GLOBALLEARN V2.5.4 – PATCH RELEASE NOTES V1.0

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1. Version History

Author	Revision #	Date	Comment
Mansi Kandhare	0.1	02-Aug-2025	Initial Version: PreRelease Notes issued.
Mansi Kandhare	1.0	29-Aug-2025	Added the below improvements: GL-1124 GL-1125 GL-1126 Added the below Defect Resolutions: • TILMS-10680 • TILMS-11310 • TILMS-11572 • TILMS-11592 • TILMS-11645 • TILMS-11651 • TILMS-11720 Added Open Defects table. Initial version finalized.

2.   Purpose

The purpose of this document is for **Trans**Perfect to disseminate information to end-users (internal and clients) prior to a system release and detail the new features and important changes. This is performed several weeks in advanced of Upgrade Date by issuing Pre-Release Notes. The end-users of the system can use the Pre-Release Notes in evaluating if their intended use of the system will be impacted with the changes introduced in the system release. The Final Release Notes are then issued once the internal Validation Package has been reviewed/approved by Trial Interactive Quality Assurance. The Final Release Notes will contain the final list of items in scope of the Release.

> NOTE: **Trans**Perfect will make commercial best efforts to minimize the differences between the Pre-Release Notes and the Final Release Notes, but due to Trial Interactive's Agile Software Development methodology, cannot guarantee there will be no changes in scope.

3.   Scope

The scope of this document applies to the release of the following computerised system:

System In Scope	
System Name	GlobalLearn
System Version	2.5.4
Release Type	Patch

4. Definitions / Acronyms

Term	Definition/Description
21 CFR Part 11	The part of the United States Code of Federal Regulations regulates electronic records and electronic signatures.
Annex 11	The European Union's guidance for using electronic records and signatures in the pharmaceutical industry.
API	Application Programming Interface
CRO	Clinical Research Organization
CTMS	Clinical Trial Management System
eISF	Electronic Investigative Site File
ERES	This document provides guidance in the United States for using electronic systems, records, and signatures in clinical investigations.
eTMF	Electronic Trial Master File
GDPR	The General Data Protection Regulation is a set of rules laid out by the European Union regarding data privacy rights.
GxP	An abbreviation generally accepted to refer to accepted standards of good practices.
IAM	Identity Access Management
KPI	Key Performance Indicator
OOTB	Out of the Box
SAAS	Software as a Service
SFTP	A secure File Transfer Protocol
SLA	Service Level Agreement
SOP	Standard Operating Procedure
SQA	Software Quality Assurance
SSU	Study Start-Up
TI	Trial Interactive
TP	TransPerfect

5. System Overview

A. SYSTEM DESCRIPTION

TransPerfect's *Trial Interactive* has been used successfully by TransPerfect customers for over 15 years in hundreds of clinical trials for the storage of critical trial documents as part of the Electronic Trial Master File. Trial Interactive's platform is a web-based and mobile-enabled software-as-a-service (SaaS) application that provides eClinical solutions for eTMF as well as eFeasibility, Content Management, Learning Management, Study Start-Up, Clinical Trial Management, and a variety of other tools used in the conduct of a clinical trial. Trial Interactive's products delivers a wide range of benefits to any organization looking to leverage new efficiencies and opportunities in Trial Master File, clinical trial management, content management, and eLearning:

- An electronic Trial Master File archive that meets all regulatory, security, access, and storage requirements in all countries and regions.
- A Clinical Trial Management System (CTMS) that meets all eClinical requirements for the management and tracking of Clinical Studies and works seamlessly with the eTMF, Content Management, Learning Management, Mobile app, and other Trial Interactive solutions.
- A fully hosted SaaS solution that is 21 CFR Part 11, Annex 11, ERES, GDPR, HIPAA, HITRUST, ISO 27001, and GxP compliant.
- A single access point for all trial content and documentation for both sponsor and site personnel.
- Support of a series of TMF workflows including document import and indexing, quality review, audit and inspection, document certification, remote monitoring, redaction, and the capture of other Clinical Trial documentation.
- Effective management of documents that are created internally or externally. Trial Interactive is the only solution that provides a best practice and validation-ready approach to creating, collecting, reviewing, and finalizing documents that are bound for the eTMF archive.
- A thin-client, consumer-grade user interface that supports most major browsers as well as a mobile app that supports both iOS and Android devices.
- A powerful, flexible technical stack with a multitude of integration options, including an API, Event Service Bus, sFTP Dropbox, and Corporate Directory Integration with Single Sign On
- Increased teamwork, and collaboration via one global view of clinical trials, training, and supporting documentation.
- A flexible, configurable document management solution for Clinical, Quality, and Regulatory documentation that supports a series of reviews and authoring solutions.
- Dashboards and reports that provide KPIs, measurable metrics, simple Excel exports and complex standardized and custom reports.
- Adaptable, built-in machine learning features such as auto-classification and metadata extraction that enable AI auto-coding capabilities.
- A full-featured eLearning system designed specifically for GxP compliance, Study Training, and Virtual Investigator Meetings.
- Effective management of the entire clinical trial process from protocol conception through closeout.

