

Actions Center for Things to do

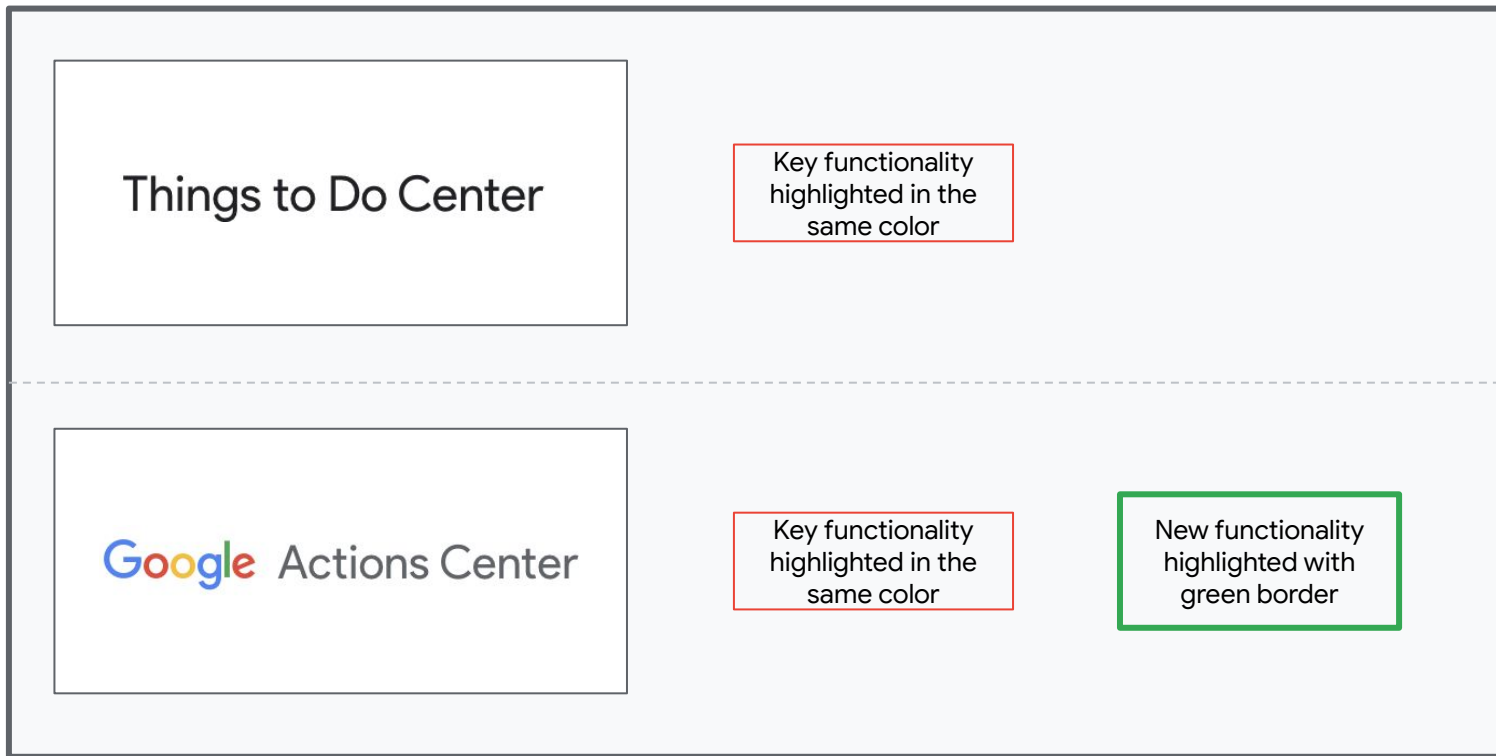
Experience preview & walkthrough

A solid blue horizontal bar.

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-redirectioned to Actions Center.

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





Information required

For access to all features of the partner portal, please complete the required information below. If another individual at your organization is better suited to complete this task, you can grant them access under the **Users** tab.

Contact information (required)

Users (optional)

! Specifying contact information is required for launch. The expected SLA for response is 1 business day.

