Proprietary + Confidential

Actions Center for Things to do

Experience preview & walkthrough

Sep 2024

Proprietary + Confidential

FAQs

1. What do I need to do to access this new experience? Will I need to migrate any data?
    a. We will be providing a new URL for you to access your portal at. On startup, you will have a popup where you must specify contacts for different roles. Beyond this, all your data should be migrated, and you should not have any additional work.

2. What kind of support will we be offering partners for this migration?
    a. Documentation should be updated to reference Actions Center, and the ttd-support@ team should also be trained in the new tool. The following documents provides a walkthrough of the tool, and you can continue to submit feedback.

3. How should we submit feedback about the new experience?
    a. Please submit feedback to ttd-support@. We are compiling the feedback throughout the month submitted to support or to your Partner Manager.

4. Will partners be able to access the old experience on Things to do Center?
    a. During the initial phase, you will have access to both portals for the first 30 days. We plan to sunset Things to do Center on October 18th, when you will be auto-redirected to Actions Center.

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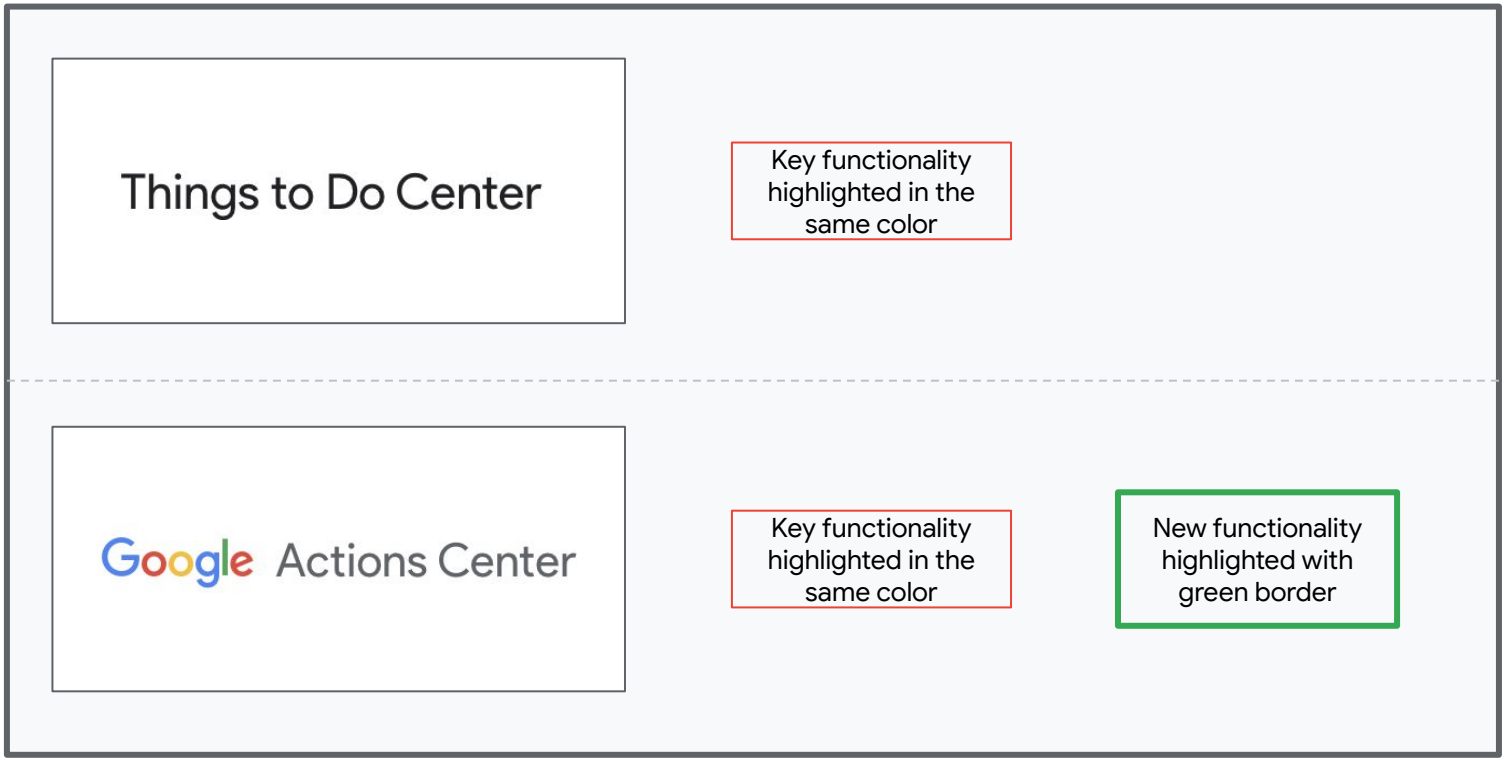
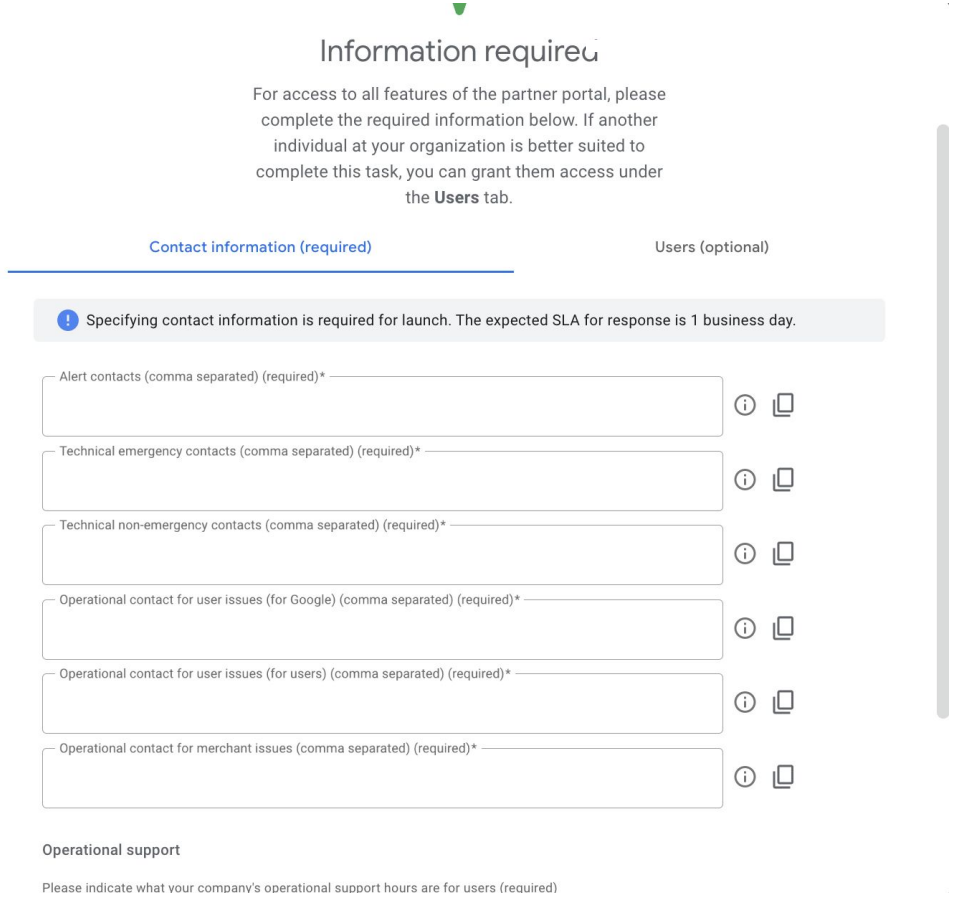
The following slides will have a walkthrough of the new Actions Center portal alongside the Things to do portal