B. GLOBALLEARN

Trial Interactive's GlobalLearn is a compliance-focused learning management system that enables sponsors, CROs, and sites to experience exponential savings in study training logistics with compliance learning that is integrated with TI eTMF and clinical content collaboration solutions. The integrated experience creates a seamless flow from clinical document authoring, review, and approval to training delivery to archival in the eTMF. Key features:

- A single access point for a single view of compliance assurance.
- With the "My Transcript" feature, Global Learn users have a consolidated view of their complete training history, including reported external training outside of Global Learn.
- Visual dashboards help with quick insights. Learners can monitor their progress while managers benefit from a single view of learning compliance.
- Rather than enrolling staff in one course at a time, assign an entire collection of training specific to a defined training group.
- A fully hosted solution that is 21 CFR Part 11, ERES, and GxP compliant.

Global Learn can help your organization:

- Track and manage live, in-person, and virtual training courses for blending training
- Get better insight into compliance and make actionable decisions through Visual Dashboards
- Designate due dates for each course (with training completion reminders) so learners move progressively through their training and have it completed in an appropriate timeframe
- Maintain a consolidated view of the complete training history, including reported external training outside of Global Learn
- Streamline compliance training processes and reduce costs

Global Learn supports core regulatory requirements, including:

- Comprehensive audit trails
- Record protection and their accurate and ready retrieval
- Security by design (including unique login credentials and levels of access)
- Course archival options

Solutions within GlobalLearn

QDMS

This solution integrates a Quality Document Management System (QDMS) with a Learning Management System (LMS). It is designed for organizations that need to ensure compliance and training consistency. The system helps manage training records alongside quality documents, ensuring employees can access the latest training materials and compliance guidelines. It streamlines document control and version management and integrates directly with training modules, making it ideal for regulated industries.

Site Training

This solution is tailored for training sites involved in clinical trials conducted by sponsors. It is ideal for ensuring that all participating sites adhere to study protocols, regulatory requirements, and standard operating procedures. The system allows for the distribution of customized training content specific to each trial, tracking of site-specific certifications, and monitoring the progress of site personnel in completing necessary training modules. It ensures that each site's staff is properly trained, maintains compliance, and is aligned with the trial's goals and requirements, thus facilitating smoother study operations and consistent data collection.

Corporate LMS

This solution caters to the training needs of larger organizations with a focus on centralized management of employee development programs. It offers a comprehensive platform to manage various types of training, from onboarding to professional development, including support for training internal clinical study teams.

6. Release Overview

This patch release delivers targeted enhancements to streamline training configuration, strengthen system communications, and improve control over user onboarding. These updates support Global Learn's ongoing mission to simplify compliance management, reduce administrative burden, and improve clarity for both site users and study teams.

GL-940: Enhanced Email Templates for System Notifications

Emails are one of the first—and most frequent—touchpoints users have with your training systemenhance the overall experience, GlobalLearn's system-generated emails have been redesigned with a modern, clean look that reflects a more professional and user-friendly style.

GL-1118: Auto-Training Group Assignment for Newly Added Users

When new users are added to the system — but without training group assignment, they land in the platform untrained and unconfigured. That gap creates compliance risk, delays in onboarding, and extra admin work to clean things up.

This update introduces support for assigning a default training group to all newly provisioned users. It ensures every new user receives a baseline training assignment immediately upon account creation, even before administrators intervene.

