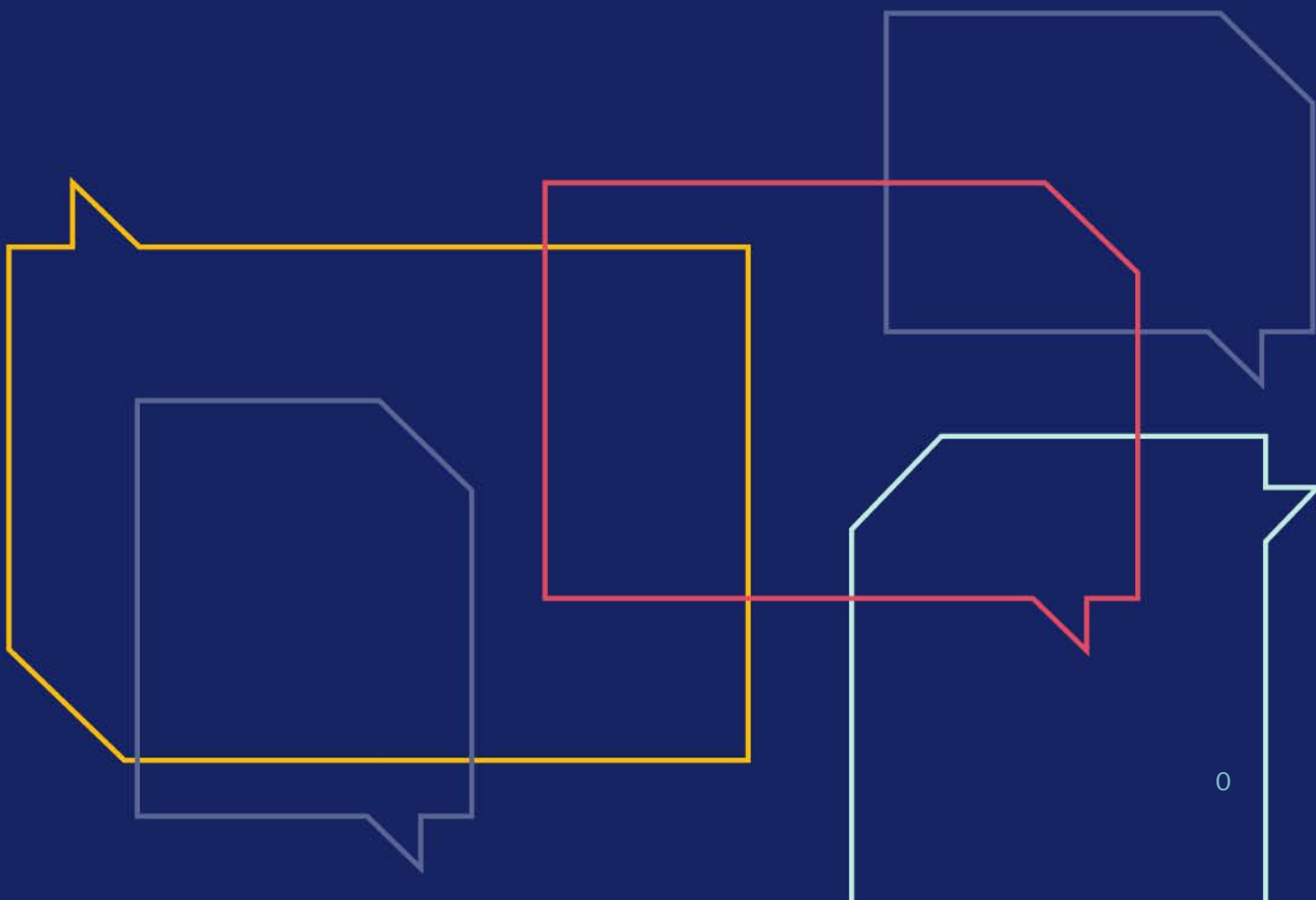




Service Definition



Our services

Implementation

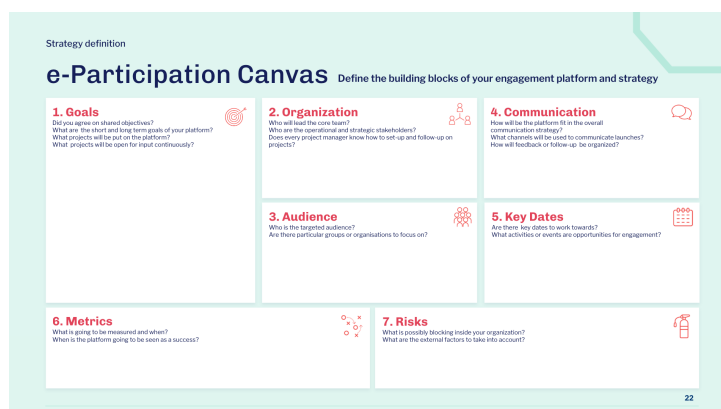
1 Kick-off meeting (90')

We start with a kick-off meeting during which you will be introduced to your participation expert. Together, you will **discuss the collaboration, align on the onboarding process and define your participation success plan**. We advise designating a single member from your team to be the main point of contact of your participation expert at Go Vocal.

Your participation expert will introduce your team to the main concepts of community engagement, discuss the scope of your platform, define your participation success plan and provide a comprehensive overview of all the resources and support you will receive.

To define your participation success plan, we identify:

1. your goals and metrics;
2. your organisational setup;
3. your communication channels;
4. your target audience;
5. your key dates you want to work towards.



The participation success plan is the baseline plan that clarifies what success looks like for you and how we aim to support you to get you there.

2 Technical set-up

Working together efficiently will ensure a smooth and rapid platform setup. We've outlined the recommended **roles and responsibilities** for a successful launch:

For your team, depending on your needs:

- Set up the personalised domain name: configure DNS settings to refer to the IP address of the Go Vocal server
- Install the Go Vocal widget on the website

For our team, to set up the platform

- Establish hosting server & database
- Configure DNS and associated SSL for enhanced security
- Configure any technical integrations: social logins (e.g., Facebook, Google), , data enrichment (Google Analytics), etc.

3 Platform training (90' - On-site)

Before the training session, you will be invited to set up your platform and prepare for the training sessions by watching tutorials. During the session, **we design your first project(s) together**. You will get advice on how to utilise specific platform features best. This session takes around 90 mins.

4 Pre-launch review

Your participation expert will **review your platform and settings** to ensure everything is properly set up before the launch. You will receive a list of recommendations via email. After this, your platform is ready to launch!

