles.

Software and Firmware Release articles can also be found using the *Search* tool.

Objective

Understand how to find software, firmware and documentation releases on the Customer Community.

Environment

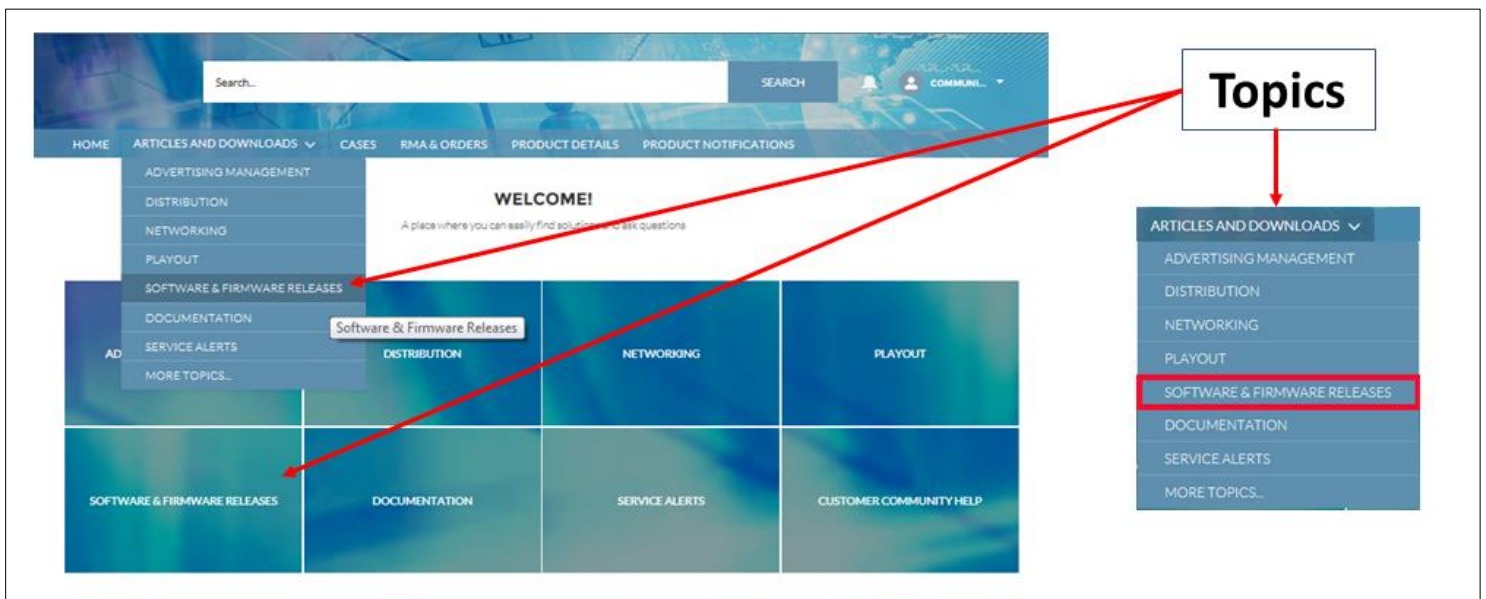
Imagine Communications Customer Community.

Procedure

Software and firmware release downloads are available on the Customer Community as Software & Firmware Release articles.

Articles have information about releases and a link to the files. Any documentation for the release is also included.

Software and Firmware Release articles are organized into topics.



A complete list of Software and Firmware Release topics can be seen by clicking *More Topics* on the *Articles and Downloads* drop down menu.

SOFTWARE & FIRMWARE RELEASES		
Advertising Management Releases	Packaging Releases	Payout Releases
Advanced Advertising Releases	Transcoding (Distribution) Releases	Automation & Asset Management Releases
Advertising Sales Releases		Digital Signage Releases
Analytics Releases	Networking Releases	Integrated Payout Releases
Billing Releases	Command & Control Releases	Master Control, Branding & Graphics Releases
Rights & Programming Releases	Encoding (Networking) Releases	Storage Releases
Traffic Releases	Multiviewers Releases	Versio Releases
Distribution Releases	Processing Releases	Video Servers (News & Editing) Releases
Cloud DVR (cDVR) Releases	Router Releases	Video Servers (Nexio Media Applications) Releases
Encoding (Distribution) Releases	Test & Measurement Releases	Video Servers (Other) Releases
HTTP-to-UDP Gateway Releases	Transcoding (Networking) Releases	Video Servers (Transmission & Specialty) Releases

On the *Software and Firmware Releases* topic page there is are lists of articles for the most recent releases, Trending Articles and Related Topics.

There is also a list of breadcrumbs at the top of the page to help you find articles in the product area you are looking for.