Google

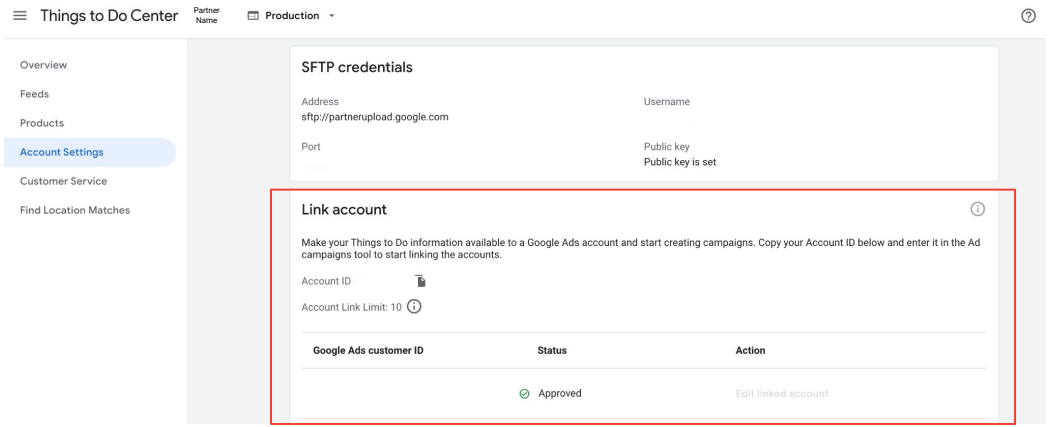
On startup



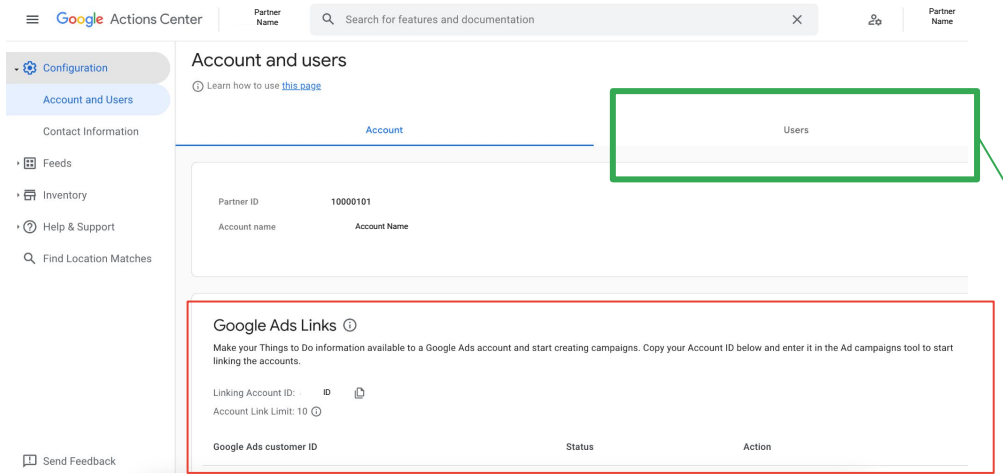
For the first login of the new Actions Center, you will be required to fill out the contact information form. This helps enable our support team to specify specific escalation paths. You can input the same email multiple times if a user falls under more than one category.

Account Settings & Users

Things to Do Center



Actions Center



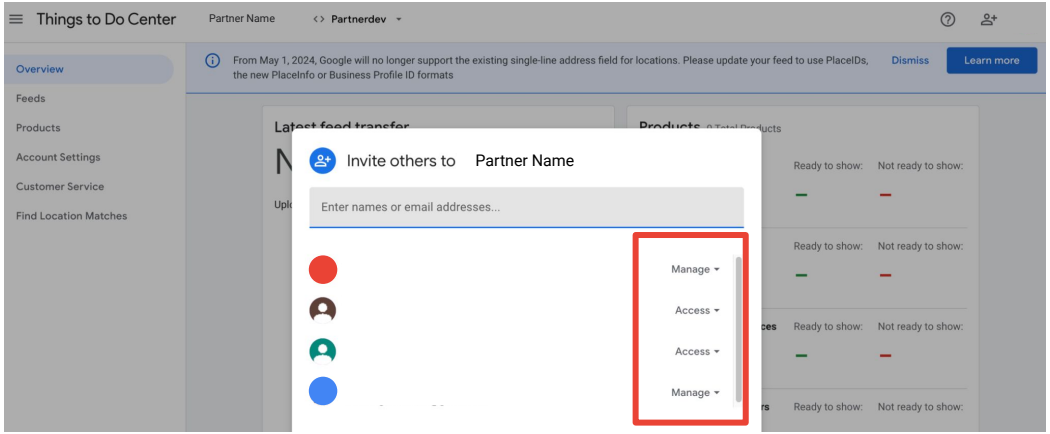
All Ads account linkages are available within Actions Center (with the initiation through Google Ads). The ability to approve or reject Ad links, and manage shared services will be the same in both portals

Ability to view / update SFTP credentials will be available by the end of quarter. These features will remain active in Things to do Center meanwhile.

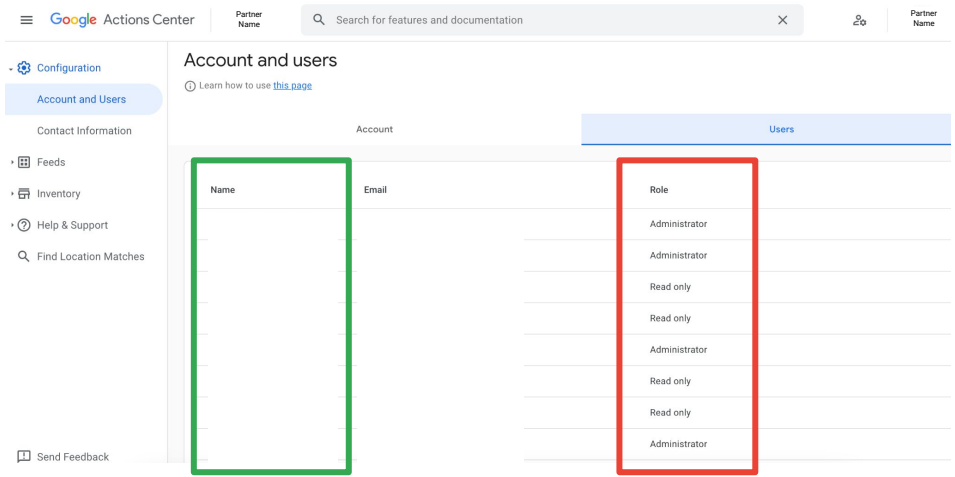
Ability to change users with different permissions - continued on the next slide

Account Settings & Users

Things to Do Center



Actions Center



Roles include:

