

Communities Quick Reference Guide

Product Roadmaps

By attending the product roadmap and feedback sessions, you'll gain firsthand knowledge about upcoming product functionality and features along with architectural enhancements.

askCA (Formerly Office Hours)

A web-ex meeting where customers can have their questions answered about a particular product via chat. No audio is provided. Support and CA Product Managers answer questions while the CA Community Manager acts as the chat moderator. When the session ends CA Communities Manager will post the transcript to the Community.

What You May Have Missed

Blogs created in product communities on a weekly or monthly basis (depending on the community). These blog posts cover all of the important content that has been created in a given community in the time period allotted so you don't have to worry about missing any of it! What You May Have Missed blogs cover ideas, tech tips, product announcements, events, popular content, and more.

Events

Are webcasts done via Web-ex where customers can gain some additional insight into their products. Customers can ask presenter their various questions via phone or chat, and all events are recorded and posted to the communities so those who may have missed the event can watch at their convenience.