



Pepper Flow®

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# Welcome to Office Hours



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# Protocols for Today

- ✓ Using demo environments
- ✓ Customer-specific questions may warrant a follow-on discussion
- ✓ Parking lot for any follow-ups needed outside of this session and feature requests
- ✓ Submit questions via Zoom Q&A or use Raise Hand and you will be unmuted
- ✓ Poll participation is optional, but encouraged
- ✓ Recording will be shared afterwards

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# Today's Format

1. Capability showcase by Vodori - 20 mins
2. Pre Submitted Questions - 15 mins
3. Open Q&A - 15 mins
4. Looking ahead - 5 mins

# Reports

Pepper Flow provides [reports](#) containing information about documents, jobs, and reviewers that can be viewed in-app or exported as a CSV.

- **Completed Jobs**
- **Document Details**
- **Expiration**
- **Job Type**
- **Reviewers**

**Run a report**

Select a report > Provide details > View report

What type of report would you like to generate?

- Completed Jobs  
View all jobs completed in the selected date range.
- Document Details  
View data for specific documents by selected metadata.
- Expiration  
View all documents.
- Job Type  
View data for i
- Reviewers  
View data by r

**Your Reviewers Report** Download CSV Run new report

Showing all results [Edit details](#)

| Reviewer           | Role                | Reviews assigned | Reviews completed | Average review time (in days) | Maximum review |
|--------------------|---------------------|------------------|-------------------|-------------------------------|----------------|
| Alyssa Semple      | Regulatory Reviewer | 3                | 0                 |                               |                |
| Chip Carey         | Regulatory Reviewer | 3                | 1                 | 0                             | 0              |
| Elizabeth Calderon | Regulatory Reviewer | 3                | 0                 |                               |                |
| Jill Kittle        | Regulatory Reviewer | 3                | 0                 |                               |                |
| Joe DiCapite       | Regulatory Reviewer | 3                | 0                 |                               |                |
| Justin Gill        | Regulatory Reviewer | 3                | 0                 |                               |                |
| Katie Barnett      | Regulatory Reviewer | 1                | 0                 |                               |                |
| Kristen Mezzano    | Regulatory Reviewer | 3                | 0                 |                               |                |
| Lauren Walker      | Regulatory Reviewer | 2                | 0                 |                               |                |
| Lauren Woods       | Regulatory Reviewer | 1                | 0                 |                               |                |
| Lindsay Magera     | Regulatory Reviewer | 4                | 0                 |                               |                |

*Note: You may have access to different reports based on your permissions and your organization's configuration*

# Illustrative questions you can address with Reports

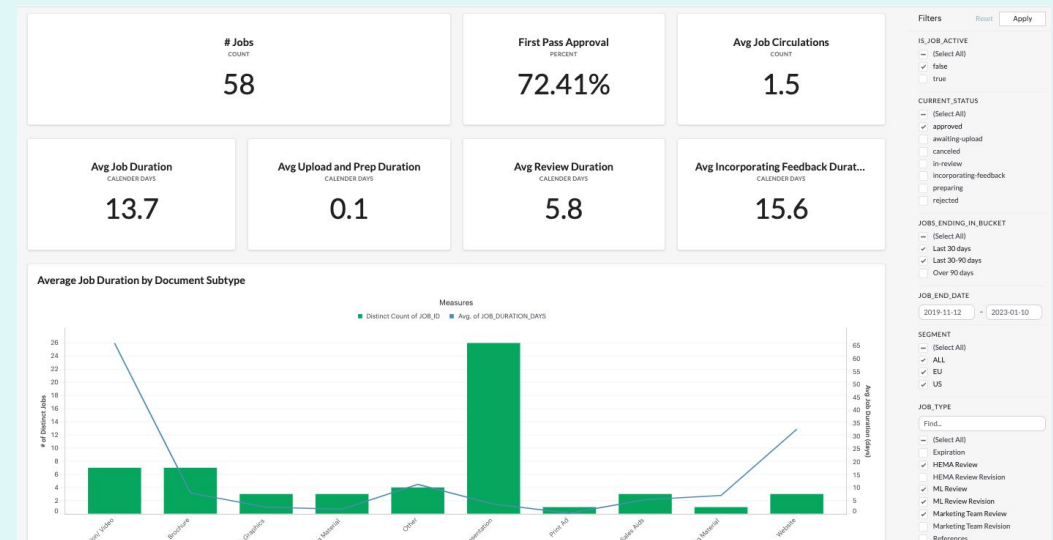
- How many documents are approved for use for a specific product or brand?
- What documents are coming up for expiration that we need to review?
- How many new promotional jobs were approved this month? What was the average job duration?
- How many tasks did Regulatory complete this month?
- Which review team has the shortest review cycle?

# Pepper Insights

Data visualizations and custom dashboards provide deeper dives into:

- Individual performance
- Agency performance
- KPIs for subsets of content
- Trends in annotations
- Anything you can think of!

## Insights Dashboard:



*Note: Depending on your setup, you may have access to Pepper Insights Dashboards. If you are interested in specific reporting, check with your system owner or CSM to learn more*

# Illustrative questions you can address with Pepper Insights

- What are our current core KPIs and by how much did they change from the prior month?
- How is our First Pass Approval rate trending month over month?
- Which country/region has the fastest time to market?
- How long should we plan for the creation of social content in our content calendar?
- How many review circulations, on average, do we require for approving videos?
- Is there a common feedback trend that could lead to a training opportunity for the team?

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# Presubmitted Topics

1. Rerouting an expired material for review
2. Supported file formats
3. Searching for references when linking claims





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# Open Q&A

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# Looking Ahead

- Recording & slides will be shared after this call
- You can view all previous office hours [here](#) on our Help Center
- Next office hours session: **February 23rd 8am CT / 9am ET**

# Thank you