CA Online Experience

Community Portal demo

Abdel Laabi Manager User Communities - EMEA

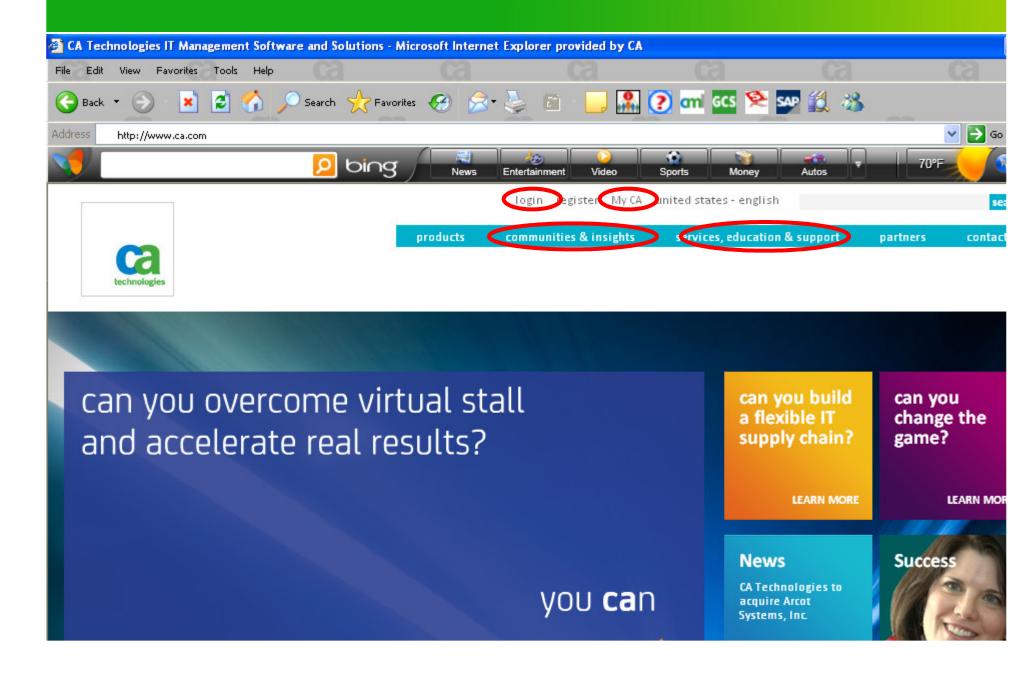


Major enhancements in the New Environment (ca.com)

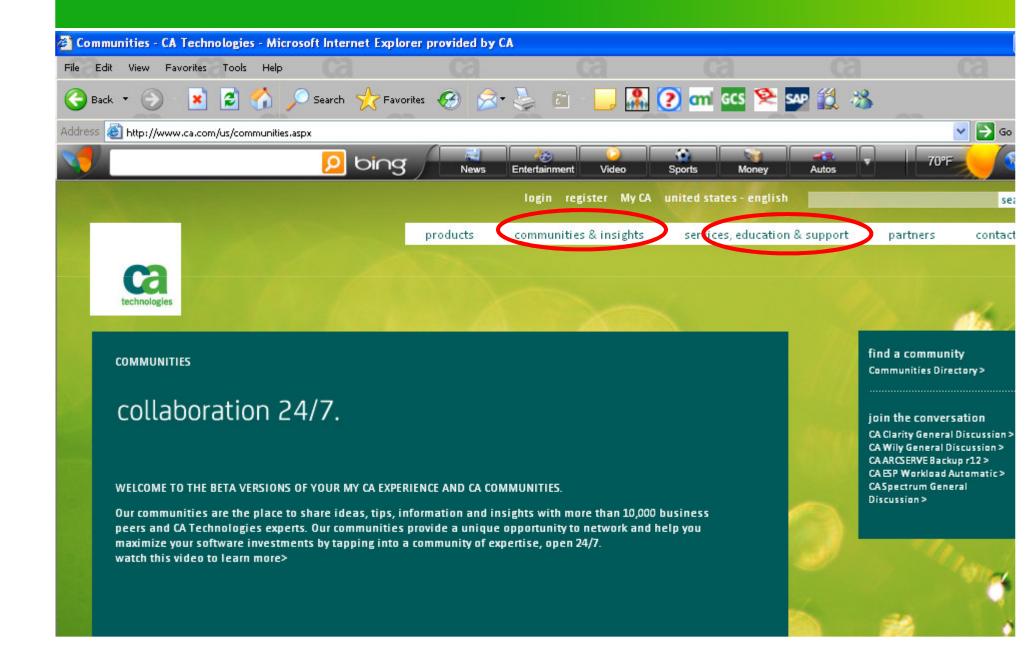
- Single Sign On
- Personal page (My CA) & professional social networking
- Single Communities Environment : Consolidation of Global/Regional user communities & Forums
- Message boards (forums) at Regional User Group level
- Localization Multi-Languages supported
- Events Calendar
- Emailer