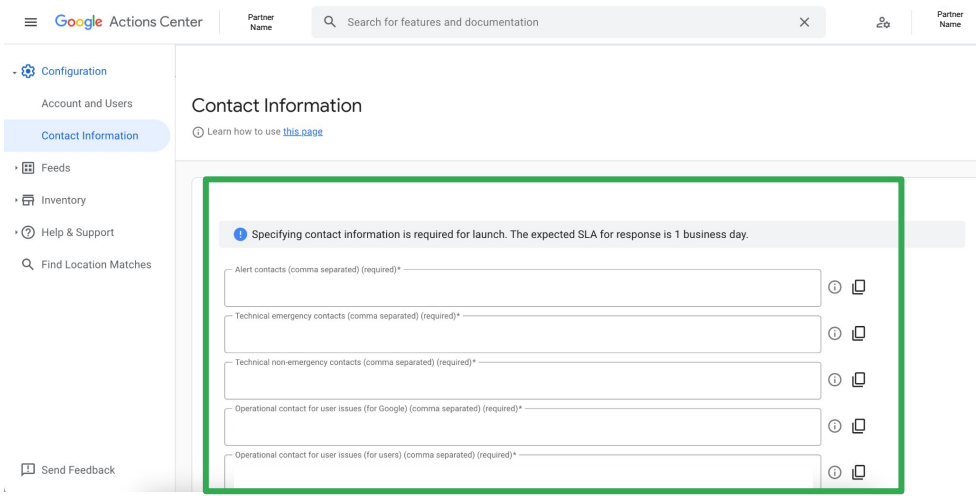
- Administrator: can read, write, and manage (same as “Manage”)
- Read only: read only, but cannot write/manage (same as “Access”)

New field to add a name

Google

Account Settings & Users

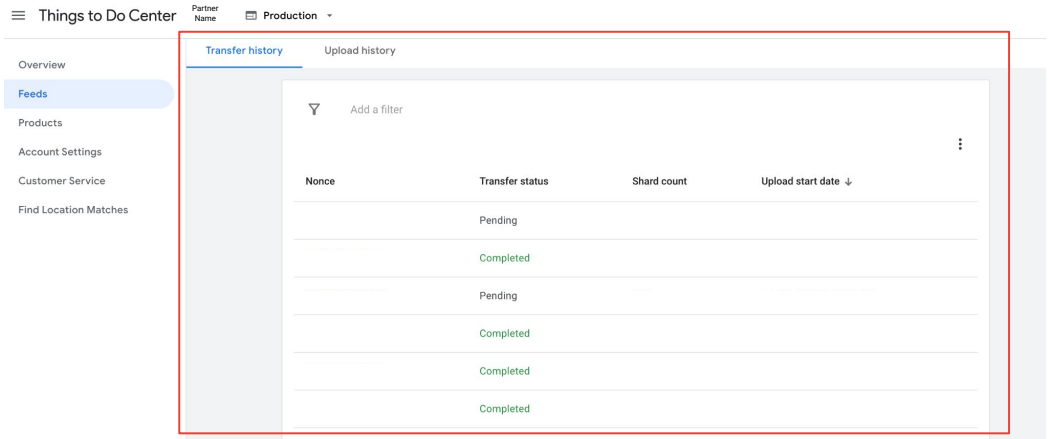
Actions Center



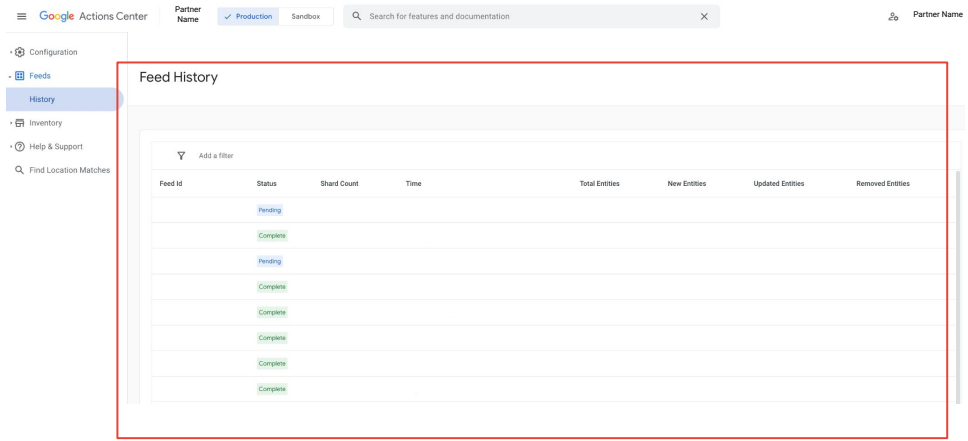
This will be populated from the contact list shown at first load. You can specify one email address for more than one role.

