

Ken Pink Writing Examples

How to Use the Customer Community

Overview

This was a client-facing article describing the Imagine Communications Customer Community. It was drafted in Word, written in Salesforce, and published to the Customer Community knowledge base. The *Summary*, *Objective*, and *Environment* headings were for the article fields in Salesforce. The Procedure contains the main body of the article.

Summary

The Customer Community provides access to service and support information, including:

- **A Knowledge Base** with a collection of articles about support issues, software & firmware releases, and documentation. Articles can be found by using the *Search* tool or by browsing the Topics.
- **Your Service Cases** which can be created, reviewed, and updated.

Objective

Understand how the Customer Community is organized and how to find what you want.

Environment

Imagine Communications Customer Community.

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Procedure

Access knowledge base articles by clicking *Topics* on the menu bar.

Access service case information by clicking the *Cases* tab.

Use the *Search* tool to find *Articles*, *Cases*, and *Products* owned by your company.



The Knowledge Base

The Knowledge Base has a collection of articles about service and support issues, software & firmware releases, and documentation.

Articles can be found by using the *Search* tool or by browsing the *Topics*.

Searching for Knowledge Base Articles

Search for knowledge base articles by typing the name of what you are looking for into the *Search* tool, for example, *ADC Media Client*.

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





A list preview list will be generated as you type.


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


Search


 "ADC Media Client" in CustomerCommunity


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

ADC Media Client, warning of editing on air item
Article • Jan 9, 2018 •  15

proactive steps to complete before a major **ADC** Device Server / Air **Client** / **Media** Client upgrade
Article • Jul 14, 2017 •  21

ADC Media Client does not allow drag and drop from storage window into purge the list
Article • Sep 8, 2017 •  7

ADC Media Client Content Field changes are not reflected on the transmission list
Article • Sep 6, 2017 •  11

What to do when **ADC** Device Server disconnects all air and **media clients** and Device Server network...
Article • Sep 21, 2015 •  135

Don't see it? [Ask the community](#)

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

The screenshot shows a web application interface for search results. At the top, there is a search bar with the placeholder text 'Search...' and a 'Search' button. To the right of the search bar are a notification bell icon with a red '1' and a user profile icon. Below the search bar is a navigation bar with links for 'HOME', 'TOPICS' (with a dropdown arrow), and 'CASES'. On the left side, there is a 'SEARCH RESULTS' filter menu with a red border. This menu contains four options: 'ALL', 'ARTICLES' (which is highlighted with a blue bar), 'CASES', and 'PRODUCTS'. The main content area is titled 'Articles' and shows '5+ Results • Sorted by Relevance'. A 'View More' link is located in the top right of the results area. The results list includes three items, each with a title, a status, and a last modified date. The first item is 'Media Client reporting playback devices offline' (ID: 000014682, Validated External, Last Modified: Jul 27, 2017 4:22 PM). The second item is 'ADC Media Client...Customers often view this as a media client issue, but the root cause lies in a breakdown in...ADC-Media-Client-reporting-playback-devices-offline...Media client reporting playback devices offline Media client is reporting the video disk can' (ID: 00005922, Validated External, Last Modified: Mar 2, 2018 2:39 PM). The third item is 'ADC Media Client 4.26.69M Release and Documentation' (ID: 000022677, Validated External, Last Modified: Dec 19, 2017 4:03 PM). The text of the results is partially highlighted in yellow.

Search...

Search

HOME TOPICS CASES

SEARCH RESULTS

ALL

ARTICLES

CASES

PRODUCTS

Articles

5+ Results • Sorted by Relevance

View More

Media Client reporting playback devices offline

000014682 Validated External Last Modified Jul 27, 2017 4:22 PM

ADC Media Client...Customers often view this as a media client issue, but the root cause lies in a breakdown in...ADC-Media-Client-reporting-playback-devices-offline...Media client reporting playback devices offline Media client is reporting the video disk can

ADC Media Client Operations Reference

00005922 Validated External Last Modified Mar 2, 2018 2:39 PM

Playout, Automation, ADC, Air Client

ADC Media Client 4.26.69M Release and Documentation

000022677 Validated External Last Modified Dec 19, 2017 4:03 PM

defects fixed in the ADC Media Client v4.26.69M since the last release (v4.26.66M)....Playout, Automation, ADC, Media Client... defects fixed in the ADC Media Client v4.26.69M since the last release (v4.26.66M).

