You're on your way to becoming a bonafide ´Dasher!
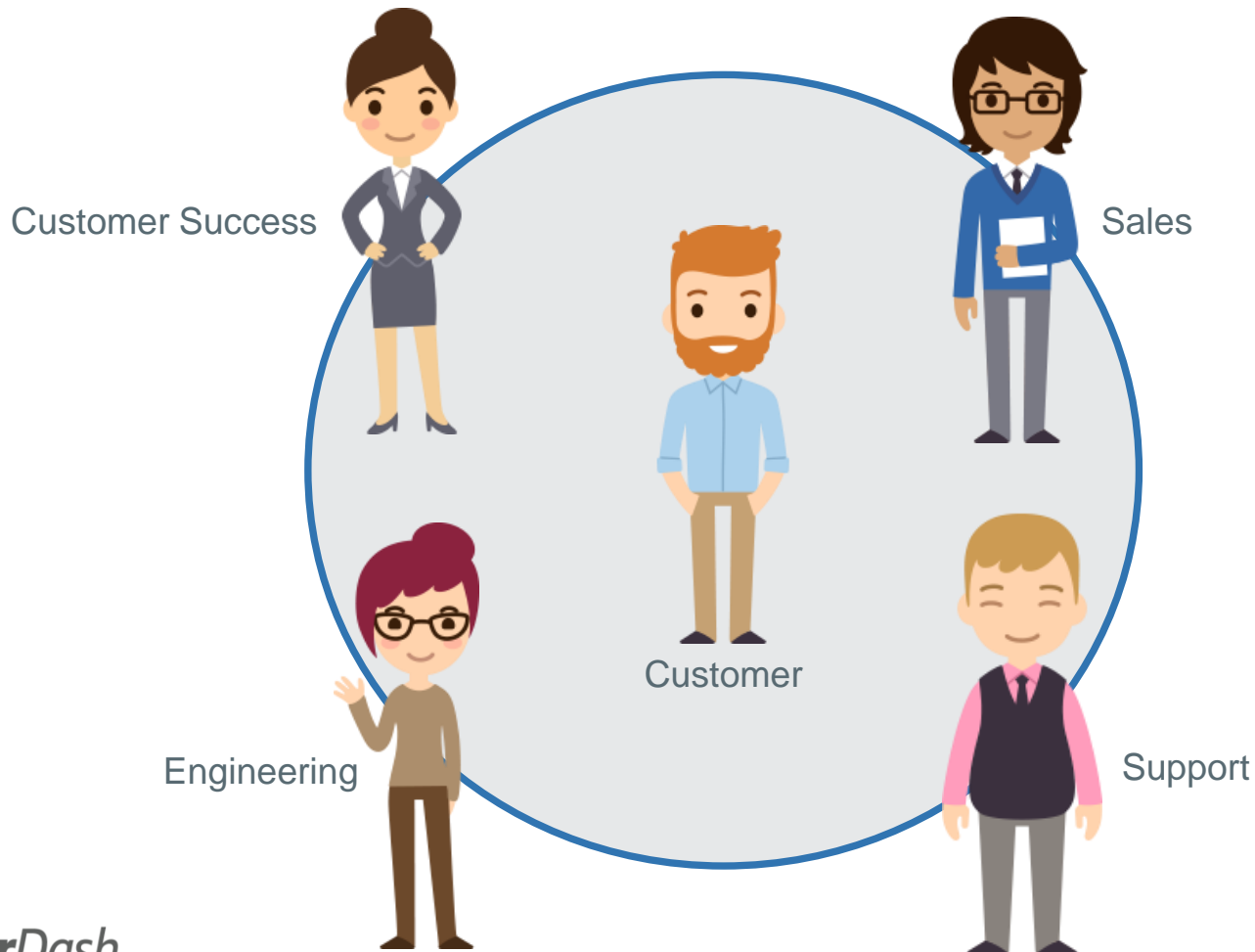
Here's what to expect.

A Dedicated Support Network

Your success is **backed by our customer success team**.

Customer Success

Sales

Customer

Engineering

Support

Your Go-To Customer Success Advocate

Your Customer Success Manager (CSM) is your main point of contact and will work beside you to help **set up your account, empower you with onboarding and training tools, and launch your deployment**.

Your CSM:

- Answers your product questions

- Resolves technical support inquiries

- Shares tried-and-true best practices

- Helps you achieve your Key Performance Indicators (KPIs)

- Helps you get the most value from AnswerDash

Our 6-Step Journey to Success

	1 Before We Begin (Sales)	2 Pre-Launch Interview (CSM)	3 Prepare for Your Launch (CSM)	4 Go Live! (CSM)	5 Evaluate Your Success (CSM)	6 Adopt AnswerDash (CSM and Support)
What we do:	Discuss pricing based on initial usage assumptions and data Deliver agreement Set up applicable credit card processing or invoicing Upon signing, invoice generated and sent or credit card charged	Conduct pre-launch interview Discuss your deployment objectives and how to make you successful	Conduct an onboarding walk-through Answer product and process questions Provide best-practice suggestions Review your content and settings prior to deployment	Monitor the ongoing success of your launch Make suggestions for improving your results and outcomes based on analytics results	Discuss how the first 30 days went, how it was successful and provide feedback for continuous improvement	Provide ongoing support through monitoring and first-rate customer service Communicate product updates
What you do:	Confirm terms and usage Secure final stakeholder sign-off Obtain agreement signature(s)	Be available Share your goals and measures, content considerations, stakeholder concerns, integration requirements, and assessment ideas Ask questions	Assign moderators and admins Add your Q&A content Customize your deployment	Turn on AnswerDash for your site Be responsive to your visitors' new questions or suggestions Continue to optimize your content Regularly review analytics	Gather results from initial 30 days Adjust deployment as needed	Make ongoing tweaks and continue to publish new questions Monitor analytics Share any additional needs that arise Spread the word!

The time to deploy AnswerDash is up to you. Fast-moving customers have deployed within a week. Most deploy within 2-4 weeks.

AnswerDash™

Before We Begin

- **Confirm** terms and usage for final agreement
- **Secure** final stakeholder sign-off
- **Obtain** agreement signature(s)

AnswerDash™

Pre-Launch Interview

2

- **Be available** for a one hour call
- **Share** your goals and measures, content considerations, stakeholder concerns, integration requirements and assessment ideas
- **Ask** questions

AnswerDash™

Prepare for Your Launch

3

- **Assign** moderators and admins and build AnswerDash into your process
- **Add** your Q&A content
- **Customize** your deployment however you like

AnswerDash™

Go live!

4

- **Turn on** AnswerDash for your site (or sites)
- **Be responsive** to your visitors' new questions or suggestions
- **Continue to optimize** your content
- **Regularly review** analytics for insights into your customers behavior

AnswerDash™

Evaluate Your Success

5

- **Gather** results from the initial 30 days of your launch
- **Adjust** deployment as needed

Adopt AnswerDash

6

- **Make ongoing tweaks** and continue to publish new questions
- **Monitor** analytics as part of your continuous process
- **Share** any additional needs that arise
- **Spread the word!**

We've Got Your Back

Your dedicated support network is here to help you **Monday – Friday from 8am - 5pm (PST)**.

Reach out to support@answerdash.com for:

- Day-to-day support for you and your employees

- Advice and insight on AnswerDash

- One-on-one consultations with your Customer Success Manager (for our Enterprise subscription customers)

AnswerDash™

Let's do this!