Alert contacts (comma separated) (required)* ⓘ 📄

Technical emergency contacts (comma separated) (required)* ⓘ 📄

Technical non-emergency contacts (comma separated) (required)* ⓘ 📄

Operational contact for user issues (for Google) (comma separated) (required)* ⓘ 📄

Operational contact for user issues (for users) (comma separated) (required)* ⓘ 📄

Operational contact for merchant issues (comma separated) (required)* ⓘ 📄

Operational support

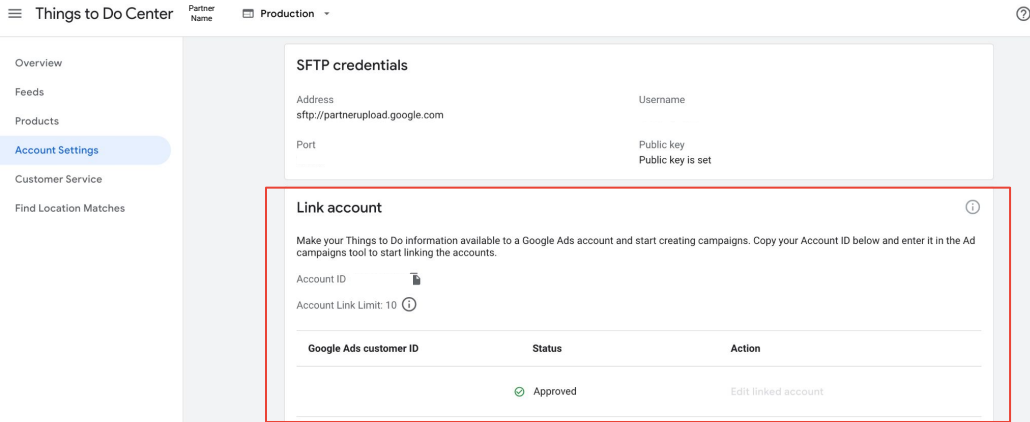
Please indicate what your company's operational support hours are for users (required)

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



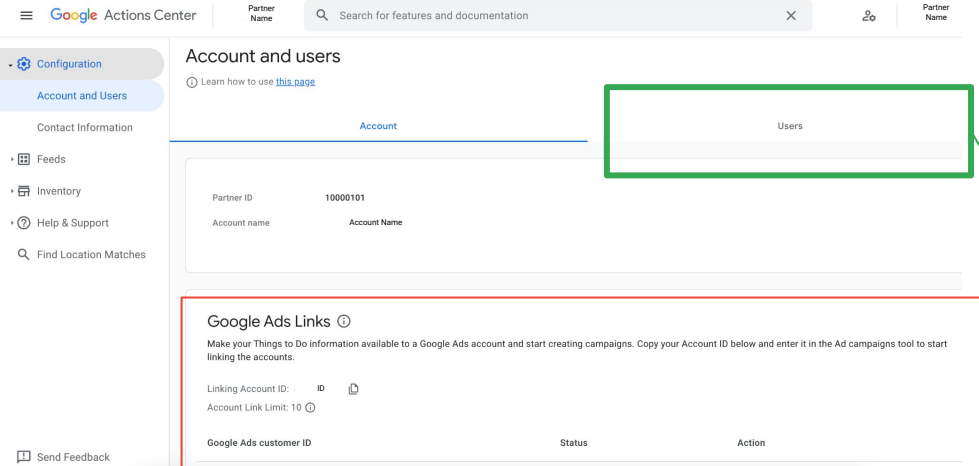
The screenshot shows the 'Account Settings' page in the Things to Do Center. The left sidebar contains navigation options: Overview, Feeds, Products, Account Settings (highlighted), Customer Service, and Find Location Matches. The main content area is titled 'SFTP credentials' and includes fields for Address (sftp://partnerupload.google.com), Username, Port, and Public key (Public key is set). Below this is a 'Link account' section, highlighted with a red box, which contains instructions and a table for linked Google Ads accounts.

Google Ads customer ID	Status	Action
	Approved	Edit linked account

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.

