

Omni All –MaRK Upgrade for March

Overview

MaRK has been redesigned with a new layout and some new functionality!

What you should know

A new version of MaRK is rolling out on 3/03/2020 and it includes a new look and some great new features. Keep reading or click on the links below to view the features.



[Switch to Bloomingdales button](#)

[New Alerts Bar](#)

[Latest Communication Section](#)

[Top Viewed Answers](#)

[Collaborate Box on the Main Screen](#)

[Recent Community Discussions](#)

[Related Answers](#)

[Is This Answer Helpful?](#)

[Collaborate Box: Give Feedback or Ask the Community](#)

Starting at the top (**Fig. A**), you'll notice:

- We moved the **Switch to Bloomingdale's** link from the upper right corner to the left corner
- We redesigned the **Alert** bar to make it easier to see the most important updates.
 - The black bar with the white text that used to contain the alerts was removed and replaced with a gray bar that stretches across the homepage with the alert title font larger and bolded
 - Note that you will only see something in the Alerts field if there is an active alert; otherwise, it will be blank
- We also removed the macys.com search field that was previously embedded in the black bar to the left of the alerts (you can see it in the "Old" version of MaRK seen above).

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The **Latest Communication** section will be sized according to the number of articles in that section (**Fig. B**) so you will no longer need to scroll to see what you are looking for (notice that the scroll bar is now gone). We also added the **publish and revision dates** of articles to the left of the title of each article so you can quickly see when it was added or last updated.

- We added the **publish and revision dates information** to the top of the articles under the title (you can see it in an image further below in this article).

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On the left side of the homepage there is a new box that will display the **Top Viewed Answers** (**Fig. C**). These are the top articles that are being accessed in real time (which could be what you are about to search for) and could also show you any trending issues that are happening.

