



Pepper Flow®

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

Today's Format

1. Capability Showcase by Vodori - 15 mins
2. Pre-submitted Topics - 15 mins
3. Open Q&A - 15 mins
4. Looking Ahead - 5 mins

Uploading Updated Documents

If you upload a document and additional updates are needed, you have a few different options to upload your updated document during the different statuses of a document:

- **While the document is in draft**
- **While the document is in review**
- **Incorporating Feedback stage**
- **Document has been approved**



Best practice recommendations: Uploading Updated Documents

Initiator, Coordinator & Content Owner:

- If the document is in Draft and a new document needs to be uploaded, no need to cancel the job, simply click '[Upload](#)' to upload new document
- If the document has been sent for review and you notice additional updates were needed to the document, select '[Edit](#)' in the More Actions menu
- If the document is sent back for changes, click '[Start New Circulation](#)' or 'Continue'
- If document is approved and minor changes are needed, select '[Minor Revision](#)' in the More Actions menu
 - Once the updated document is uploaded, click [Import annotations](#)

Pre-submitted Topics

1. Smart Reference feature
2. Viewing resolved comments
3. How to update Content Owner when they have left the organization



Open Q&A

Content Approval ✓ ...Now What?

After solving for review
and approval...



the next logical challenge is
compliant content distribution



CRM



QMS



DAM



Sales & MSL
Enablement

Contact your CSM or system owner to share which systems are most important to you for compliant content distribution to help us prioritize the next connectors available to you

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: **April 20th 9am CT / 10am ET**

Thank you