Deployment Process Team Support

The following steps describe the provisioning process after order confirmation by soluzione:

- Team Support contacts the customer via email to gather information for the next steps:
    - Greeting
    - The customer receives an Excel file to provide the following data:
        - Data for user setup: first name, last name, email address
        - Data for user setup of the soluzione dashboard: first name, last name, email address
        - The customer can specify whether any of the following integrations are desired:
            - Teams → (Yes/No)
            - LTI → (Yes/No)
            - SCORM → (Yes/No) → If yes, which SCORM version (1.2 or 2004 Edition)

- Once all information has been provided by the customer, the users are created and the dashboard is set up.

- The access data is sent to the customer by email.

- The customer must distribute the access data to the employees.

- The customer receives step-by-step instructions for Teams integration.

- If the customer wants to transfer our content to their own LMS via LTI, an appointment with the support team is required. The team takes care of scheduling the appointment and configuring the system as quickly as possible.

- For SCORM import, the customer receives the content as a ZIP package and can then import it into their own LMS.

Automatic onboarding phase for AI services

- After completing the configuration, the customer receives three automatically sent email messages:
  - Email 1: Important information about introducing soluzione to employees (media set and checklist)
  - Email 2: Notes and explanations about the soluzione dashboard
  - Email 3: Templates and best practices for getting started

Support

- Technical problems should be reported to the email address support@soluzionde.de.

- The customer will automatically receive information about changes and updates to the booked service by email.