

Now is a good time to start making your internal preparations for the upcoming busy holiday season. Below are some Acoustic Content tips to consider while your organization gets ready.



Preparing your team for the holidays

Please confirm:

- Your Content Admin is available during your peak and busy days.
 - It is a best practice to ensure you have a backup or multiple Admins in the event they are unavailable.
- Your internal team is aware of your Content Admin(s) and how to contact them.
- You have Support Portal access: <https://www.ibm.com/mysupport/>
You are signed up for Maintenance and Outage Notifications: <http://www.pages03.net/ibm-supportstrategyandsvcs/WCHOptIN>
- You can check system availability status by going to: <https://www.ibm.com/customer-engagement/status/>
- Your user login passwords up to date.
- Bookmark and/or download the Acoustic Content Support guide for useful information, such as contact numbers and escalation processes: <https://developer.ibm.com/customer-engagement/wp-content/uploads/sites/106/2019/05/Acoustic-Support-Handbook.pdf>



Acoustic Content Platform

Ensure your teams are aware of:

- Acoustic Content tenant information (API URL). You can find this in Authoring UI.
 - Navigate to About → Hub Information. Refer to section Obtaining the API URL for your tenant to use the IBM Watson Content Hub API in https://developer.ibm.com/api/view/dx-prod:ibm-watson-content-hub:title-IBM_Watson_Content_Hub#getting
- Your company's internal holiday processes (e.g. on-call processes, appropriate Acoustic Content knowledge transfer for on-call teams)
- How to raise a support case: <https://developer.ibm.com/customer-engagement/wp-content/uploads/sites/106/2019/05/Acoustic-Support-Handbook.pdf>
- How your company utilizes Acoustic Content.
 - Document your data import processes/details for reference. (Example, wchtools).
 - Document your API processes/details for reference.
 - Document your integration processes/details for reference.
 - Document any other key setup details, programs, etc.
- Ensure you have tested and approved any new changes and programs.
- Authoring activities that are planned during peak traffic usage.