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

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Search...

Search

100% COMMUN...

HOME TOPICS CASES

ADC Air Client 4.26.73M Release and Documentation

Please see the release notes for a summary of the new functionalities, enhancements added, and defects fixed in the ADC™ Air Client v4.26.73M since the last release (v4.26.71M). 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. Stability Note: ADC system stability changes implemented in the v12.22M and 4.22M maintenance builds have been rolled up into the ADC v12.23/4.23 release. For details see ADC v12.22M/4.22M Maintenance Release Notes. IMPORTANT: With Air Client v4.23 and higher the Borland Database Engine (BDE) is not required. (Enhancement: 108039) IMPORTANT: Support for ADC v11 is dropped with the release of ADC Air Client and Media Client v4.23. ADC Air Client and Media Client v4.23 only work with ADC v12.

Feb 7, 2018 · Downloads

RELEASE NUMBER

4.26.73M

RELEASE DATE

1/31/2018

DOWNLOAD LINK

<https://imaginecommunications.box.com/s/tcauna3za0u2wjibic4delmimjmwgwk>

DESCRIPTION

Please see the release notes for a summary of the new functionalities, enhancements added, and defects fixed in the ADC™ Air Client v4.26.73M since the last release (v4.26.71M). 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. Stability Note: ADC system stability changes implemented in the v12.22M and 4.22M maintenance builds have been rolled up into the ADC v12.23/4.23 release. For details see ADC

FOLLOW

RELATED ARTICLES

ADC Air Client 4.26.62 Release and Documentation

138

ADC Media Client 4.26.62 Release and Documentation

51

ADC Air Client 4.26.71M Release and Documentation

128

ADC Air Client 4.25 Releases and Documentation

84

ADC Air Client 4.25.79M Release and Documentation

41

TRENDING ARTICLES

Nexio 8.2.2 Release

OSI Order in ePort Strata shown as Forward Failed

AdConnections LMOS: how do I restore ratings

AdConnections LMOS: How do I shut a site down





Review the article information.

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

DOWNLOAD LINK

<https://imaginecommunications.box.com/s/tcauna3za0u2wjibic4delmimjmwgwk>

Click a file to download it.

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.

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Browsing the Knowledge Base Articles

Browse the knowledge base for articles by clicking *Topics* and selecting the *Knowledge Base* topic on the home page menu.

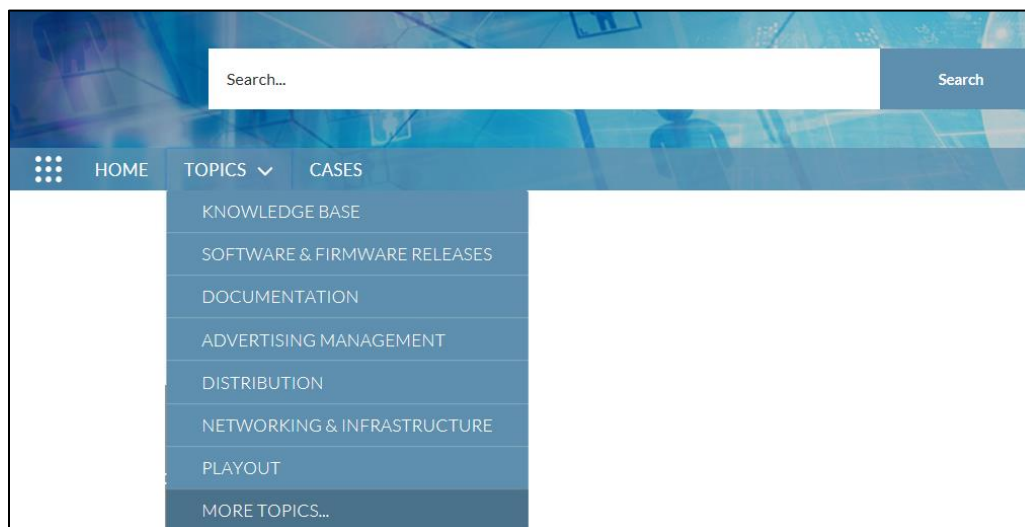
Articles are categorized by topic and can be assigned to more than one topic.