We typically suggest a **4-6 week duration** between the contract initiation (kickoff meeting) and the public launch of your platform. However, if needed, we can expedite this to a shorter timeframe.

In the run up to the launch, you have access to **one more advisory session**. You can check the different options of this session within the next section.

Platform team and responsibilities

We recommend establishing a core team to serve as your management and administrative team. This dynamic group should ideally include one primary contact who will act as the main liaison with Go Vocal. This person can bring in new project managers as needed, based on the platform's ongoing activities.

Recommended participants:

- The **head of (online) engagement** or communication;
- Members of the **engagement team** or, if not possible, members of the **communication team**;
- **Project managers** of different departments that currently have active projects on the platform or plan to have projects on the platform soon

Roles and responsibilities are described below. The tasks outlined are only indicative

Role	Responsibilities
1 Administrators (Unlimited seats in Enterprise licence)	• Configure the platform • Manage overall communication strategy • Monitor the overall participation strategy • Assess the project ideas • Determine internal decision-making structure • Decide when projects should be archived • Train and support project managers • Ensure that platform goals are met
2 Project managers (Unlimited seats in Enterprise licence)	• Launch and maintain assigned projects • Help engage users • Follow up project reporting • Assess when a project is finished
3 Go Vocal Project Team (Project Manager and GovSuccess Managers)	• Keep track of platform milestones before and after launch • Deliver the platform • Provide implementation services • Help set up first project
4 Go Vocal Support Team (Government support specialist)	• Helps with technical questions • To be the contact person for technical teams • Support in technical training • Support in the training of project managers

Continuous services

Our continuous engagement services have been carefully drafted to bring you to a sustainable culture of engagement and impactful participation projects.