Feeds overview

Things to do Center



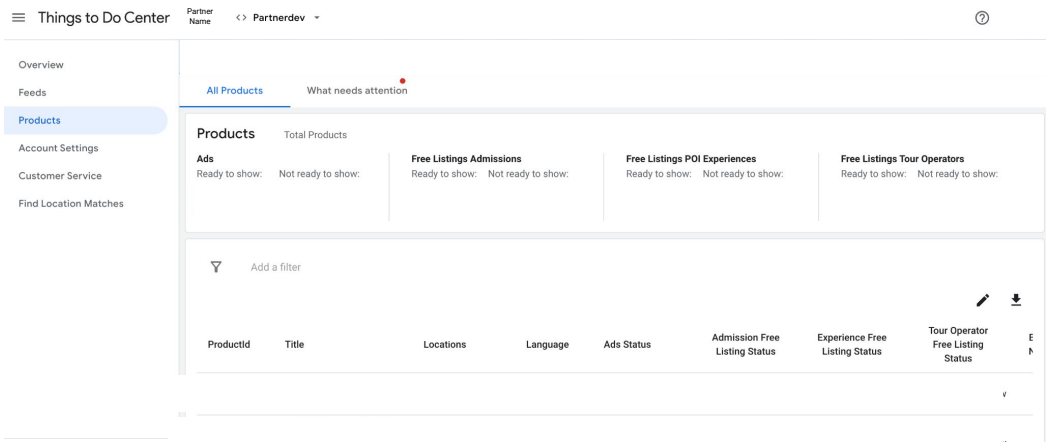
Actions Center



We've combined Transfer & Upload history tabs from Things to do Center in one view for Actions Center

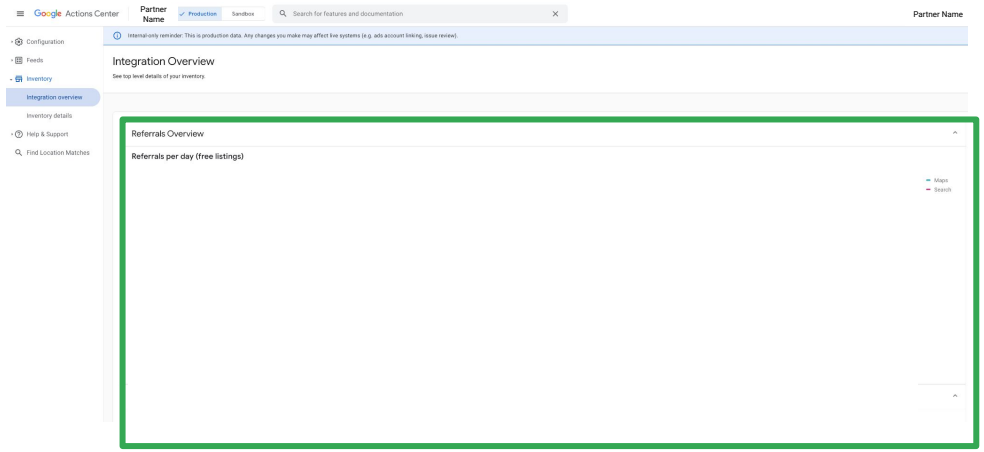
Products / Integration overview

Things to Do Center



The “Products” page in Things to do Center has changed to the “Inventory” tabs, and the Integration overview tab contains graphs for Referral Overview, Performance Overviews (errors over time), and a detailed issue-by-issue view.