Knowledge base *Topics* include *Knowledge Base Articles*, *Software*, and *Firmware Releases*, *Documentation*, *Advertising Management*, *Distribution*, *Networking & Infrastructure*, and *Playout*.



Articles can be written for service and support issues such as *AdConnections: how do I create a proposal*, or for product resources such as *ADC Media Client 4.26.69M Release and Documentation*.

A complete list of topics and subtopics is found by clicking *More Topics* on the Topics dropdown list.



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It will open a page that looks like this.

TOPICS		
KNOWLEDGE BASE		
Advertising Management Articles	Packaging Articles	Test & Measurement Articles
Advanced Advertising Articles	Selenio One XO Articles	Transcoding Articles
Advertising Sales Articles	Unified Distribution Articles	Payout Articles
Analytics Articles	Networking & Infrastructure Articles	Automation Articles
Billing Articles	Command & Control Articles	Asset Management Articles
Integrations & Programming Articles	Encoding Articles	Digital Signage Articles
Traffic Articles	Multiviewers Articles	Integrated Payout Articles
Distribution Articles	Processing Articles	Master Control, Branding & Graphics Articles
Cloud DVR (iDVR) Articles	Routers Articles	Video Servers Articles
SOFTWARE & FIRMWARE RELEASES		
Advertising Management Releases	Packaging Releases	Routers Releases
Dynamic Advertising Releases	Selenio One Media Manager (SMM) Releases	Test & Measurement Releases
Eclipse Releases	Selenio One KC Releases	Transcoding Releases
EclipsePlus Releases	Selenio One XO Releases	Payout Releases
Eclipse XC Billing Releases	Unified Distribution Releases	Automation Releases
Eclipse XC Integrations Releases	Networking & Payout Releases	Asset Management Releases
Landmark Agency Service (LAS) Releases	Command & Control Releases	Digital Signage Releases
News Releases	Encoding Releases	Integrated Payout Releases
Distribution Releases	Multiviewers Releases	Master Control, Branding & Graphics Releases
Cloud DVR (iDVR) Releases	Processing Releases	Video Servers Releases
DOCUMENTATION		
Advertising Management Documentation	Packaging Documentation	Routers Documentation
Dynamic Advertising Documentation	Selenio One Media Manager (SMM) Documentation	Test & Measurement Documentation
Eclipse Documentation	Selenio One KC Documentation	Transcoding Documentation
EclipsePlus Documentation	Selenio One XO Documentation	Payout Documentation
Eclipse XC Billing Documentation	Unified Distribution Documentation	Automation Documentation

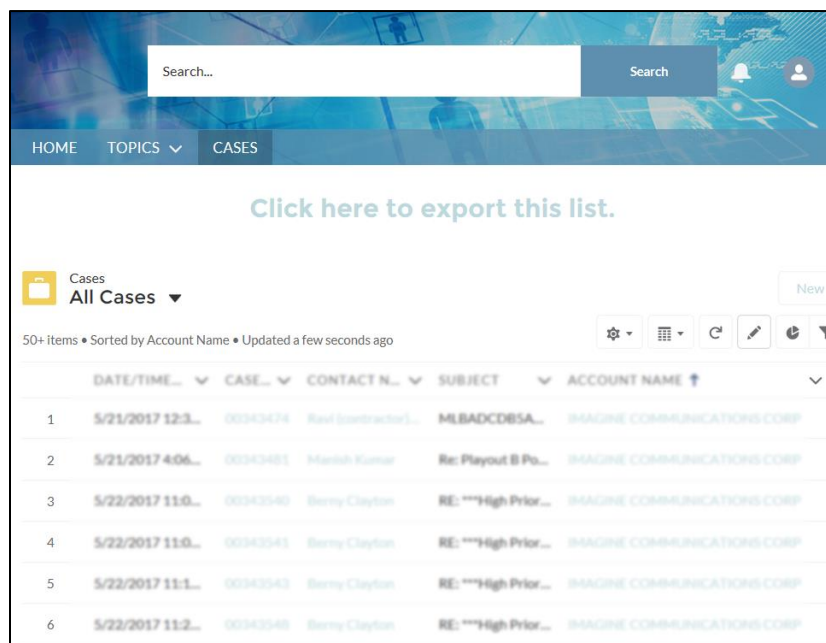
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Cases

Access service case information by clicking the *Cases* tab.