Deliverable	Description
Strategic session	We meet up to twice a year to discuss your platform's performance, review past and ongoing projects, advise on upcoming projects, and train and update you on the latest platform features. We suggest having one annual strategic meeting which is yearly around the same period. This session takes roughly 60 minutes.
Success plan	As explained within the onboarding services, we will draft a success plan for you following the engagement strategy session. This success plan entails the goals which define success and a roadmap how to get you to your objective(s). Effectively, we design a roadmap for the year with quarterly milestones to ensure you achieve your desired outcomes. It is a dynamic plan on which we follow up quarterly with a quarterly progress report and a quarterly check-in call.
Bi yearly platform report	As part of the strategic session, we provide you with a bi-yearly platform report which will clarify where you are compared to your initially defined objective and industry benchmarks.
Advisory session of choice	Each year, you have access to up to two advisory sessions of choice of 90 mins depending on your licence. Sometimes, your team could use some extra support to get the job done. Your participation expert is here to help. This can cover any aspect throughout the lifecycle of your engagement journey: during onboarding, the preparations for a specific project, or while your projects are in full swing. Pick the advisory session that fits your needs.
 Engagement booster	We focus on all things communication to boost engagement on your platform. We share digital communication best practices and guide you in the design of your communication strategy.
 Inspiration session	We present the platform to decision-makers or other stakeholders within your organisation to show the possibilities and introduce new use cases. We also discuss how to best get internally organised and foster a wider and better platform adoption.
 Internal organisation	Your internal organisation is crucial for the success of your engagement platform and projects. In this session, we share tips & tricks on structures, help you design solid processes, and guide you towards the creation of a core team to set you up for success.
 Project design	With your participation expert, you will design one or two projects from scratch on the platform. Based on the project's scope, you will get advice on how to best set up your project(s), which methods are best suited for your needs, and how to maximise engagement.
 Platform training	New team members who need onboarding? Project managers due for a refresh? We've got you covered!

Knowledge & resources

Your team will have exclusive access to the following knowledge materials and templates.

- **Go Vocal Insider:** A client-exclusive monthly email digest in which you'll find updates on everything related to participation. This includes articles, use cases, and in-depth guides.
- **Community Platform:** Our exclusive Community Platform, where you can engage with your peers, access the latest participation materials, and draw inspiration from a wide array of events covering topics from inclusive engagement to artificial intelligence. This will help you become a participation expert and champion of the toolbox.
- **Go Vocal Community Sessions:** Tailored client-exclusive webinars about our newest features, highlighting inspiring use cases, and encouraging peer-to-peer exchange.
- **Guides and other resources:** In-depth guides and templates.
- **Project templates:** Within the platform, you can find a database of a wide range of project templates. This enables you to get a project up and running in an efficient way.

Support (Department)

- **E-mail & chat:** Technical support is provided via a built-in chat system on the platform, and email. You can open a helpdesk ticket during the support working hours by calling us, emailing us at support@govocal.com or contacting us using the chat bubble on the bottom right corner of your platform.
- **Working Hours:** On weekdays, between 9:00 am and 5:00 pm GMT, with the exception of official public holidays. Outside this window, please contact your account manager.
- **Response rate:** Go Vocal will respond to all tickets within one (1) working day, at an average response rate of three (3) hours.
- **AI Chat bot FIN:** Available 24/7, our AI Chat bot FIN scans all educational content of our support base so you can save time looking for the information. Simply use the chat bubble in the bottom right corner of your platform to ask any question to FIN. You will always have the opportunity to reach our human support team if FIN is not sufficient.

Support (Corporate/Enterprise)

- **E-mail & chat:** Technical support is provided via a built-in chat system on the platform, and email. You can open a helpdesk ticket during the support working hours by calling us, emailing us at support@govocal.com or contacting us using the chat bubble on the bottom right corner of your platform.
- **Working Hours:** On weekdays, between 9:00 am and 5:00 pm GMT, with the exception of official public holidays. Outside this window, please contact your account manager.
- **Response rate:** Go Vocal will respond to all tickets within one (1) working day, at an average response rate of three (3) hours.
- **AI Chat bot FIN:** Available 24/7, our AI Chat bot FIN scans all education content of our support base so you can save time looking for the information. Simply use the chat bubble in the bottom right corner of your platform to ask any question to FIN. You will always have the opportunity to reach our human support team if FIN is not sufficient.
- **Office Hours:** The support team also provides office hours on Tuesdays and Thursdays where clients can book 15 min calls with support to discuss various topics.

Support base

Find support, guidance, training videos, and FAQs in our online [Support base](#).

Contact

www.govocal.com

hello@govocal.com