[HOME](#) | [ARTICLES AND DOWNLOADS](#) | [CASES](#) | [RMA & ORDERS](#) | [PRODUCT DETAILS](#) | [PRODUCT NOTIFICATIONS](#)

SOFTWARE & FIRMWARE RELEASES

ADVERTISING MANAGEMENT RELEASES | DISTRIBUTION RELEASES | NETWORKING RELEASES | PAULOUT RELEASES

Nexio Motion 4.15.8 Release and Documentation

Please see the release note for a summary of the new functionalities, enhancements added, and defects fixed in the Nexio Motion v4.15.8 since the last release (v4.15.7). Note: These defects and enhancements were tested at both a development level and QA level, and may have been released to one or more customers in the form of a...

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Air Client 4.27.10M Release and Documentation

This Release Note provides a summary of the new functionalities, enhancements added, and defects fixed in the ADC Air Client v4.27.10M since the last release (v4.27.9M). Note: These defects and enhancements were tested at both a development level and QA level, and may have been released to one or more customers in the form of a...

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TRENDING ARTICLES

- Videotek TVM VTM 7.4.0 Release
- ADC Media Client 4.27.9M Release and Documentation
- Selenio X100 2.1 Release and Documentation
- SelenioFlex File 2.11.2 Release October 2017 Release
- Nexio Motion 4.15.8 Release and Documentation

RELATED TOPICS

PAULOUT RELEASES

Software and Firmware Release articles can also be found using the *Search* tool.

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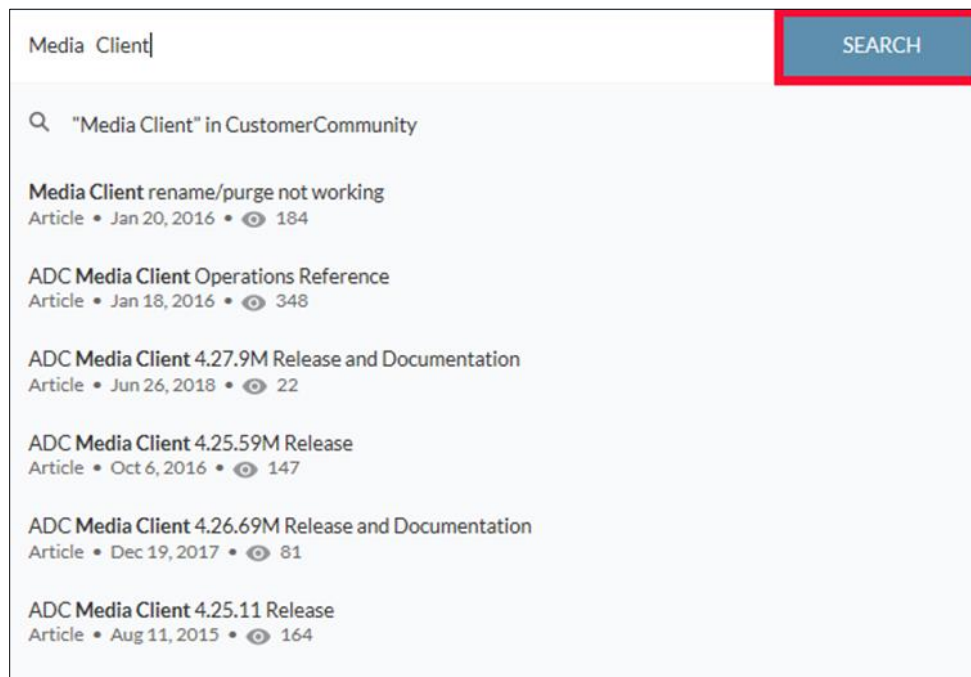


Use the *Search* tool by typing the name of the software or firmware release you are looking for into the search field, for example *ADC Media Client*.

You can narrow your search by being more specific, for example you could search for *ADC Media Client 4.26.69M Release and Documentation*.

A preview list of articles will be generated as you type.

If you don't see what you are looking for click on the *Search* button.



