

**opentext**<sup>™</sup>

The Information Company

# Changes are coming to OpenText My Support

Thanks to feedback we have received from our valued customers, we are making some big changes to My Support. The upcoming redesign will mark the biggest change to My Support since the portal's initial launch in 2015. Expect many enhancements, and plenty of new features that will help make your OpenText customer experience even better.

## What's coming?

- **A personalized customer experience**

As OpenText has grown over the years, so has My Support, the number of products within, and the content available to customers. But we know that you only want to see the information that's relevant to you and your solution(s). By personalizing your My Support experience based on entitlements, you won't have to sort through so much information to find what you need.

OpenText Customer Support will also be equipped to understand you and your systems better, making service interactions more efficient and tailored to you.

- **Enhanced digital interactions**

Self-service options will continue to grow, such as enhanced search functionality (including the ability to use Google search to find My Support content), a redesigned Knowledge Base experience, and 24/7 virtual assistant availability.

Expert, industry-leading assisted support will remain for complex and urgent issues, and our teams will be given new tools to work with you, keep you informed, and resolve issues.

- **Proactive product enhancement and support**

Using automated insights from case data, Knowledge Base traffic, and more complete view of our customers' experiences, the new My Support will help us enhance and refine our products in ways that make sense to users. We will be able to not only react to customer feedback, but proactively develop

## When will the change happen?

The new My Support will be introduced this summer (North America), in Q3 2022.

## Who is affected?

All customers and partners currently using My Support to access product, account, and ticket information.

## What do I need to do to prepare?

If you have Favorites saved within the My Support UI, those will not be carried over to the new version. We recommend you bookmark any Favorite links you have saved within the next 90 days to ensure they remain readily available.

No other action is required on your part. We will provide you with more information about what you can expect from the new platform, and how to make the most of its new features, before its scheduled launch.

All content within My Support will remain, including Knowledge Base articles, Forums and forum posts. URLs to content will be redirected, so there is no need to update links bookmarked in your browser. All existing contacts, all open tickets, and one full year of ticket history will be migrated to the new portal.

## More information

We are committed to providing you with everything you need to know prior to the unveiling of the new My Support. This page will be updated as new information becomes available, and you will be notified by email.

In the meantime, if you have any questions or concerns, [contact us through My Support](#).