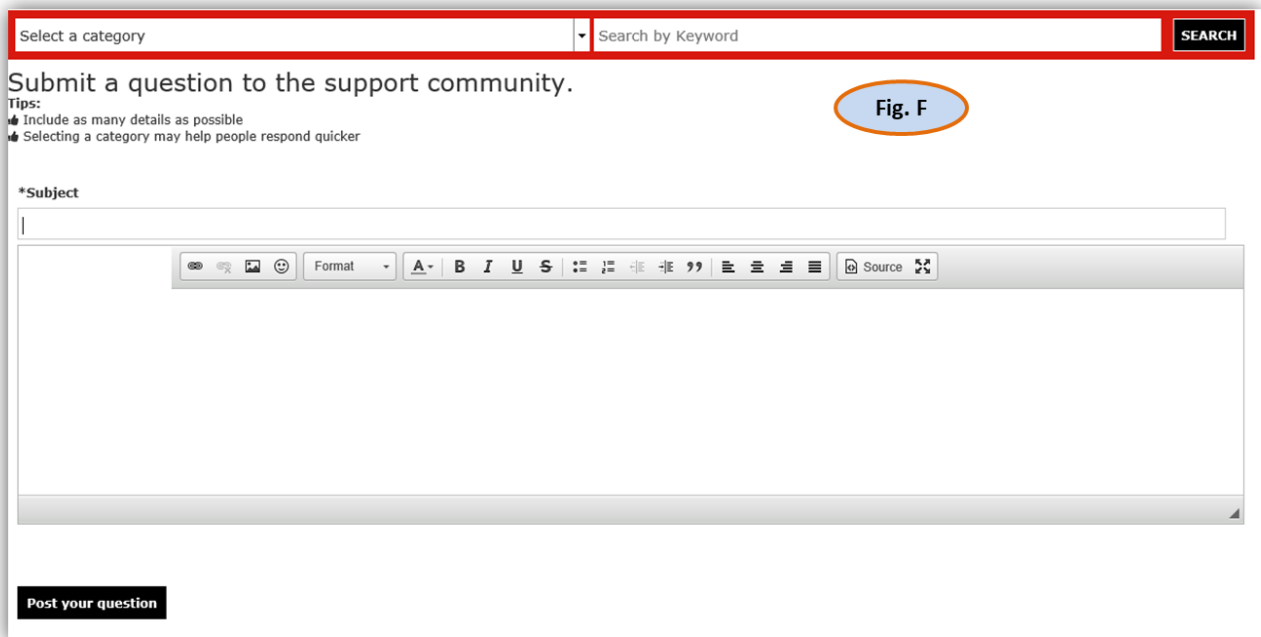
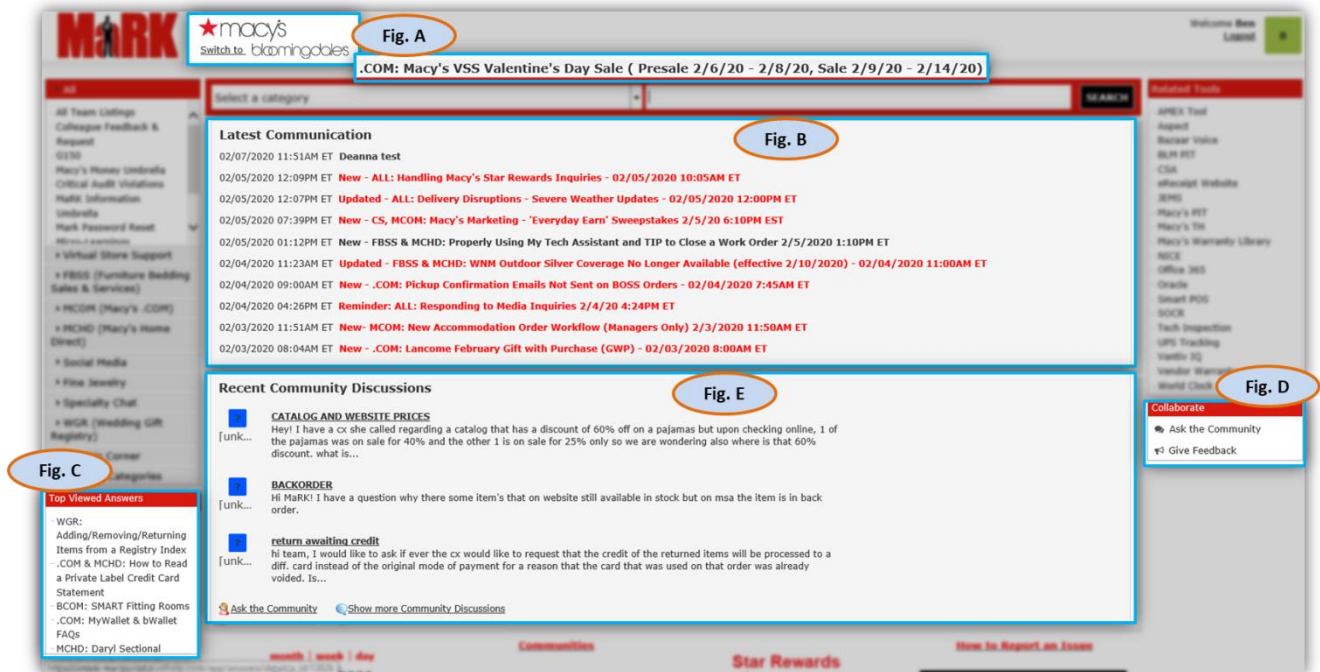
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We added the **Collaborate** box on the lower right side of the screen (**Fig. D**) and embedded an **Ask the Community** link and a **Give Feedback** link.

- The **Ask the Community** link will launch a form that will allow you to submit a question to your colleagues (we will cover the Community changes below).
- The **Give Feedback** link has been embedded here to allow you to leave general feedback not intended for any specific article (you can leave feedback on a specific article once you access the article - read on). It will launch the **Provide Feedback** form.

