



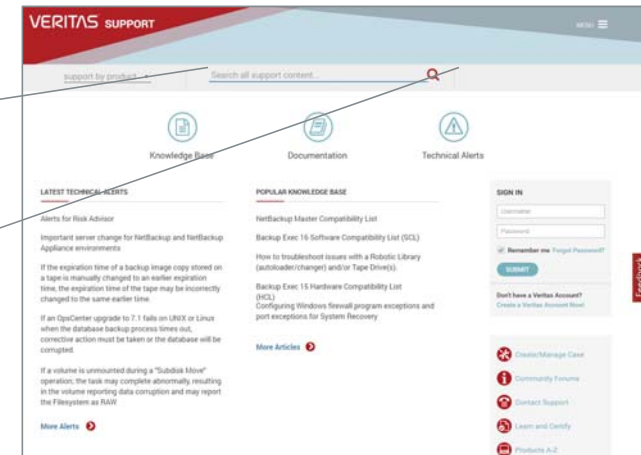
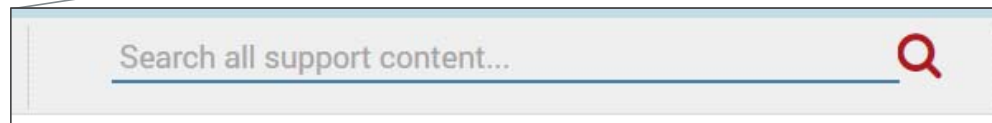
Veritas Support Portal Release Highlights – Summer 2017



Veritas Support Portal

- New features to be delivered in the upcoming Summer release
 - New Search Engine to provide more accurate retrieval of relevant support content
 - Improved access to and readability of Product Documentation
 - Simplified Product Naming to improve navigation
- Additional usability and functionality features will be added in upcoming releases

New Search Engine



- Deploying new multi-database search engine
- Benefits:
 - Improved accuracy of search results
 - Easier filtering of results
 - Support for natural language queries
 - Simultaneous search results from multiple sources

Improved Presentation of Product Documentation

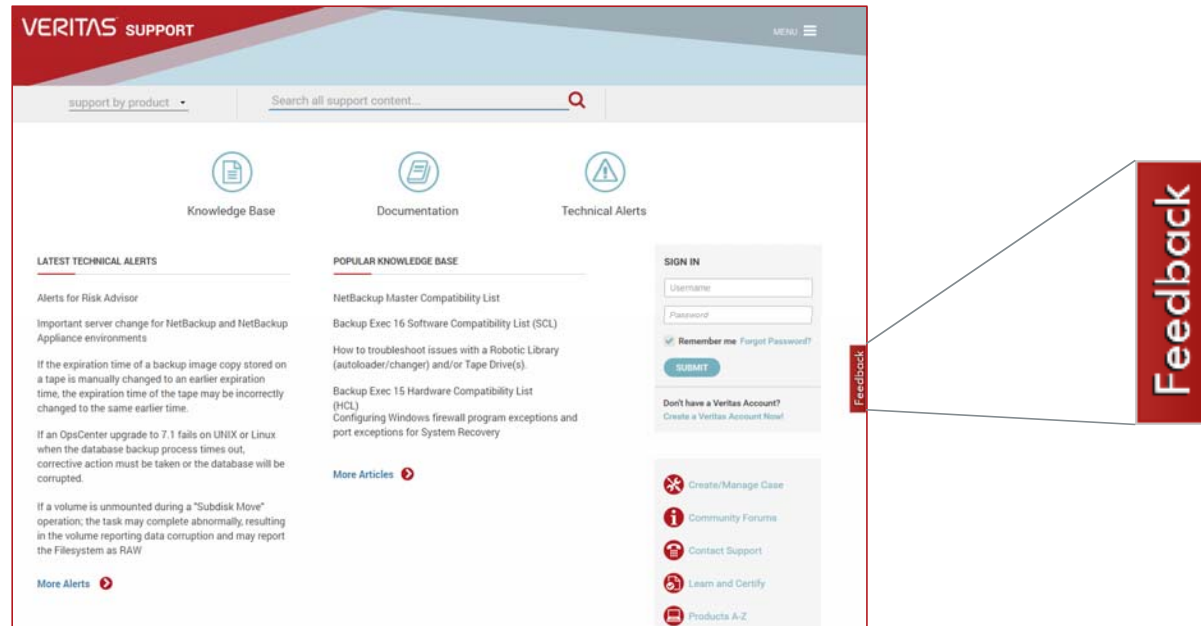
- Product Documentation separated from Knowledge Base
- New Documentation Viewer for HTML Documentation
- Benefits:
 - More “book-like” reading experience
 - Improved ability to search & find Documentation content
 - Improved experience for both Searching & Browsing



Product Naming

- Introducing Simplified Product Naming
- Benefits:
 - Number of products reduced from ~150 to fewer than 20
 - Product Naming will be the same across Knowledge, Documentation, and Case Creation (coming soon)
 - Easier to find product-specific information

Feedback



- Use the “Feedback” button located on the individual portal pages to let us know what you think!