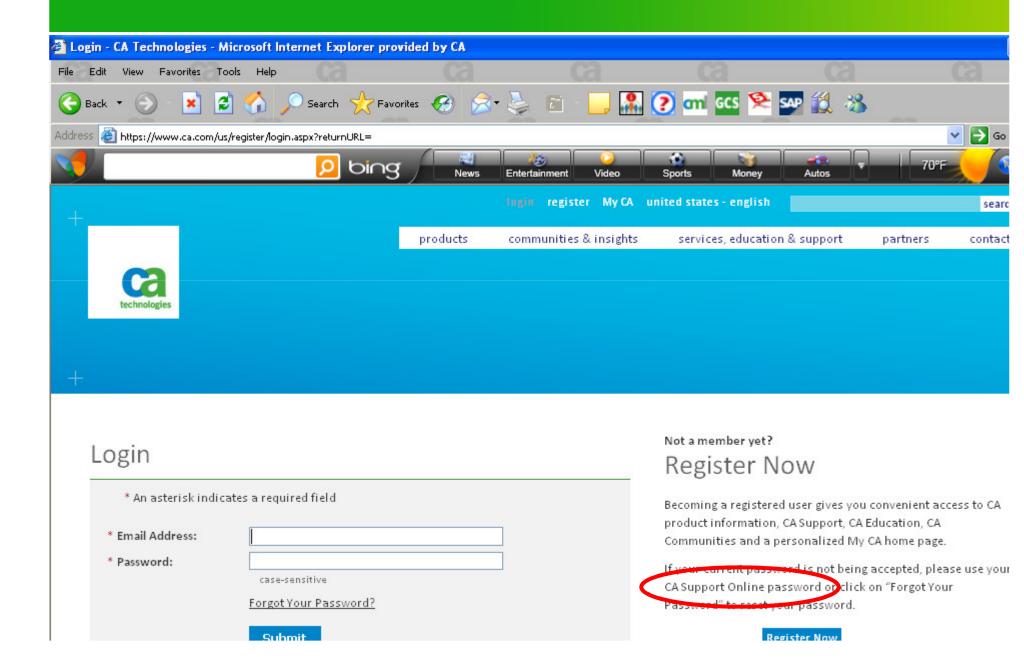
www.ca.com - Single Sign On



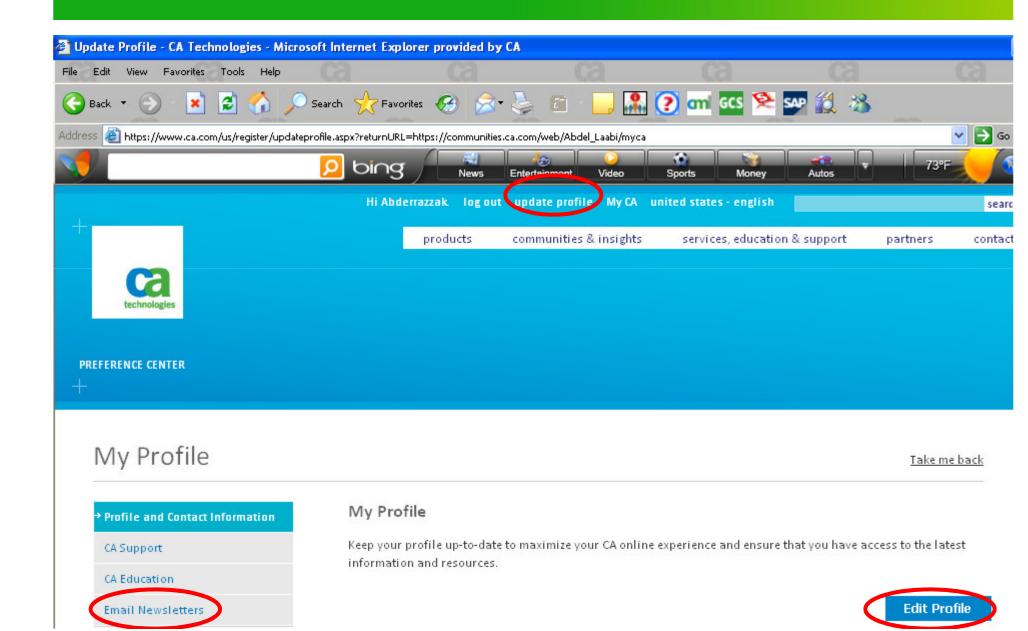
New Communities Directory



Sign In

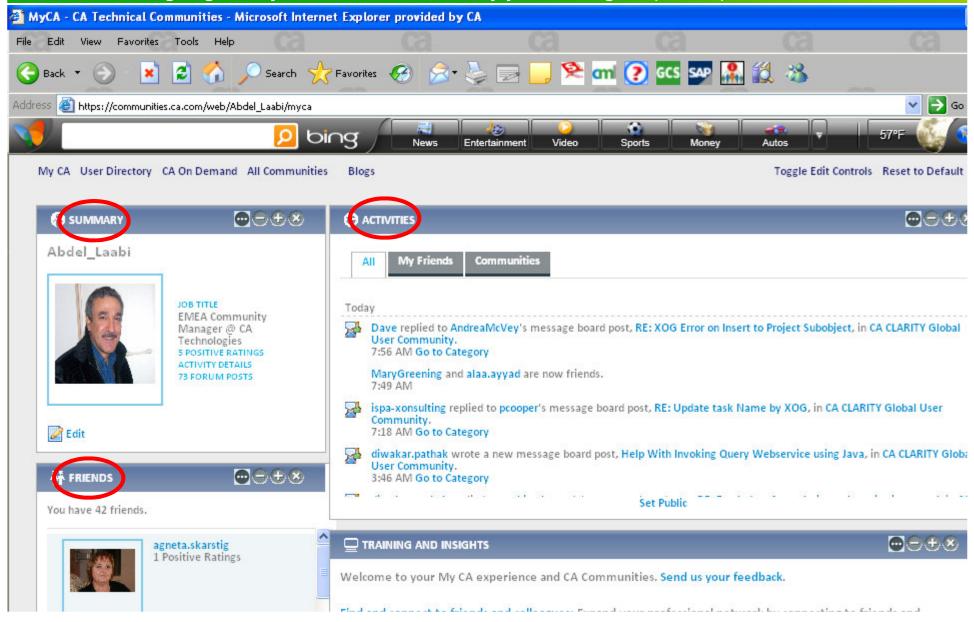


