



MOOD

Visual Email Updates
June 2018

VISUAL EMAIL UPDATE INITIATIVES

OBJECTIVE:

To streamline communication by more clearly identifying where to go for your Sight Solution needs

After reviewing our most common asks, we've developed new email addresses to align the correct teams with the most common requests

VISUALSUPPORT@MOOMEDIA.COM

This existing email address will remain in use for technical support. All messages will go to Tier II for Visual Support.

Use VISUALSUPPORT@MOODMEDIA.COM for:

- Technical issues regarding hardware
- Assistance with connectivity
- General Troubleshooting with clients and/or technicians
- Login/Password requests

This newly created email address is for both internal and external clients. All messages will be received by the Sight Consultation team

Use SIGHTCONSULTATIONS@MOODMEDIA.COM for:

- Sight Consultation webinar requests for new & existing clients
- Content strategy suggestions within MVision
- Pre-sales Mvision demo requests for potential clients
- Key competitive feature overview of Mvision via webinar
- Advanced Mvision features and/or General Q&A
- Template functionality & suggestions
- Questions regarding Mvision or 10FW

This newly created email address is for both internal and external clients. All messages will be received by the Sight Consultation/Project teams

Use CONTENTMANAGEMENT@MOODMEDIA.COM for:

- Trafficking Content Management requests
- Questions regarding Content Management as a Service
- Statistics Reporting Requests
- Monitoring Assistance
- Unique Set Up Requests
- To communicate information regarding visual rollouts

This email address is for both internal and external clients. All messages will be received by the Creative Design team

Use VISUALDESIGN@MOODMEDIA.COM for:

- Custom Content Requests
- Custom Menu Boards
- Pricing Inquiries & Consultations for Custom Content Requests