Actions Center



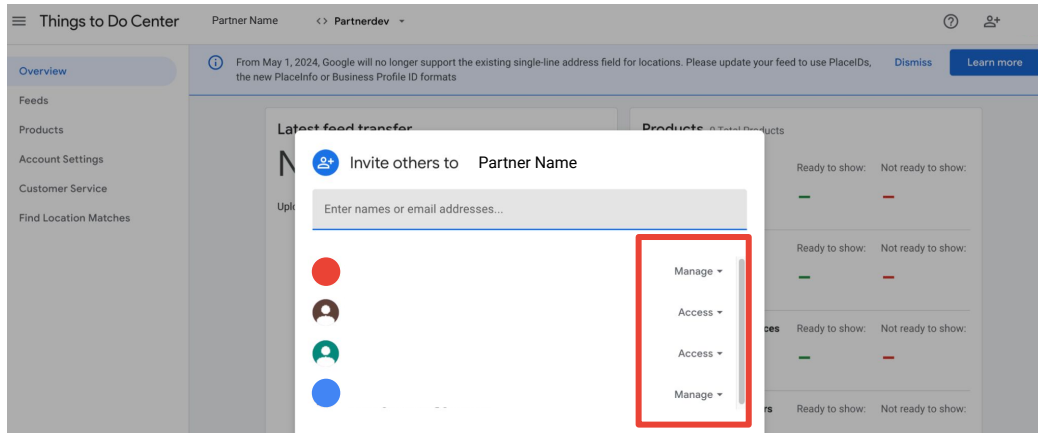
The screenshot shows the 'Account and users' page in Google Actions Center. The left sidebar includes Configuration, Account and Users (highlighted), Contact Information, Feeds, Inventory, and Help & Support. The main content area is titled 'Account and users' and includes a 'Users' section, highlighted with a green box, and a 'Google Ads Links' section, highlighted with a red box. The 'Google Ads Links' section contains instructions and a table for linked Google Ads accounts.

Google Ads customer ID	Status	Action

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

Account Settings & Users

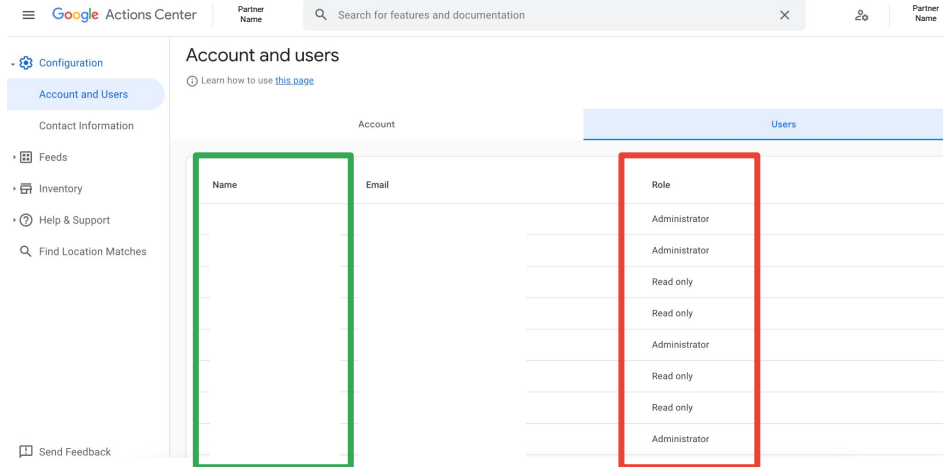
Things to Do Center



Roles include:

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

Actions Center



New field to add a name

Google Actions Center

Partner Name

Search for features and documentation

Partner Name

Configuration

Account and Users

Contact Information

Feeds

Inventory

Help & Support

Find Location Matches

Send Feedback

Contact Information

Learn how to use [this page](#)

Specifying contact information is required for launch. The expected SLA for response is 1 business day.

Alert contacts (comma separated) (required)*

Technical emergency contacts (comma separated) (required)*

Technical non-emergency contacts (comma separated) (required)*

Operational contact for user issues (for Google) (comma separated) (required)*

Operational contact for user issues (for users) (comma separated) (required)*

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

Things to Do Center

Partner Name <> Partnerdev

Overview

Feeds

Products

Account Settings

Customer Service

Find Location Matches

All Products What needs attention

Products Total Products

Ads Ready to show: Not ready to show:

Free Listings Admissions Ready to show: Not ready to show:

Free Listings POI Experiences Ready to show: Not ready to show:

Free Listings Tour Operators Ready to show: Not ready to show:

Add a filter

ProductId	Title	Locations	Language	Ads Status	Admission Free Listing Status	Experience Free Listing Status	Tour Operator Free Listing Status
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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.