Update your profile

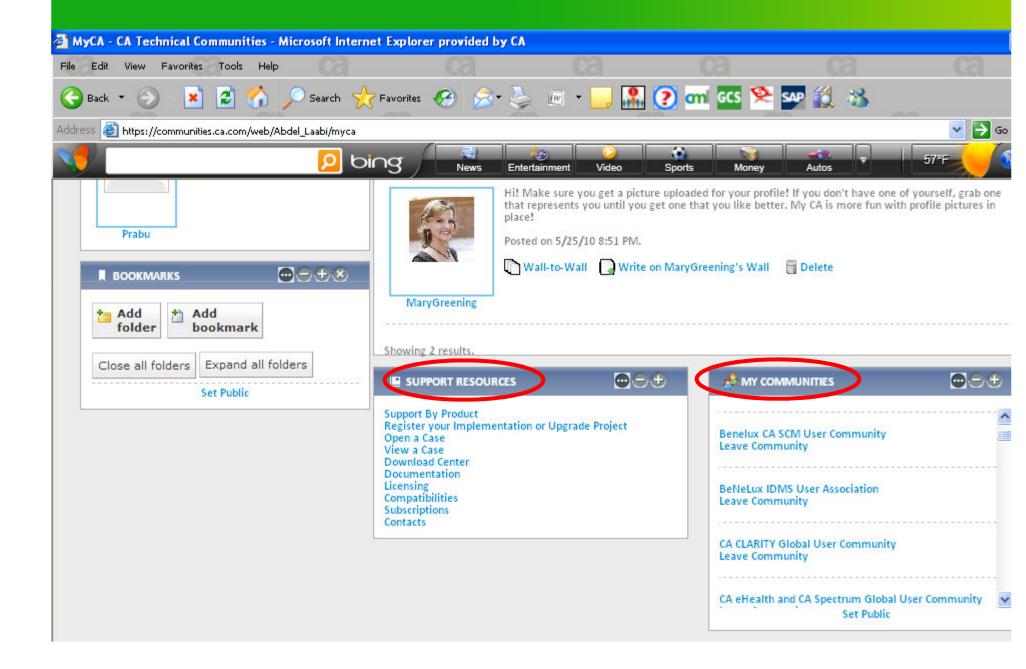




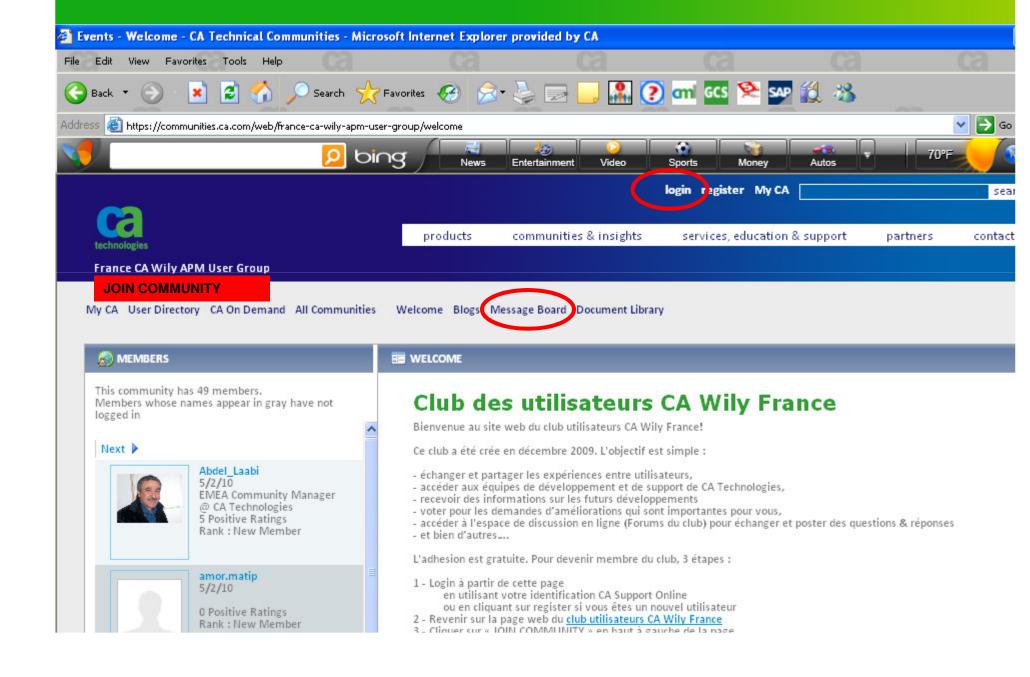
- Summary of your profile
- Social networking with colleagues (Friends)