- **Ensures immediate training coverage for all new users.** No more empty dashboards or missed compliance due to onboarding delays. Every auto-provisioned user receives essential training from day one.

- **Reduces manual cleanup and administrative overhead.** Admins no longer need to manually catch and assign training groups to new users just to meet minimum compliance requirements.

- **Creates consistency across onboarding experiences.** Whether you're onboarding 5 users or 500, everyone starts with the same foundational training—standardizing your compliance.

GL-1119: Recommended Courses: Required vs. Optional

With this enhancement, training administrators can now clearly distinguish between required and optional courses within training assignments. This small but powerful shift introduces prioritization into the training experience.

- **Improves training clarity for end users**. Sites can immediately identify which trainings are mission-critical for compliance and which are supplemental, reducing the guesswork.

- **Reduces cognitive overload and training fatigue**. When everything looks equally important, engagement suffers. By clearly flagging priority, site staff can better manage their time and focus.

- **Lays the groundwork for role-based enablement**. This enhancement is a step toward dynamic training delivery that adjusts based on user roles—moving beyond static, one-size-fits-all lists.

7.   Release Schedule

Once approved for release on the date noted below, this version will be deployed to the Multi-tenant (MTI) environment during the normal maintenance windows:

Schedule (All timezones are in ET)	
Date of Release	22-Aug-2025
Estimated US MTI Upgrade Date/Time:	29/Aug/2025 12:00 AM
Estimated EU MTI Upgrade Date/Time:	29/Aug/2025 12:00 AM
Date of Dedicated Client Upgrade:	For information about upgrading your dedicated instance to this new version, please contact your **TransPerfect** Customer Success Manager.

8.   Hardware and Software Requirements

The following describes the hardware and software requirements in order to use GlobalLearn v2.5.4 platform.

System Requirements	
Operating System	• Windows Version 7 or higher • All currently supported Mac OSX releases • iOS and Android for myTI mobile app (see myTI release notes)
Browser	• Microsoft Edge: Version 88 and later • Google Chrome: Current release and earlier • Mozilla Firefox: Current and ESR releases • Apple Safari: Current release and earlier **NOTE**: Microsoft® concluded support of Internet Explorer™ 11 in January 2022. We expect degraded performance with Internet Explorer™ 11, and it is no longer supported with 10.3. x.
Client Software	N/A
Optional Add-Ons	N/A

9.   Changes

Legend for Impacts

GlobalLearn v2.5.4 has been released with these enhanced features and defect fixes. These tables use the following definitions of customer Impact:

- **Blocker:** A Blocker defect refers to a critical issues that completely prevents further progress in development or testing.

- **Critical:** A core functionality returns invalid results or does not function as expected.

- **Major:** This Defect has an impact on basic functionality.

- **Minor:** There may be a small impact on business in specific use cases.

Legend for Offering/Room Types

- GlobalLearn LMS
- eFeasibilty

A.   NEW/ENHANCED FEATURES

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-940	Global Learn (LMS)	All system-generated Email Templates have been reviewed and updated to address formatting inconsistencies, such as improper capitalization (camel case), incorrect terminology, and grammatical errors.	No	Yes	Minor	**Affected Users**: Super Admin user. **Impact**: This improvement has a minor impact on Email Templates.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1118	Global Learn (LMS)	To enhance visibility and administrative control, the system now notifies administrators whenever a new user is auto-provisioned through Single Sign-On (SSO). These notifications enable administrators to review and manually assign appropriate courses or training groups. Key Features: • A system notification is triggered for Admins when a user is auto-provisioned via SSO. • The Admin Dashboard displays a queue of newly provisioned users who require training assignment. • Admins can directly enroll users in courses or add them to training groups from within the dashboard. • The system includes safeguards to prevent duplicate enrollments. • An audit log captures and reflects all manual training assignments made by the Admin.	Yes	Yes	Minor	**Affected Users**: All users. **Impact**: This improvement has a minor impact on sending the notifications whenever a new user is auto-provisioned through Single Sign-On (SSO).

| GL-1119 | Global Learn (LMS) | A training administrators can now designate a course as Required or Optional when assigning it via training group so that users only see mandatory courses in compliance dashboards while still being shown curated recommendations in an appropriate, non-intrusive way.

