Consult

Advanced support: consult

There are situations where a client needs more support than is offered by means of documentation and tutorials. This is often about a complex problem for which the client cannot find a solution, but that is specific to the client. Genkgo can be asked to:

1. Analyze the problem within the client's specific context;
2. Determine whether the Genkgo software can be used to solve the problem;
3. If yes: give advice about the solution;
4. If not: determine whether it is possible to develop software that can help solve the problem, and under which conditions this is possible.

This form of support is a service and falls under the category consult. A consult usually takes place during the first phases of a trajectory:

1. The phase in which data is migrated to the Genkgo system;
2. The phase in which the Genkgo software is being prepared for use;
3. The phase in which the Genkgo software is being used for the first time.

Indicators for the need of a consult

The need for a consult is usually the result of one or more aspects, such as:

- A members file that originates from a qualitatively bad source
- A multi-dimensional or complex members file
- A complex member or subscription structure
- A complex contribution structure
- Involvement of multiple (financial) entities
- Link to software of a third party
- Activities with a primarily commercial objective
- Questions regarding privacy
- Processes that need to be automated
- Processes that were automated in the previously used software and now have to be migrated to Genkgo
- Commissioning multiple applications at the same time
- Questions that concern multiple applications simultaneously
- The number of support questions is too high to answer in an e-mail
- The need for process automation. The goal of the request is to automate processes that are, possibly to a degree, unique for the client or have a commercial objective.

- The question requires an instant response.

It is possible that multiple webinars are required for one consult, for example when a problem can only be solved in multiple separate steps or when previously made decisions need to be evaluated.

Related policies

- The webinar

Dit document is voor het laatst aangepast op 24 sep 2020 om 13:56:32.