- Activities going on in your communities, and by your colleagues (friends)



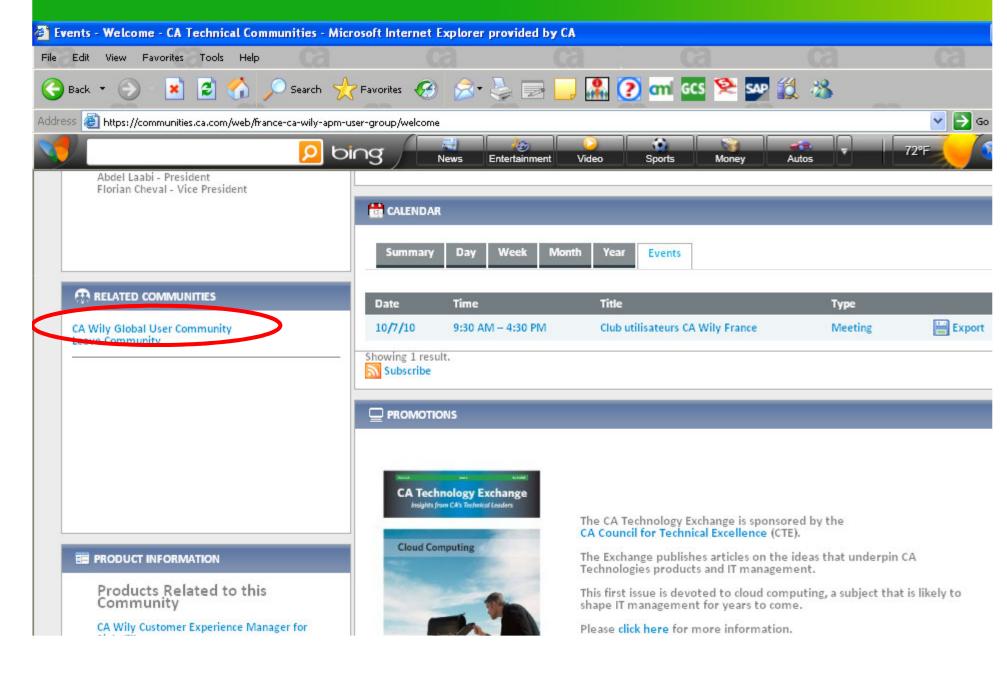
My CA: Support Resources Portlet – My Communities Portlet