Media Client

SEARCH

Q "Media Client" in CustomerCommunity

Media Client rename/purge not working
Article • Jan 20, 2016 • 184

ADC Media Client Operations Reference
Article • Jan 18, 2016 • 348

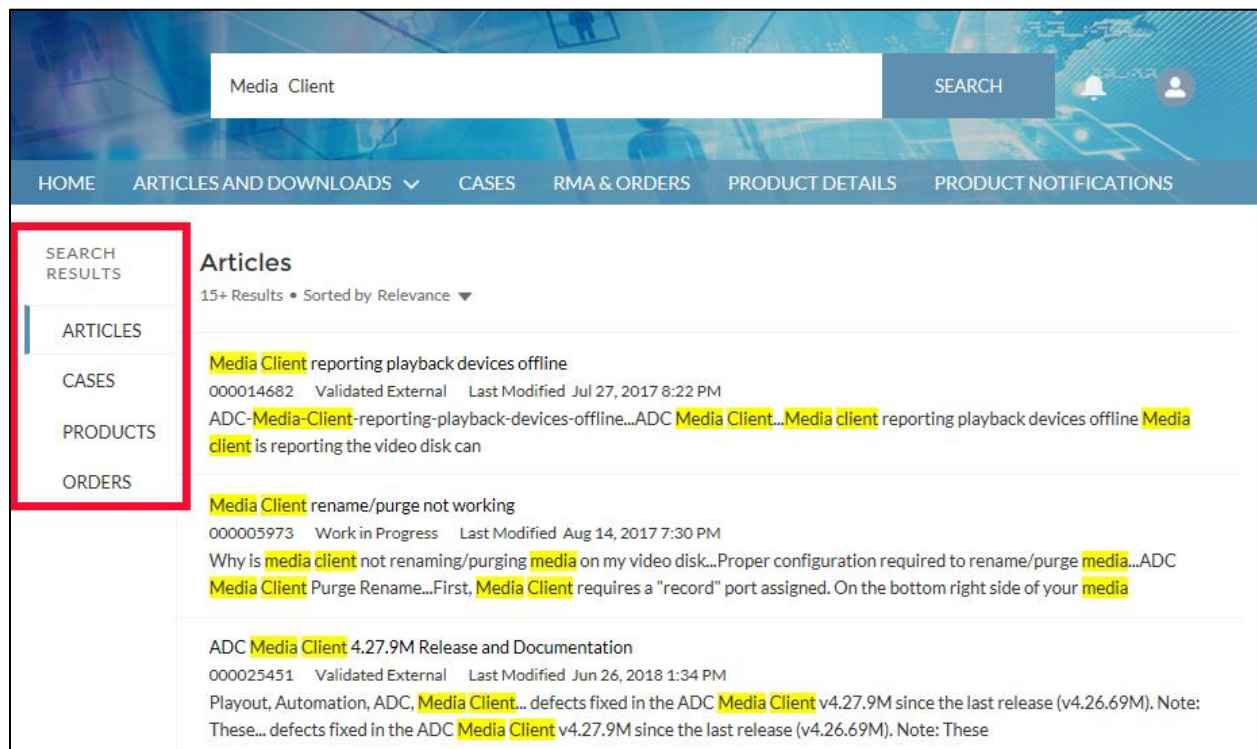
ADC Media Client 4.27.9M Release and Documentation
Article • Jun 26, 2018 • 22

ADC Media Client 4.25.59M Release
Article • Oct 6, 2016 • 147

ADC Media Client 4.26.69M Release and Documentation
Article • Dec 19, 2017 • 81

ADC Media Client 4.25.11 Release
Article • Aug 11, 2015 • 164

This will open a larger list of articles and provide search result filters.



Media Client

SEARCH

HOME ARTICLES AND DOWNLOADS CASES RMA & ORDERS PRODUCT DETAILS PRODUCT NOTIFICATIONS

SEARCH RESULTS

ARTICLES

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Media Client

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COMMUNITY

HOMEARTICLES AND DOWNLOADSCASESRMA & ORDERSPRODUCT DETAILSPRODUCT NOTIFICATIONS

PLAYOUT > AUTOMATION & ASSET MANAGEMENT > ADC > ADC MEDIA CLIENT

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Jun 26, 2018 · Downloads

RELEASE NUMBER

4.27.9M

RELEASE DATE

6/25/2018

DOWNLOAD LINK

DESCRIPTION

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ADC Air Client 4.26.78 Release

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Nexio Motion 4.15.8 Release and Documentation

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Air Client 4.27.9M Release and Documentation

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Nexio Motion 4.15.8 Release and Documentation

ADC Air Client 4.25.11 Operations and Installation Reference





ADC Media Client 4.27.9M Release and Documentation

Verio 2.1 Release

Click the *Download Link* to open a folder on Box where the files are kept.

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ADC Air Client 4.26.73M Release and Documentation			
Name	Updated		Size
 AIRCLIENT_4.26.73.0M.exe	Feb 7, 2018 by Jeff...		74.7 MB
 ADC_Air_Client_v4.26.73_Ops_Install_Ref_20180131.pdf	Feb 7, 2018 by Glen...		6.3 MB
 Air_Client_v4.26.73M_Maintenance_Release_Note_20180...	Feb 7, 2018 by Glen...		167 KB
 Air Client Getting Started_20180131.pdf	Feb 7, 2018 by Glen...		842.4 KB

Note: PDFs can be previewed by clicking on them.