



## Wisdom from Convey's Subscribers

When you develop technology, sometimes you get "snow blind" to the user experience and fail to see where the way people use it can be streamlined and easier. Fortunately, we have great customers like Mitch Lopez from Spectrum Business who reached out to Convey with ideas and suggestions to make Convey easier for everyone. Here is what we have already implemented from Mitch's suggestions and what's coming.

### **Just Released**

If you wanted to schedule a post to appear and be removed from the catalog, you had to do it in the final step of the posting wizard. Now, you can use the scheduling wizard in the first step without having to page through the entire wizard.

Have an event or content that you would like to add over and over and just change a few things? No problem! The Copy a Post feature lets you create a post, copy it, and then go to the duplicate post to change only a few things and add it to the catalog.

Want to archive your old posts. Now you can "un-publish" them. Once a post is unpublished, it appears in the list and you can filter the post to see all the content that you retired from the catalog.

### **More of Mitch's Ideas**

Those just released items sound great! And they do make life easier, but Mitch didn't stop there. We are working on a few more:

- Sometimes master agents might add something to your catalog. If this happens, generate an email notification if content is added to your catalog by someone other than you so you can review it.



- Master agents have the ability to create different types of members such as internal employees, channel managers, etc. But sometimes these member types make no sense to a catalog owner. We are going to solve this by creating three standard member types across all sites and hide any other internal member types so you don't see them. Confusion avoided!

In the coming month, we will be creating a user council to meet on a regular basis to give Convey more ideas that help you use the service more efficiently. If you would like to be on the council, let us know. Or just do what Mitch did....call us up and share!

By the way, I'm sure that Mitch would want you to know that he reached out to his friends and colleagues in the other cable companies for insight and advice, so kudos to everyone that helped!