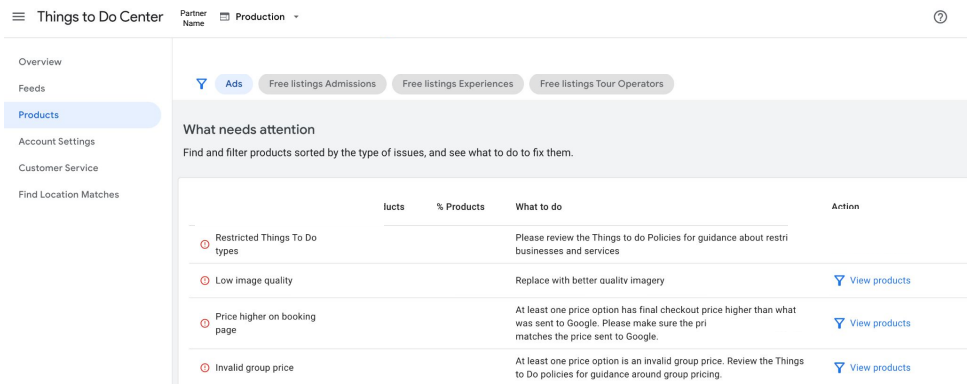
Actions Center



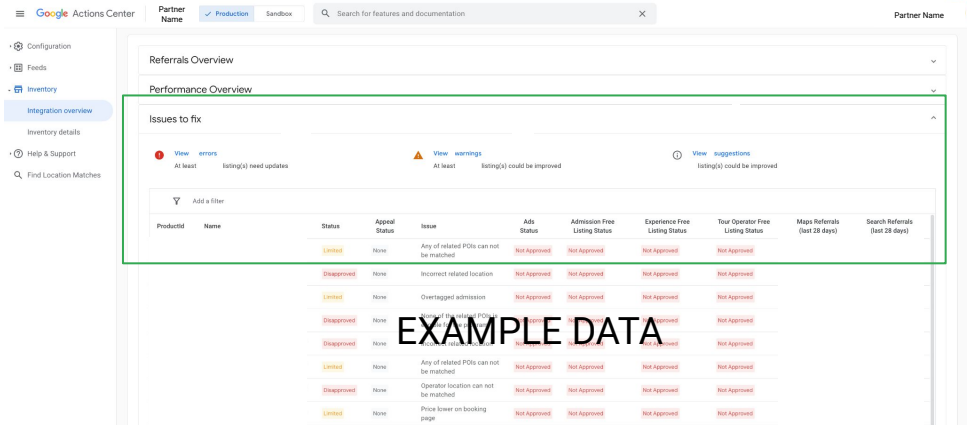
The referrals overview (previously in the “Overview” section of Things to Do Center) was moved to the inventory section.

Products / Integration overview

Things to Do Center



Actions Center



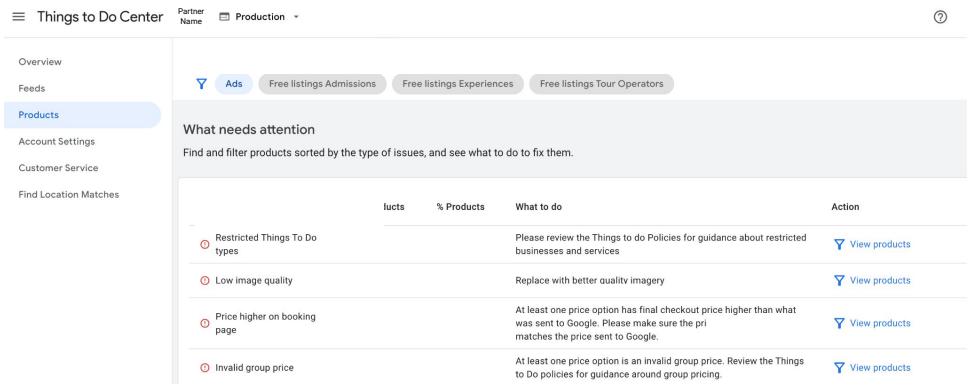
The last section in Actions Center is Issues to fix, which is similar to the ‘What Needs Attention’ page in Things to do Center.

Some key differences:

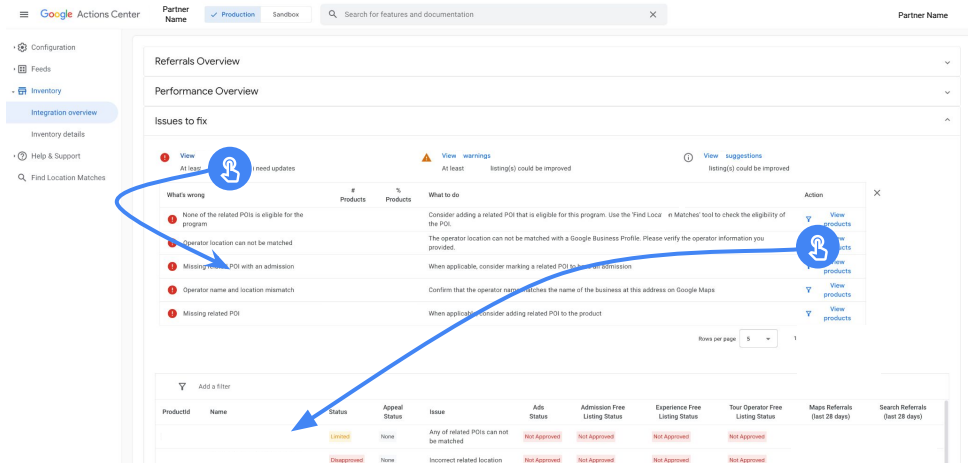
- We’ve made the issues collapsed, but clicking on it will expand the table you see in Things to do center
- We’ve structured based on issue severity, rather than surface.
- The table below will list out individual issues with products, rather than a per-product view.

