Key Project Activities

- **Training Workshop**
  - Zendesk Essentials Training (Project Team)
  - Administrator Overview Training (Project Team)
  - Insights Overview Training (Project Team)
- **Learn Workshop**
  - Use Case focused Discovery and Design sessions utilizing prototypes to validate solution
  - Functional Design Plan & Documentation
  - Change Management & Communication Plan
  - Support Design & Strategy
  - Self-Service Strategy
- **Collaborative Configuration**
  - Side-by-side configuration based on design requirements
  - Categorizing Users via appropriate groups, organizations, roles and tags
  - All relevant channel configuration (Email, Guide)
  - Business Rules and SLA processes via Macros, Automations, Triggers and Tags
  - Workflow Testing and UAT
- **Technical Guidance**
  - Technical Design Plan & Documentation
  - Technical Guidance for SSO
- **Project Management**
  - Dedicated PM that will manage tasks, dependencies and timelines
- **Go-Live Support**
  - Support for a smooth transition and go-live