

Mediaocean Customer Experience (CX) & Knowledge



Login to <https://mediaocean.com/customerexperience> at any time for your support needs.

- ✓ Simple one-time sign-up
- ✓ Live Chat with CX agents
- ✓ Submit and review tickets

- ✓ Access FAQs, training documentation, and eLearning videos
- ✓ Subscribe to system notifications and release notes
- ✓ View system availability (within the **Technical** tile)

Email us

Send an email to your Customer Experience team by visiting https://mediaocean.com/customerexperience_contacts to view a full list of direct-to-team emails as well as our coverage hours of operation.



Chat with us

Click the **Chat** button on the right side of the page to chat with Customer Experience specialists in real time. All chats are converted to tickets.

CONTACT US

Your email:

Request chat with:

Network

I was referred to chat by:

Your question:

CHAT WITH US

Chat hours (Mon-Fri)

**All Media,
Prod, Tech
9AM-7PM ET
Finance,
Canadian Spot
9AM-5PM ET**



Submit & track a ticket

Click the **Submit a request** link and fill in the form.

CX HOME

My activities

Submit a request

CUSTOMER EXPERIENCE

Ticket Status

Open	The ticket is open and either with our CX staff, or pending with our product/development team.
Awaiting your reply	Mediaocean requires information or confirmation from the ticket requestor.
Fixed – Pending RCA	Issue has been mitigated and a viable workaround has been provided. Mediaocean is actively working on Root Cause Analysis (RCA).
Solved	The ticket has been resolved.

Update ticket details

Enter additional information for your ticket, directly in the ticket by accessing the ticket from the **My activities** section.

- Copy additional people by adding their email address in the **Add emails** field.
- Enter the additional details, and any attachments, and **Submit**.

CC Add emails

Additional ticket details

Add file or drag files here

Work as solved & Submit

Submit

Check out resolution type definitions

Support resolution		Description
Recommendation/ Explanation	Action required (by client)	A change to the data within the platform was required by the end user.
	Alternate workflow provided	Mediaocean Customer Experience provided an alternate workflow to mitigate the reported issue.
	System functionality explained	Field or functionality defined by Mediaocean Customer Experience.
Record/Profile Set up	New record (by client)	A new record or profile, typically managed by the client, must be added.
	Record added/changed (by Mediaocean CX/Implementation)	A field or record that is only editable by Mediaocean was changed. <i>*May require data maintenance approval from client.</i>
	Record added/changed (by Account Management)	A field or data set configuration that is managed by Mediaocean Account Management was changed. <i>*May require data maintenance approval from client.</i>
Defect	Code fix	This indicates a deployment of new code to the Mediaocean platform to mitigate the reported issue.

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	Data fix/patch	This indicates a change or patch to existing data was executed by Mediaocean. <i>*May require data maintenance approval from client.</i>
Redirect	Enhancement request (managed by Account Management)	Account Manager will reach out to end-user to discuss a functionality enhancement.
	Other (managed by Account Management)	Account Manager will reach out to end-user regarding their request (e.g., report design, workflow exploration, etc)
	Existing record change (managed by Client)	Records maintained on the client side (e.g., User security) must be changed to mitigate issue.
	External system (managed by Third Party)	A change is required by an integrated Third Party system (e.g., Integrated Ad Server setting) to mitigate issue.
Technical		Reported issue was caused by a technical issue that impacted the Mediaocean platform.
Auto-solved	No response from user	User failed to respond to CX and the ticket was auto-solved.
Duplicate		The requester has opened multiple tickets on the same issue.

Professional Services Definition		Training Definitions	
On-site support	Ticket to track on-site support session.	Training completed	Indicates the requested training was completed.
Configuration request	User's issue resolution required a configuration change or client requested a configuration change post-implementation. For use with Lumina only.	Training cancelled	Indicates the requested training was cancelled.
		Utilized eLearning	User was directed to Mediaocean University for eLearning and training collateral.

Check out our Learning Center

The Mediaocean University Learning Center is the window to all of our learning resources. It's an easy way to access the content you need to make the most of our MOU learning.

- ✓ **Quick Cards**
- ✓ **eLearning Videos**
- ✓ **Customized Playlists**

Click the appropriate product tile to view resources for each platform workflow.

Additionally, the Learning Center provides access to a number of relevant content, including:

- ✓ **Training Calendar**
- ✓ **Release Notes**
- ✓ **CX Documentation & FAQs**

[CX HOME](#)
[My activities](#)
[Submit a request](#)

Sara Moeenvaziri

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For any training support questions, please contact us at training@mediaocean.com

New to Prisma? Select the checkbox and click the [Custom Playlist](#) link above to view all eLearnings: ☐

Digital 101

DescriptionQuick CardseLearning

Learn about digital history, related statistics, and when and how the first digital ad was created. This course also gives an overview on the life of a digital campaign and explains key terms in the digital advertising world.

Play All

Follow a section

You can follow articles and sections to keep up-to-date with the latest information from Mediaocean Customer Experience.

Display and select your subscription options, by clicking the **Follow** button in the desired section.

Once submitted, you are notified of new articles in your subscribed sections.

To stop receiving updates for a given section, select **Unfollow**.

CAMPAIGN MANAGEMENT AND SEARCH ORDER

[Follow](#)[Prisma: New media plan quick guide](#)[Prisma: Submit proposal without macros \(Windows\)](#)[Prisma: Submit proposal without macros \(Mac\)](#)

Get trained with us

View our resources

- ✓ Explore available documentation, eLearning, live and pre-recorded webinars, and live classes.

Check out our eLearning


- ✓ Learn about Mediaocean platforms and services, with our eLearning courses at your own pace, 24/7. Our courses are updated regularly, and serve as precursors to classroom training.

Sign up for free webinars

- ✓ Webinars are offered every month for all key topics. Select a webinar to register.

Have questions? Need a custom training?


Visit Mediaocean University at <https://mediaocean.com/mou>.



Mediaocean University


MOU makes content and programming available 24/7, including documentation, self-paced eLearning, and pre-recorded webinars to help you master our products. Our live classes are conducted by experienced Mediaocean trainers, through online webinars, on-site instruction at your office, or at our training facilities.

QUESTIONS ABOUT TRAINING?[Submit your question](#)




Meet Our Trainers

Our global team of trainers has expertise you can count on.



Learning Center

The Mediaocean University Learning Center enables you to learn about Mediaocean products at your own pace!



Webinars

Visit the webinar calendar to register for live classes taught online.