Key Features:
• A new Training Assignment Creation enhancement allows Admins to define whether a course added to a Site Role Training Assignment is Required or Optional using a toggle.
• By default, courses are set as "Required", but Admins can switch the setting before saving.
• The Pending Trainings dashlet displays only Required courses.
• A new Recommended Training section appears below, showing Optional courses if applicable.
• Optional courses are clearly labeled in:
    o My Trainings
    o Transcript
    o All Courses view
• Course statistics (Dashboard, KPI Analytics) exclude Optional courses from calculations.
• My Direct Reports page:
    o Displays Optional course labels
    o Includes a new filter: Required = Yes/No | No | Yes | Minor | **Affected Users**: All users.

Impact: This improvement has a minor impact on Recommended Courses – Required/Optional courses. |

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis

GL-1124	Global Learn (LMS)	An Admin can capture a user's invitation and activation status changes between Active and Inactive status, so that the admin can have the complete and accurate history of user account activities, compliance requirements and enabling more effective troubleshooting.
		
		Key Features:
		• Invite User Event: Captures timestamp, admin name, invited user name, role, and event description.
		• Activate User Event: Captures timestamp, affected user name, and event description when status changes from invited to active.
		• Deactivate / Reactivate User Event: Logs when a user status is changed on the IAM side from Active → Inactive or Inactive → Active.
		• Descriptions Must Be Accurate:
		   o Invited" status should be displayed correctly
		   o Events should not overwrite each other
		• Timezone Displays: All timestamps should include the correct timezone in the description.
			No	Yes	Minor	**Affected Users**: Admin.
						
						Impact: This improvement has a minor impact on user's invitation and activation status.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
GL-1125	Global Learn (LMS)	The Company Admin have a logs to display the specific details about changes made during a Training Group update event, including a clear comparison of old and new values. This enhancement makes it easy to maintain transparent and compliant records for audits and client reporting.	No	Yes	Minor	**Affected Users**: Company Admin. **Impact**: This improvement has a minor impact on Training Group.
GL-1126	Global Learn (LMS)	Training administrators can now view the External Training toggle within the External Training settings section, allowing them to manage learner access to external training in the appropriate context.	No	Yes	Minor	**Affected Users**: Admin. **Impact**: This improvement has a minor impact on External Training section.

