PRODUCT FINDER HELP & SUPPORT

Vodafone UK

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Release 0.1

Wherever you are in Product Finder, if you need more information about the screens you are currently viewing – click Help

As we are still developing the site, your feedback is really useful.

Don't forget to "Tell us what you think" by clicking the link at the bottom right hand corner of your screen.

The information contained within this document will be updated regularly as we progress with the development of Product finder.

You can search for help in the following areas

1. Searching Product Finder

QUESTION / HELP REQUIRED	
I don't know the product name, how can I find it?	Select your segment using the drop down list and click GO. *TOP TIP!* **All product categories you can sell in that segment will be displayed.**
I'm not sure what the name of the product I want is?	If you Input a partial product name into the search field, it will deliver multiple results for you to choose from. *TOP TIP! If you input Storage – the results for Cloud Storage and Primary Storage will be displayed*
I can't find the product I am looking for?	If you cannot find the product you want, try using a partial search or searching by segment – to see what results are displayed. *TOP TIP! If this doesn't work contact us by clicking* "Tell us what you think"
Search fields?	There is a search fields can be found on the home page, and at the top of each of the Product Finder pages. *TOP TIP! For more exact results, type in the full product name*
How do I find a particular product?	If you know the product name, type it into the search field on the home page, and click the Search button. *TOP TIP! For more exact results, type in the full product name*

2. Terminology

QUESTION / HELP REQUIRED	
What are segments?	Segments are the Vodafone UK sales channels. You can select from: SMB; SME; Large Enterprise; Mid Market; Public; Indirect reseller; Wholesale
What are Hottest Products?	Hottest products are a list of the popular products searched for, per sales channel. These are for reference only and will change as more people use Product finder.
What is a Roadmap?	A roadmap provides information about the future developments and releases planned for a product. The roadmap applies to GROW products only. Status definitions are as follows: **Committed** • In development - delivery date to be confirmed **Planned** • Planned for development - delivery date to be confirmed **Intent** • Intent to develop at some point in the future – no committed plan *Top Tip!* **You can access the Roadmap from the product details page**
What are product categories?	These are the over-arching product portfolios under which individual products and variants (where applicable) are grouped *Example:* **CONNECTIVITY is a product category. Under it sits the following products: Fixed Connectivity, Access and Mobility, Security**
What do the abbreviations G,M, N and L stand for ?	G = Grow product; strategic products to sell M = Maintain product; other products that can be sold N = Going through new product development/enhancement L = Live product

3. Navigation

QUESTION / HELP REQUIRED	
How do I page back and forwards when in Product Finder?	Use the navigation button in your browser to page back and forwards throughout Product finder. Alternatively, click on the page thread displayed on screen. *Top Tip! The page thread starts with Home>* *Example:* **Home > Mid Market > Machine to Machine > Managed Connectivity**
Where do I find the product information I need?	Once you have selected the product category and segment, you will be presented with the relevant products. Click on the circle with your product name in it to display the product details page *Top Tip! To get to the product page quicker, use the search field*
What does this symbol mean? *i*	By clicking on the symbol, a pop up box will appear containing more information about the product, or product category you are currently viewing. *Top Tip! Click on the symbol to open the box. Click again to close it*
I found the product, but there is limited information avaialble?	Product Finder is based on content that is currently available today. If there is limited or no information this may be because there is no content available or it needs to be refreshed. Please contact us to find out more. *Top Tip! If the product you are looking for is a GROW product, you may find some information on the Roadmap, accessed from the product details page*
What information is displayed on the product details page?	Each product page contains a description of the product you could use with your customer and: • the segments the product can be sold in • product benefits • other versions / features you can sell • links to supporting collateral and product information *Top Tip! Use the supporting links to get direct access to marketing collateral and product information*

4. Contacts

If you have a question related to the use or content of Product finder, please use the

"Tell us what you think" link, found at the bottom right hand corner of your screen.

If you have any questions related to the development of Product finder, you can email us direct at: **ukproductcommunications@vodafone.com**