Google Actions Center

Partner Name Protection Sandbox

Integration Overview

Referrals Overview

Referrals per day (free listings)

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

Partner Name Production

- Overview
- Feeds
- Products**
- Account Settings
- Customer Service
- Find Location Matches

Ads Free listings Admissions Free listings Experiences Free listings Tour Operators

What needs attention

Find and filter products sorted by the type of issues, and see what to do to fix them.

Issues	% Products	What to do	Action
Restricted Things To Do types		Please review the Things to do Policies for guidance about restricted businesses and services	
Low image quality		Replace with better quality imagery	View products
Price higher on booking page		At least one price option has final checkout price higher than what was sent to Google. Please make sure the price matches the price sent to Google.	View products
Invalid group price		At least one price option is an invalid group price. Review the Things to Do policies for guidance around group pricing.	View products

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.

Google Actions Center Partner Name Production Sandbox

Search for features and documentation

- Configuration
- Feeds
- Inventory
- Integration overview**
- Inventory details
- Help & Support
- Find Location Matches

Referrals Overview

Performance Overview

Issues to fix

View errors (At least 1 listing(s) need updates) View warnings (At least 1 listing(s) could be improved) View suggestions (1 listing(s) could be improved)

Add a filter

ProductId	Name	Status	Appeal Status	Issue	Ads Status	Admission Free Listing Status	Experience Free Listing Status	Tour Operator Free Listing Status	Maps Referrals (last 28 days)	Search Referrals (last 28 days)
		Limited	None	Any of related POs can not be matched	Not Approved	Not Approved	Not Approved	Not Approved		
		Disapproved	None	Incorrect related location	Not Approved	Not Approved	Not Approved	Not Approved		
		Limited	None	Overtagged admission	Not Approved	Not Approved	Not Approved	Not Approved		
		Disapproved	None	Any of related POs can not be matched	Not Approved	Not Approved	Not Approved	Not Approved		
		Disapproved	None	Any of related POs can not be matched	Not Approved	Not Approved	Not Approved	Not Approved		
		Limited	None	Any of related POs can not be matched	Not Approved	Not Approved	Not Approved	Not Approved		
		Disapproved	None	Operator location can not be matched	Not Approved	Not Approved	Not Approved	Not Approved		
		Limited	None	Price lower on booking page	Not Approved	Not Approved	Not Approved	Not Approved		

EXAMPLE DATA

Partner Name Production

- Overview
- Feeds
- Products**
- Account Settings
- Customer Service
- Find Location Matches

[Ads](#)
[Free listings Admissions](#)
[Free listings Experiences](#)
[Free listings Tour Operators](#)

What needs attention

Find and filter products sorted by the type of issues, and see what to do to fix them.

Issues	% Products	What to do	Action
Restricted Things To Do types		Please review the Things to do Policies for guidance about restricted businesses and services	View products
Low image quality		Replace with better quality imagery	View products
Price higher on booking page		At least one price option has final checkout price higher than what was sent to Google. Please make sure the price matches the price sent to Google.	View products
Invalid group price		At least one price option is an invalid group price. Review the Things to Do policies for guidance around group pricing.	View products

Google Actions Center Partner Name Production Sandbox

Search for features and documentation

- Configuration
- Feeds
- Inventory
- Integration overview**
- Inventory details
- Help & Support
- Find Location Matches

Referrals Overview

Performance Overview

Issues to fix

View [At least 1 need updates](#)

View warnings [At least 1 listing\(s\) could be improved](#)

View suggestions [Listing\(s\) could be improved](#)

What's wrong

- None of the related POIs is eligible for the program
- Operator location can not be matched
- Missing related POI with an admission
- Operator name and location mismatch
- Missing related POI

Products

% Products

What to do

- Consider adding a related POI that is eligible for this program. Use the 'Find Local in Matched' tool to check the eligibility of the POI.
- The operator location can not be matched with a Google Business Profile. Please verify the operator information you provided.
- When applicable, consider marking a related POI as an 'Admission'
- Confirm that the operator name matches the name of the business at this address on Google Maps
- When applicable, consider adding related POI to the product

Action

- [View products](#)
- [View products](#)
- [View products](#)
- [View products](#)
- [View products](#)