Products / Integration overview

Things to Do Center



Actions Center

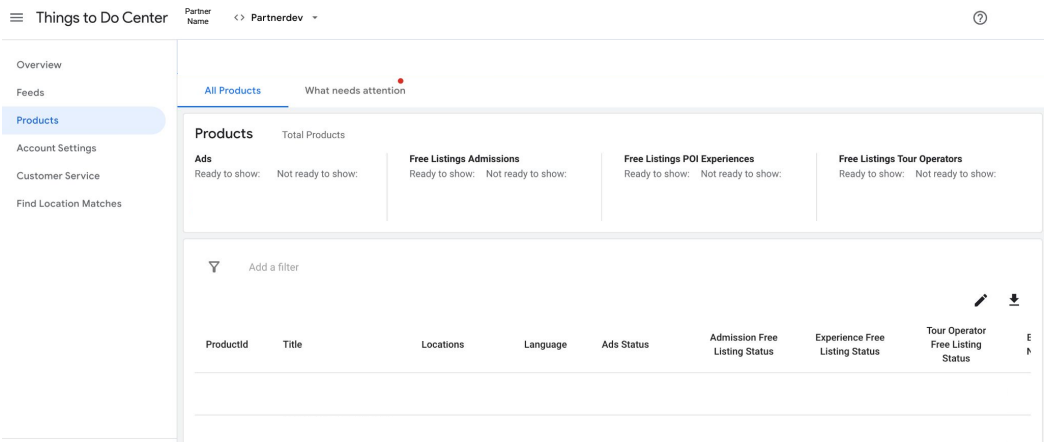


The issue table is collapsed, but will open up the detailed issue view when clicked on.

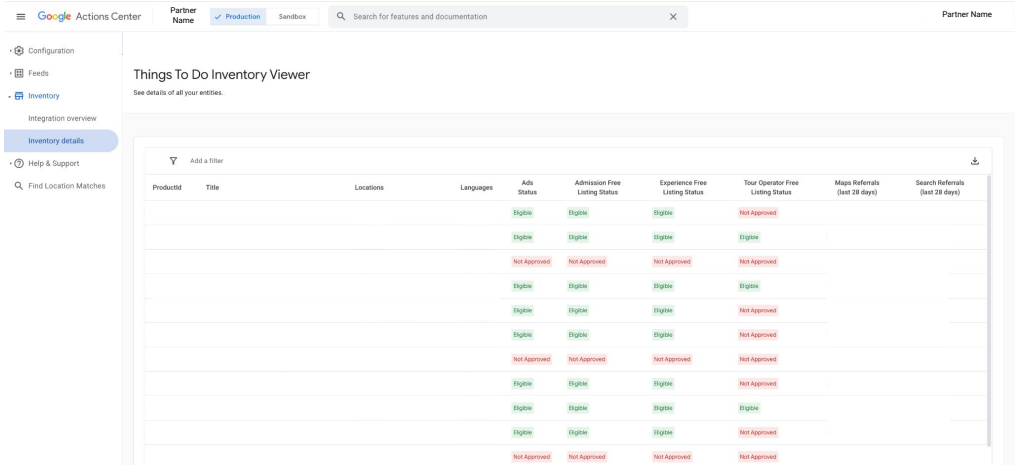
Clicking on ‘view products’ will automatically open up filtered affected products by issue below.