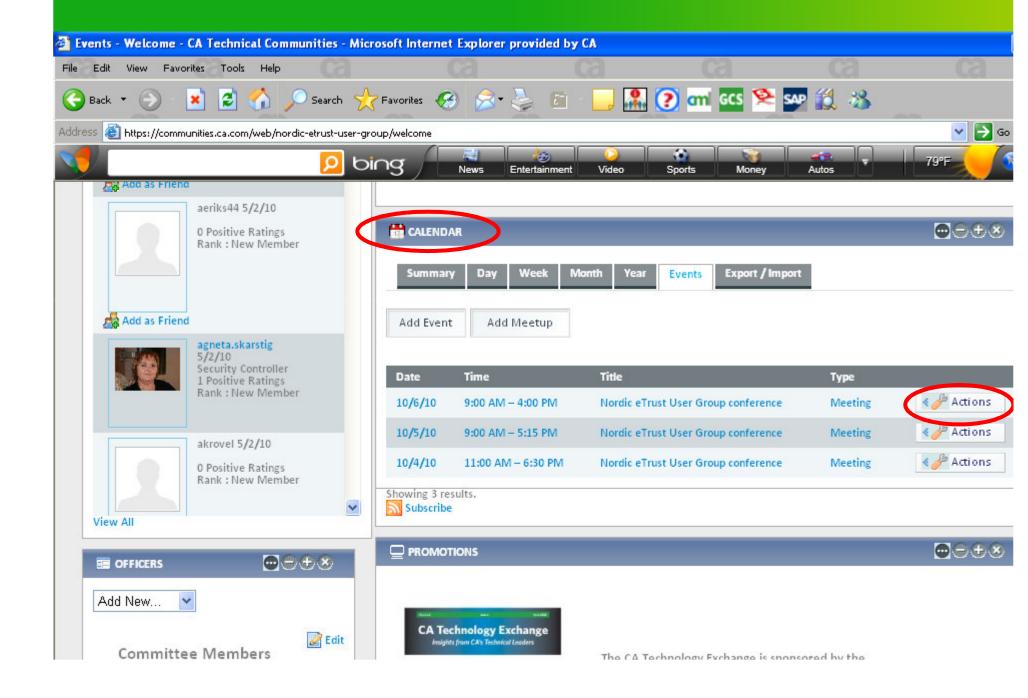
User Group web site - New CA Portal



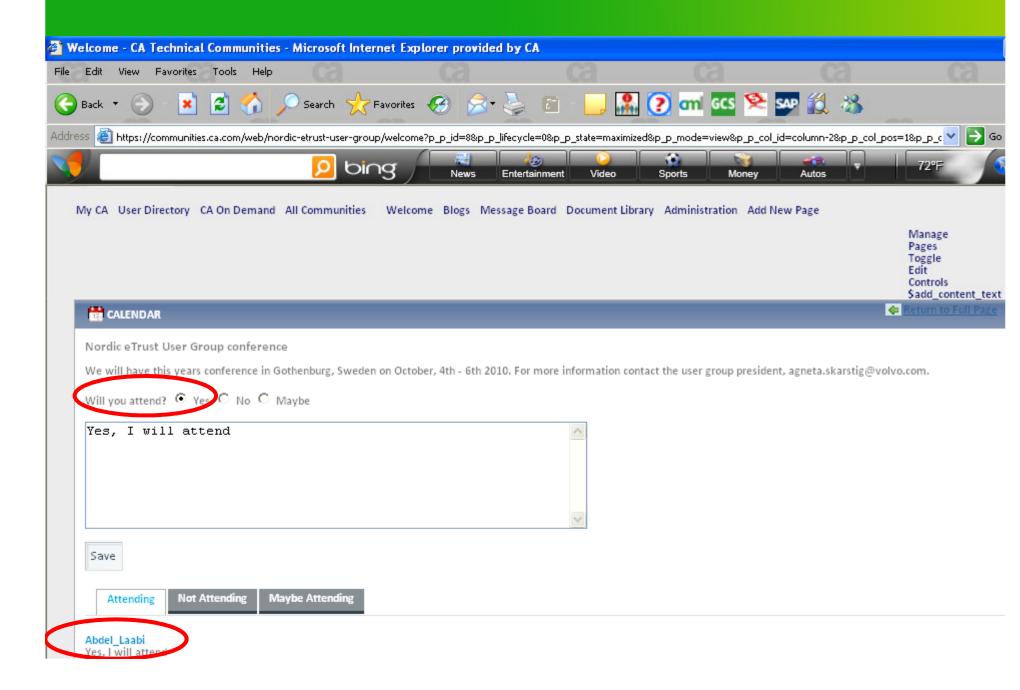
User Group web site – How to join the Global User Community



Calendar of events

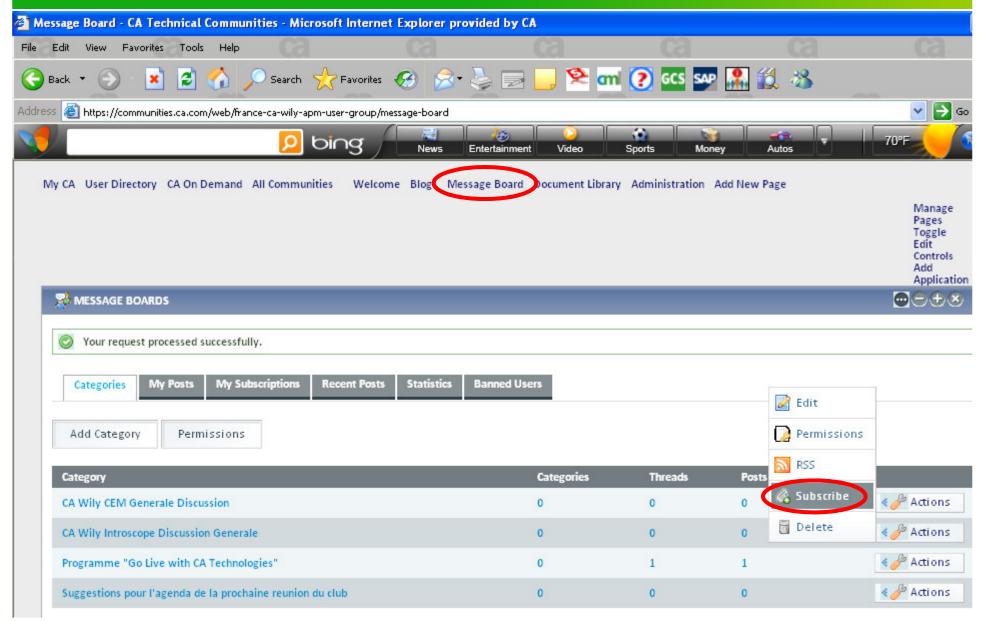


Calendar of events: confirmation of participation



Message Board (online forum)

Subscribe to notifications by email



Future Enhancements : Deployment 16 Oct 2010

Chat with colleagues
 Add status (online, offline, Free, busy ...)

- Enhanced Activities Portlet: New Tab (CA)
 notifications from support, when your case is updated, ...etc
- Enhanced My CA page
- Forum Improvements
- Community membership list export



CA online experience – New Community Portal To Learn more :

My CA home page

Watch the short videos available in Training & Insight portlet

ca.com/communities

Watch the video "Virtual tour of User Communities"

ca-online Feedback Community site

https://communities.ca.com/web/ca-online-feedback-community/welcome

- Watch the webcast "demo of the new community portal"
- ➤ Join the community & participate to the online forum to provide feedback, make suggestions, ask questions, report issues, ...



Thank you

Questions?

