CLIENT ENGAGEMENT JOURNEY

PayBitoPro

ENGAGEMENT JOURNEY

The engagement process begins with the completion of the contract signing. Once the contract has been signed by both parties, the following steps will be initiated:

1. Access to the Client's Account Information

The client's team will be provided with the link and credentials for the HashCash Account on the HashCash payment portal. Upon the first login, it is recommended to reset the password.
The HashCash Account will provide access to the following information:

- Profile information
- Orders
- Invoices and their status
- Subscriptions (if any)
- Downloads
- Recommended products

2. Access to JIRA/Confluence Project Management Tools

The client's team members will be granted access to JIRA, the project management tool, and Confluence, the collaboration platform. Through these tools, the client's team will be able to:

- Review the roadmap and live status of the project
- Raise tickets or issues
- Access the document repository
- Obtain miscellaneous project information

3. Introduction to Team Members

An introduction will be facilitated between the client's team and the key members involved in the project, including:

- The Project Coordinator
- The Technical Lead for this project
- The UI/UX lead for the project
- The assigned Account Manager

4. Weekly Meeting Set Up

To ensure effective communication and progress updates, a weekly meeting will be scheduled at a convenient time to discuss the project, product, and strategy. This meeting will provide an opportunity for the client's team to address any questions or concerns they may have.

5. Chat Group Setup on Slack

A dedicated chat group will be set up on Slack, allowing the client's team to interact with the project team members in real time. This channel will serve as a platform for the client's team to ask questions and receive prompt responses.

6. 24X7 Support Line for the Client's Team

For any urgent matters or immediate assistance, the client's team will have access to a 24X7 support line. They can reach out via the provided phone number to address any questions, queries, or concerns.

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