Products / Integration overview

Things to Do Center



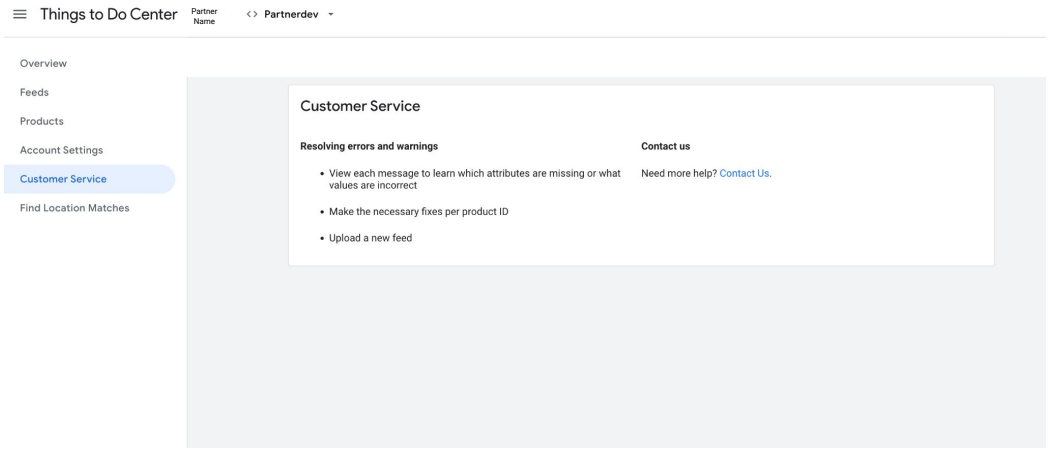
Actions Center



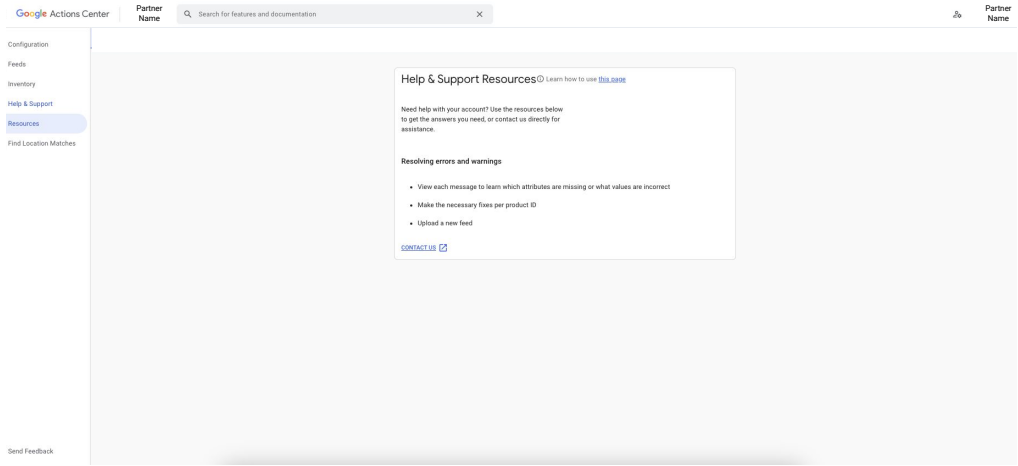
The inventory details will list out all of the products and their status, similar to the “All Products” tab under “Products” in Things to do Center.

Help & Support

Things to Do Center



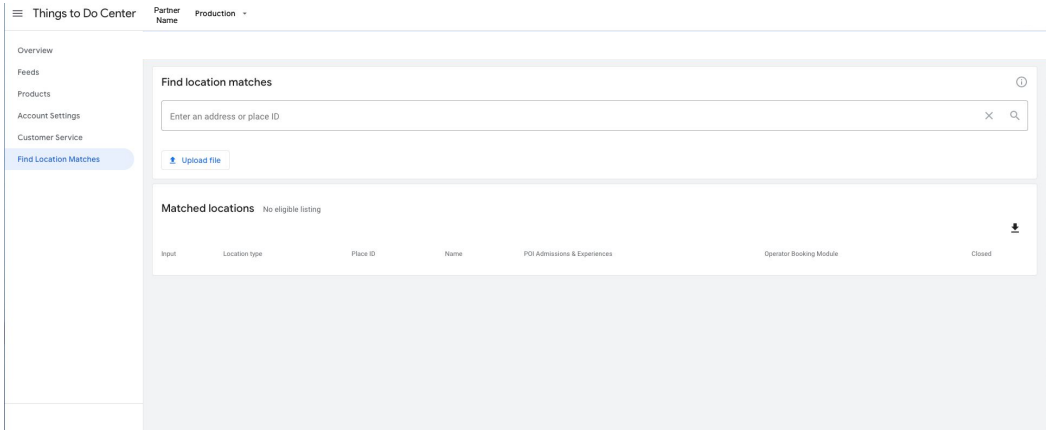
Actions Center



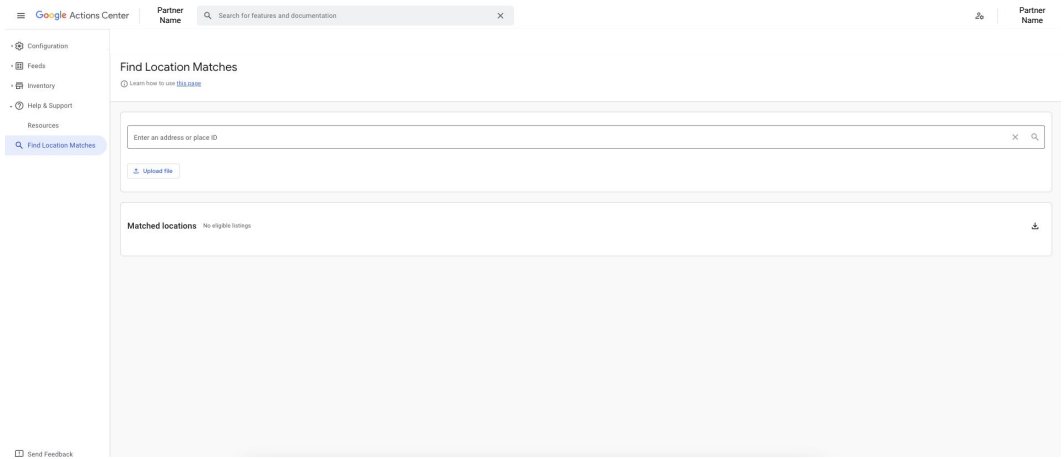
Both the “Customer Service” (TTDC) and “Resources” (Actions Center) tabs will redirect you to the support we have available via TTD-Support

Find Location Matches

Things to Do Center



Actions Center



The Find Location tool remains the same in both platforms.