C. DEFECT RESOLUTIONS

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-7368	GlobalLearn (LMS)	The "+" icon is missing from the Rejection and Approval reason fields in the Document Preview pop-up screen.	Minor	This bug has a minor impact on the Document Preview pop-up screen. The issue has been resolved by displaying the "+" icon in Rejection/Approval reason field.
TILMS-10611	GlobalLearn (LMS)	An issue was detected that the additional dropdown field is empty in Edit Details pop-up of External and Classroom Training course.	Major	This bug has a major impact on the External and Classroom Training course. The issue has been resolved as the additional dropdown field is not empty in Edit Details pop-up.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-10680	GlobalLearn (LMS)	An issue has been observed where, if the company Admin adds a due date to a course after some users have already enrolled, the new due date does not update for those existing users. However, users who enrolled before the due date was set either do not have a due date assigned or have a different due date than users who enrolled after the change.	Major	This bug has a major impact on the Course Management page. The issue has been resolved as the • Due Date update will only apply to new users enrolled • Due date does not change for users who are already enrolled in the course
TILMS-10900	GlobalLearn (LMS)	An issue was observed, after enabling IAM, users are unable to enroll in group courses presented on dashboard.	Minor	This bug has a minor impact on the Dashboard page. The issue has been resolved by presenting the courses on dashboard.
TILMS-11054	GlobalLearn (LMS)	The Site Role filter is missing in the Enroll Users pop-up window within Classroom Training.	Minor	This bug has a minor impact on the Classroom Training. The issue has been resolved by presenting the Site Role filter.
TILMS-11055	GlobalLearn (LMS)	In the Enroll Users pop-up of Classroom Training, a user is not displayed in the results if the Site Roles filter is applied based on only one of their assigned roles.	Minor	This bug has a minor impact on the Classroom Training. The issue has been resolved by presenting the users in search results.
TILMS-11065	GlobalLearn (LMS)	An issue was observed in the Configure Attendees pop-up under Classroom Training, where all user roles in the "Site Role" filter are displayed in a single line, rather than being properly listed or separated.	Minor	This bug has a minor impact on the Classroom Training. The issue has been resolved by not displaying all user roles in one line in "Site Role" filter instead each role on a new line.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-11310	GlobalLearn (LMS)	An issue was observed when an invited user's email address is changed in IAM, and the Company Admin (CA) clicks 'Re-invite,' the expected registration link email is not sent by GlobalLearn application. As a result, the invited user does not receive an updated invitation to register with their new email address.	Critical	This bug has a critical impact on the Invite Email. The issue has been resolved and the users can now receive the email to register their new email address.
TILMS-11401	GlobalLearn (LMS)	After users were unsuspended, they were not automatically enrolled in their assigned Learning Path courses as expected.	Minor	This bug has a minor impact on the Learning Path courses on My Direct reports page. The issue has been resolved users should be re-enrolled in their previously assigned LP courses automatically.
TILMS-11412	GlobalLearn (LMS)	A UI/UX issue was observed where the course name is cut off in the breadcrumb navigation.	Minor	This bug has a minor impact on the UI/UX level. The issue has been resolved by displaying the full name without cutting off.
TILMS-11415	GlobalLearn (LMS)	A download issue was observed where the downloaded document name includes the timestamp and IDs, instead of displaying only the original document name.	Minor	This bug has a minor impact on the Next Course within the Learning Plan. The issue has been resolved by displaying the next course in current step is optional.
TILMS-11417	GlobalLearn (LMS)	The "Next Course" button is incorrectly disabled in a required course when the next course in the current state is optional.	Minor	This bug has a minor impact while downloading the document. The issue has been resolved by displaying the correct name.
TILMS-11418	GlobalLearn (LMS)	An issue was observed that the "Previous Course" button is disabled in optional course if previous course is locked.	Minor	This bug has a minor impact on the Previous Course button. The issue has been resolved by enabling the Previous Course button.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-11456	GlobalLearn (LMS)	The "Continue" button is disabled on the last activity page, even when all activities are completed, if the course includes a certificate that has not yet been eSigned.	Minor	This bug has a minor impact on the Continue button. The issue has been resolved by enabling the Continue button.
TILMS-11460	GlobalLearn (LMS)	An 404 error is observed on list/edit users page if searched with apostrophe.	Major	This bug has a major impact on the list/edit users page. The issue has been resolved by displaying the records according to search.
TILMS-11473	GlobalLearn (LMS)	An issue was identified where the message "Finish Time must be later than Start Time" is incorrectly displayed in the Edit Session screen when the session duration exceeds 12 hours.	Major	This bug has a major impact on the Classroom Training Edit Session. The issue has been resolved as expected.
TILMS-11477	GlobalLearn (LMS)	The course enrollment notification is not sent if a user is enrolled in an Inactive Standard Course and the course is later made Active.	Minor	This bug has a minor impact on the Course enrollment notification. The issue has been resolved by sending the course enrollment notification.
TILMS-11479	GlobalLearn (LMS)	A user with the Learner + Site Coordinator role still has access to Course Management, even when the 'Create Course' option is hidden at the company level.	Minor	This bug has a minor impact on the Course Management. The issue has been resolved as expected.
TILMS-11520	GlobalLearn (LMS)	The names of filters and the dropdown background color are incorrectly displayed in the "All Users" and "Selected Users" tables.	Minor	This bug has a minor impact on the External Training. The issue has been resolved as expected.
TILMS-11572	GlobalLearn (LMS)	An issue was identified when QA with company admin access tries to edit the "Inactive Course" they noticed the discrepancy in the User Interface.	Minor	This bug has a minor impact on the Site Administrators page. The issue has been resolved as expected.
TILMS-11592	GlobalLearn (LMS)	An issue was observed when the Audit Trail of another Companies are displayed in Endo Company.	Blocker	This bug has a impact in the Audit Trail. page. The issue has been resolved as expected.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-11645	GlobalLearn (LMS)	An issue was identified where, when a user updates a non-required activity in a course and replaces a file in that non-required activity, the completion status for all users in their transcripts changes from "completed" to "in progress."	Minor	This bug has a minor impact on the a non-required activity. The issue has been resolved as expected.
TILMS-11651	GlobalLearn (LMS)	An issue was identified while updating a page when eTMF integration is disabled on Company Dashboard > eTMF settings the SQS Processing Report is displayed.	Minor	This bug has a minor impact on the Company Dashboard. The issue has been resolved by displaying the correct color in All users and Selected users.
TILMS-11668	GlobalLearn (LMS)	In the Add/Edit Training Assignment pop-up, the course counter incorrectly displays the number of Intended Site Roles instead of the actual number of courses selected.	Major	This bug has a major impact on the Add/Edit Training Assignment pop-up. The issue has been resolved as the Course counter in the "Add/Edit Training Assignment" pop-up displays number of courses.
TILMS-11720	GlobalLearn (LMS)	An issue was identified in the instance where the word "Enrollment" is displaying as "Enrolment" that affects the consistency of the User Interface.	Minor	This bug has a minor impact on the User Interface. The issue has been resolved by displaying the correct word "Enrollment".

