

# Mediaocean Customer Experience (CX) & Knowledge



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

- ✓ Simple one-time sign-up
- ✓ Access FAQs, training documentation and videos
- ✓ Live Chat with CX agents
- ✓ Subscribe to system notifications and release notes
- ✓ View system availability (within the **Technical** tile)
- ✓ Submit and review tickets

## Email us

Send an email to your Customer Experience team by visiting [https://mediaocean.com/customerexperience\\_contacts](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:

I was referred to chat by:

Your question:

**CHAT WITH US**

### Chat hours (Mon-Fri)

9AM-5PM (All Media)



## Submit & track a ticket

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

**CX HOME** My activities **Submit a request**

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

## Check out resolution type definitions

Support resolution		Description
<b>Recommendation/Explanation</b>	<b>Action required (by client)</b>	A change to the data within the platform was required by the end user.
	<b>Alternate workflow provided</b>	Mediaocean Customer Experience provided an alternate workflow to mitigate the reported issue.
	<b>System functionality explained</b>	Field or functionality defined by Mediaocean Customer Experience.
<b>Record/Profile Set up</b>	<b>New record (by client)</b>	A new record or profile, typically managed by the client, must be added.
	<b>Record added/changed (by Mediaocean CX/Implementation)</b>	A field or record that is only editable by Mediaocean was changed. <i>*May require data maintenance approval from client.</i>
	<b>Record added/changed (by Account Management)</b>	A field or data set configuration that is managed by Mediaocean Account Management was changed. <i>*May require data maintenance approval from client.</i>
<b>Defect</b>	<b>Code fix</b>	This indicates a deployment of new code to the Mediaocean platform to mitigate the reported issue.
	<b>Data fix/patch</b>	This indicates a change or patch to existing data was executed by Mediaocean. <i>*May require data maintenance approval from client.</i>
<b>Redirect</b>	<b>Enhancement request (managed by Account Management)</b>	Account Manager will reach out to end-user to discuss a functionality enhancement.
	<b>Other (managed by Account Management)</b>	Account Manager will reach out to end-user regarding their request (e.g., report design, workflow exploration, etc)
	<b>Existing record change (managed by Client)</b>	Records maintained on the client side (e.g., User security) must be changed to mitigate issue.
	<b>External system (managed by Third Party)</b>	A change is required by an integrated Third Party system (e.g., Integrated Ad Server setting) to mitigate issue.
<b>Technical</b>		Reported issue was caused by a technical issue that impacted the Mediaocean platform.
<b>Auto-solved</b>	<b>No response from user</b>	User failed to respond to CX and the ticket was auto-solved.



<b>Duplicate</b>	The requester has opened multiple tickets on the same issue.
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Professional Services Definition	
On-site support	Ticket to track on-site support session.
Configuration request	User's issue resolution required a configuration change or client requested a configuration change post-implementation. For use with Lumina only.

Training Definitions	
Training completed	Indicates the requested training was completed.
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 centre

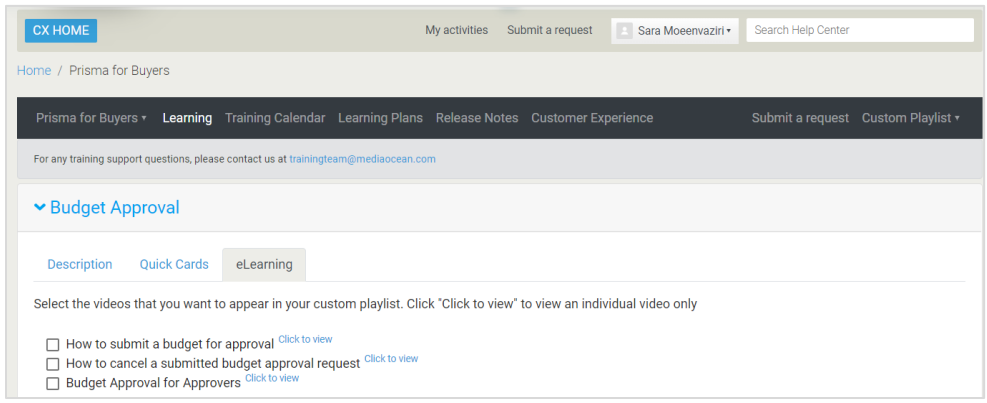
The Mediaocean University Learning Center is the window to all of our learning resources. It's an easy way to access the content you need to make the most of our MOU learning.

- **Quick Cards**
- **eLearning Videos**
- **Customised 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**



## 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

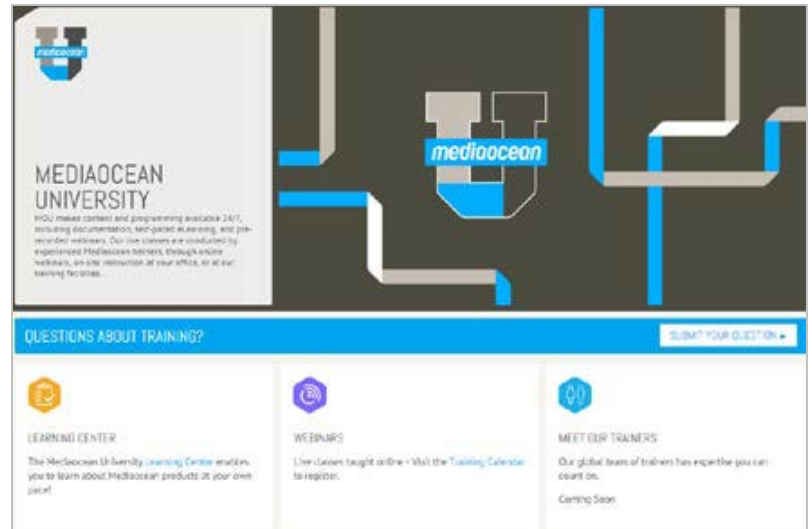
- ✓ Learn about Mediaocean platforms and services, with our eLearning courses at your own pace, 24/7. Our courses are updated regularly, and serve as precursors to classroom training.

### 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/uk/mou>.



The screenshot displays the Mediaocean University website. At the top left, the Mediaocean logo is visible. The main header area features the text "MEDIAOCEAN UNIVERSITY" and a brief description: "MOU makes content and programming available 24/7, including documentation, self-paced eLearning, and pre-recorded webinars. Our live classes are conducted by experienced Mediaocean experts, through online webinars, on-site instruction at your office, or at our learning facilities." Below this, a blue navigation bar contains the text "QUESTIONS ABOUT TRAINING?" and a "SUBMIT YOUR QUESTION" button. The main content area is divided into three columns: "LEARNING CENTER" (with a play button icon), "WEBINARS" (with a calendar icon), and "MEET OUR TRAINERS" (with a group of people icon). Each column contains a short introductory paragraph.