Alchemer

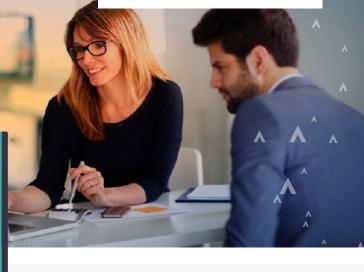## ONBOARDING SERVICES
Platinum Service

Getting you engaged fast is important to us. We take pride in having the industry's fastest time to results, according to G2. They recognized us as the Most Implementable and Fastest Implementation.

What makes Alchemer so powerful is that while it's incredibly easy to get started, you can still discover new possibilities even after years of use. We offer Onboarding Services to focus yours and our efforts so you can achieve your mission as fast as possible with Alchemer.

ORIENTATION CALL
Our team will walk you through the product and what's possible at a high level. You'll know where to find everything after this call.

MIGRATION SERVICES
When you're transitioning from another provider, we can get your surveys back up and running quickly.

SERVE YOURSELF
If you'd rather do it all yourself, we have a library of resources ready to help you. Our documentation is unparalleled in the industry.

ALCHEMER UNIVERSITY
Integrated into the product, Alchemer University gives customers a way to transform online learning into action.

PRODUCT TRAINING
Our trainers will provide you with tips and tricks to ensure your surveys help you collect the best and most relevant feedback and information.

PHONE AND EMAIL SUPPORT
As a Platform customer, you get priority support from our committed team of Support Heroes, who are ready to answer your emails and phone calls.

ACCOUNT ADMINISTRATION
We will help you get the most out of the product as an administrator, so you can customize user rights for admins, users, and team to keep your data safe.

SURVEY REVIEWS
Our team is ready to assist you with survey reviews to help you collect the best feedback.

INTEGRATION CONSULTATION
We will help you integrate Alchemer into your existing systems – such as Salesforce, HubSpot, Slack, Tableau, PowerBI, and others.

SUMMARY AND NEXT STEPS
We will end your Onboarding with a summary and next steps to help you get the most out of your newly-implemented Alchemer solution, as well as discuss a plan to .

G2 Badges: Fastest Implementation Enterprise SUMMER 2022 | Most Implementable Enterprise SUMMER 2022 | Easiest Setup Enterprise SUMMER 2022 | Easiest Admin Enterprise SUMMER 2022 | Best Usability Enterprise SUMMER 2022 | Easiest To Use Enterprise SUMMER 2022 | Best Meets Requirements Enterprise SUMMER 2022 | Easiest To Do Business With Enterprise SUMMER 2022

Alchemer Onboarding Services – Enterprise Customers

Alchemer Onboarding Services are designed to help our customers collect the best feedback, integrate with the systems they use every day, consolidate their systems and processes and accelerate their use of the Alchemer Platform. We offer the following services for our customers. Service offerings are tailored to meet the needs of customers based on their license type and the scope of their needs.

Services Offered	Platinum
Onboarding Services	
Planning	
1-Hour Onboarding Overview and Kickoff	✔
Coordinate All Resources (Client and Alchemer)	✔
Handoff and Knowledge Transfer to Alchemer CSM Teams	✔
Onboarding	
Alchemer University	✔
Platform Orientation and Training	1 Hour
Admin, Users, Teams, Permission Consultation – AND –	1 Hour
Process & flow of building a simple survey	
Question Types, Libraries, Question Settings – AND –	1 Hour
Templates Styling, Mobile Optimize	
Logic & Advanced Actions – AND –	1 Hour
Reports & Exports	
Piping/Repeating & Merge Codes – AND –	1 Hour
Testing & Distribution	
URL Variables – AND –	1 Hour
Deep Dive/Review on Any Topic	
Project Review	1 Hour
Feature Deep Dive/Review on Any 2-3 Topics	1 Hour
Office Hour for Any Questions + Project Review	1 Hour
Single Sign On Consultation (as needed)	1 Hour
Integration Consultation (as needed)	1 Hour
Recap and Next Steps Session	30 Minutes

Call your customer success manager or 800.609.6480 to learn more.

Alchemer