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We also added a new section to the home page that will display **Recent Community Discussions** (**Fig. E**). If you click the **Ask the Community** link in this section you will get the same form (**Fig. F**) as you will get by clicking the **Ask the Community** link to the right under Collaborate. Click **Show more Community Discussions** link to see a longer list of recent discussions.



To access an article in the **Latest Communication** section you will now click on the title of the article (in the old MaRK you would click the **read more** link).

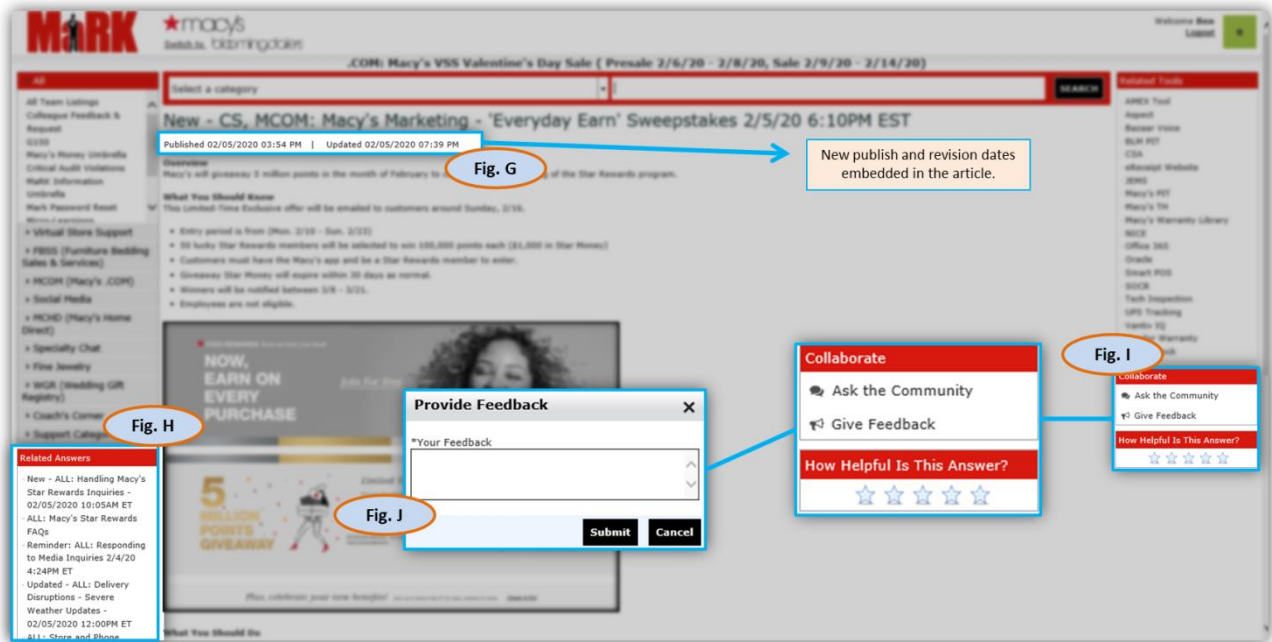
The **publish and revision dates** mentioned above are now at the top of the article under the title (Fig. G). There is also now a new **Related Answers** box on the lower left side of the screen

when you are viewing an article (**Fig. H**). This may save you time by locating any supplementary articles that are related to the article you are reading which will help your CP60!

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The article rating option was moved to the right of the article, under **Is This Answer Helpful?** and uses the same thumbs up or thumbs down rating system (**Fig. I**). You can also click the **Give Feedback** link under **Collaborate** and enter your free-form comments about that specific article in the **Provide Feedback** pop-up box that appears (**Fig. J**).

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What you should do

Enjoy the new MaRK and please leave us feedback if you have any feedback or suggestions on how we can make MaRK even better for you. MaRK is a tool that exists to help you do what you do every day for our customers and if there is any way that we can make it better for you we want to hear about it!