10. Open Defects

GlobalLearn v2.5.4 has been released with these known issues. This table uses the following definitions of severity:

- **Blocker:** A Blocker defect refers to a critical issue that completely prevents further progress in development or testing.
- **Critical:** A core functionality returns invalid results or does not function as expected.
- **Major:** This Defect has an impact on basic functionality.
- **Minor:** There may be a small impact on business in specific use cases.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TILMS-11931	GlobalLearn (LMS)	User still has access if access denied by permission within Jasper Reports	Minor	This defect has a minor impact on the stated functionality in the description. Correct system behavior will be restored.
TILMS-11936	GlobalLearn (LMS)	Manager + Site Coordinator cannot create External Training Course	Minor	This defect has a minor impact on the stated functionality in the description. Correct system behavior will be restored.
TILMS-11941	GlobalLearn (LMS)	Manager + SiteCoordinator and Manager + GroupOwner can't select users in classroom training popup	Minor	This defect has a minor impact on the stated functionality in the description. Correct system behavior will be restored.
TILMS-11944	GlobalLearn (LMS)	Instructor + Site Coordinator cannot view certificates within certificates module	Minor	This defect has a minor impact on the stated functionality in the description. Correct system behavior will be restored.
TILMS-11951	GlobalLearn (LMS)	No user record shown for Site Personnel users when using the course name as search criteria	Minor	This defect has a minor impact on the stated functionality in the description. Correct system behavior will be restored.
TILMS-11958	GlobalLearn (LMS)	Group Owner does not see user's certificate if enrolled via Course Catalog	Minor	This defect has a minor impact on the stated functionality in the description. Correct system behavior will be restored.

11. Customer Support

A. REPORTING ISSUES WITH THE RELEASE

Once **TransPerfect Trial Interactive** releases a system into a Production environment, the Support Service department is responsible for providing Client and Authorized Users with technical support via phone or email. This support shall consist of commercial best efforts by **TransPerfect** to provide the User or the Client's designated personnel or helpdesk, with but not limited to the following:

- Error corrections and temporary workarounds
- Technical assistance relating to the operation of the system
- Processing service requests
- Processing configuration change requests

TransPerfect will respond in accordance with the levels of priority, as reasonably determined by **TransPerfect**. Support Services will be available at all times via phone and email from **TransPerfect** Service Desk centers set forth below:

Phone	**Email**	**Business Hours**
US: 888-391-5111	help@trialinteractive.com	Available twenty-four (24) hours a day, seven (7) days a week, three-hundred-sixty-five (365) days a year
European Union, Madrid, Spain +44 (20) 45182755	eu.help@trialinteractive.com	Monday – Friday, 9 AM – 6 PM CET.

D. REQUESTING FUTURE ENHANCEMENTS

If you would like to submit requests for enhancing the system, please submit your ideas through one of the following methods:

Customer Success Manager

(CSM)

Customer Focus Group

Your CSM can submit Ideas to our Perfective Change Management on your behalf	Meet with other Trial Interactive customers for an immersive Focus Group Forum: • Focus Group Q&A • Early Access • Hosted Beta • Usability Studies

12. Approvals

Product Owner

Name: Marc Gracieux	Title: Product Manager
Signature: Reason for signature: Date:	

Quality Assurance

Name: Conor McCabe	Title: Senior QA Specialist
Signature: Reason for signature: Date:	