Rows per page: 5 1

ProductId	Name	Status	Appeal Status	Issue	Ads Status	Admission Free Listing Status	Experience Free Listing Status	Your Operator Free Listing Status	Maps Referrals (last 28 days)	Search Referrals (last 28 days)
		Limited	None	Any of related POIs can not be matched	Not Approved	Not Approved	Not Approved	Not Approved		
		Disapproved	None	Incorrect related location	Not Approved	Not Approved	Not Approved	Not Approved		

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

Things to Do Center Partner Name <> Partnerdev

Overview Feeds **Products** Account Settings Customer Service Find Location Matches

All Products What needs attention

Products

Total Products

Ads
Ready to show: Not ready to show:

Free Listings Admissions
Ready to show: Not ready to show:

Free Listings POI Experiences
Ready to show: Not ready to show:

Free Listings Tour Operators
Ready to show: Not ready to show:

Add a filter

ProductID	Title	Locations	Language	Ads Status	Admission Free Listing Status	Experience Free Listing Status	Tour Operator Free Listing Status	
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Actions Center

Google Actions Center Partner Name Production Sandbox Search for features and documentation Partner Name

Configuration Feeds Inventory Integration overview **Inventory details** Help & Support Find Location Matches

Things To Do Inventory Viewer

See details of all your entities.

Add a filter

ProductID	Title	Locations	Languages	Ads Status	Admission Free Listing Status	Experience Free Listing Status	Tour Operator Free Listing Status	Maps Referrals (last 28 days)	Search Referrals (last 28 days)
			English	Eligible	Eligible	Eligible	Not Approved		
			English	Eligible	Eligible	Eligible	Eligible		
			Not Approved	Not Approved	Not Approved	Not Approved	Not Approved		
			English	Eligible	Eligible	Eligible	Eligible		
			English	Eligible	Eligible	Eligible	Not Approved		
			English	Eligible	Eligible	Eligible	Not Approved		
			Not Approved	Not Approved	Not Approved	Not Approved	Not Approved		
			English	Eligible	Eligible	Eligible	Not Approved		
			English	Eligible	Eligible	Eligible	Eligible		
			English	Eligible	Eligible	Eligible	Not Approved		
			Not Approved	Not Approved	Not Approved	Not Approved	Not Approved		

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.

- Overview
- Feeds
- Products
- Account Settings
- Customer Service**
- Find Location Matches

Customer Service

Resolving errors and warnings

- View each message to learn which attributes are missing or what values are incorrect
- Make the necessary fixes per product ID
- Upload a new feed

Contact us

Need more help? [Contact Us](#).

- Configuration
- Feeds
- Inventory
- Help & Support
- Resources**
- Find Location Matches

Help & Support Resources Learn how to use [this page](#)

Need help with your account? Use the resources below to get the answers you need, or contact us directly for assistance.

Resolving errors and warnings

- View each message to learn which attributes are missing or what values are incorrect
- Make the necessary fixes per product ID
- Upload a new feed

[CONTACT US](#)

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

The screenshot shows the 'Things to Do Center' interface. On the left is a navigation menu with items: Overview, Feeds, Products, Account Settings, Customer Service, and Find Location Matches (highlighted). The main content area is titled 'Find location matches' and contains a search input field with the placeholder text 'Enter an address or place ID'. Below the input field is an 'Upload file' button. Underneath is a section titled 'Matched locations' with the text 'No eligible listing'. Below this is a table with columns: Input, Location type, Place ID, Name, POI Admissions & Experiences, Operator Booking Module, and Closed. The table is currently empty.

The Find Location tool remains the same in both platforms.

Actions Center

The screenshot shows the 'Actions Center' interface. At the top, it says 'Google Actions Center' and 'Partner Name'. There is a search bar with the text 'Search for features and documentation'. On the left is a navigation menu with items: Configuration, Feeds, Inventory, Help & Support, and Resources. Under 'Resources', 'Find Location Matches' is highlighted. The main content area is titled 'Find Location Matches' and contains a search input field with the placeholder text 'Enter an address or place ID'. Below the input field is an 'Upload file' button. Underneath is a section titled 'Matched locations' with the text 'No eligible listing'. Below this is a table with columns: Input, Location type, Place ID, Name, POI Admissions & Experiences, Operator Booking Module, and Closed. The table is currently empty.