

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.

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.

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**.

Check out resolution type definitions

Support resolution	Description
Recommendation/Explanation	Action required (by client)
	Alternate workflow provided
	System functionality explained
Record/Profile Set up	New record (by client)
	Record added/changed (by Mediaocean CX/Implementation)
	Record added/changed (by Account Management)
Defect	Code fix

Mediaocean Customer Experience (CX) & Knowledge



	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

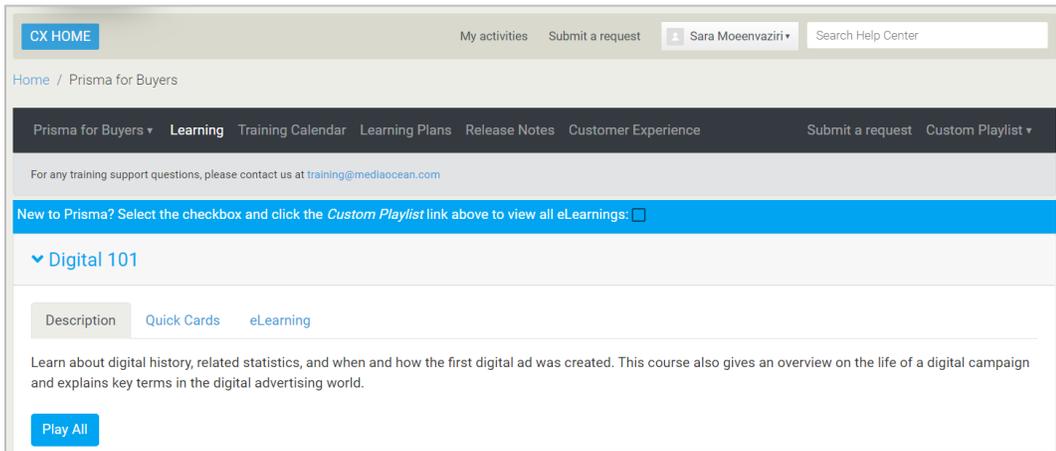
The Mediaocean University Learning Center is the window to all of our learning resources. It's an easy way to access the content you need to make the most of our MOU learning.

- ✓ **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**



Mediaocean Customer Experience (CX) & Knowledge



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.