This will open the *Cases* page.



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Access case information filters by clicking the arrow beside *All Cases*.

The screenshot shows a web application interface with a search bar at the top. Below the search bar is a navigation menu with 'HOME', 'TOPICS', and 'CASES'. The 'CASES' section is active, showing a dropdown menu for 'All Cases'. The dropdown menu lists several options: 'All Cases' (selected), 'NA Broadcast Graphics Service', 'Recently Viewed', 'Recently Viewed Cases', 'ALL OTHER LISTS', and 'Abandoned Cases'. The 'All Cases' option is highlighted with a blue checkmark. To the right of the dropdown menu, there is a 'New' button and a search bar. Below the dropdown menu, a table of cases is visible, with columns for 'DATE/TIME...', 'CASE...', 'CONTACT N...', 'SUBJECT', and 'ACCOUNT NAME'. The first row of the table shows a case with the ID '00343474'.

DATE/TIME...	CASE...	CONTACT N...	SUBJECT	ACCOUNT NAME
5/21/2017 12:3...	00343474	Ravi Contractor...	MLBADCD65A...	IMAGINE COMMUNICATIONS CORP
5/21/2017 4:06...	00343481	Marish Kumar	Re: Playoff B Po...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:0...	00343540	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:0...	00343541	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:1...	00343542	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:2...	00343548	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP

Click a *Case Number* to see the information for that service case.

The screenshot shows the 'All Cases' table in a web application. The table has columns for 'DATE/TIME...', 'CASE...', 'CONTACT N...', 'SUBJECT', and 'ACCOUNT NAME'. The 'CASE...' column is highlighted with a red box. The first row of the table shows a case with the ID '00343474'. The table is sorted by 'Account Name' and updated a few seconds ago. The 'CASE...' column contains the case numbers, and the 'CONTACT N...' column contains the contact names. The 'SUBJECT' column contains the subject lines, and the 'ACCOUNT NAME' column contains the account names.

DATE/TIME...	CASE...	CONTACT N...	SUBJECT	ACCOUNT NAME
5/21/2017 12:3...	00343474	Ravi Contractor...	MLBADCD65A...	IMAGINE COMMUNICATIONS CORP
5/21/2017 4:06...	00343481	Marish Kumar	Re: Playoff B Po...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:0...	00343540	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:0...	00343541	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:1...	00343542	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP
5/22/2017 11:2...	00343548	Benny Clayton	RE: ""High Prior...	IMAGINE COMMUNICATIONS CORP

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This will open that case's *Feed* page with an overview of activity.

The screenshot shows the 'Case Citrix Password Reset' page. The 'FEED' tab is highlighted with a red box. The page displays a post from 'PT919837' by 'Suzanne Trivette' with the text 'created a time.' and a 'Share' button. Below the post is a 'Write a comment...' section. The right sidebar contains sections for 'Case Comments (0)', 'Emails (0)', 'Asset Associations (0)', 'Articles (1)', 'Bugs (0)', and 'Times (1)'. The 'Articles (1)' section shows a table with columns for 'ARTICLE TL...', 'MODIFIED DA...', and 'CREATED BY'. The 'Times (1)' section shows a table with columns for 'PROJE...', 'PROJECT...', 'SERVICE...', and 'HOURS'.

Click *Details* to see the complete information for the case.

The screenshot shows the 'Case Citrix Password Reset' page with the 'DETAILS' tab highlighted by a red box. The page is divided into two main sections: 'Customer Information' and 'Case Details'. The 'Customer Information' section includes fields for 'Account Name', 'Account Type', 'Account ID', 'Account Classification', 'Address', 'Email Address', 'Phone Number', and 'Custom Risk'. The 'Case Details' section includes fields for 'Case Number', 'Priority', 'Status', 'Subject', 'Description', and 'Thanks!'. The right sidebar contains sections for 'Case Comments (0)', 'Emails (0)', 'Asset Associations (0)', 'Articles (1)', 'Bugs (0)', and 'Times (1)'. The 'Articles (1)' section shows a table with columns for 'ARTICLE TL...', 'MODIFIED DA...', and 'CREATED BY'. The 'Times (1)' section shows a table with columns for 'PROJE...', 'PROJECT...', 'SERVICE...', and 'HOURS'.