ONBOARDING SUPPORT

SUPPORT	ENTERPRISE	ELITE	WHATSAPP ONLY	STANDARD	STARTER
Kickoff Call	60 Minutes	60 Minutes	45 Minutes	45 Minutes	45 Minutes
Training: 60 Minute Comprehensive	✓	✓	✓	✓	✓ * if purchased
Working Session: 30 Minutes	✓	✓	✓	✓	✓
30-minute Add-On to Working Session: Scoping Call	✓	✓	✓	✓	✓
Training: 60-Minute Carrier Registration & Onboarding Preference Call	✓	✓	✓	✓	✓
Training: 45-minute Admin Only	✓	✓	✓	✓	✓
Training: 30-minute WhatsApp	✓	✓	✓	✗	✗
Training: 30-minute Bulk	✓	✓	✓	✗	✗
Training: 30-minute Mogli Voice	✓	✓	✗	✗	✗
Training: 60-minute Form Templates (automated conversations & surveys)	✓	✗	✗	✗	✗
Customized Go-Live Template	✓	✗	✗	✗	✗
Responsiveness in business days *Excluding weekends & US public federal holidays*	1	1	1	2	2

All additional calls > 15 minutes will require use of Professional Service Hours

SUPPORT	DESCRIPTION
Kickoff Call (45-60 Minutes)	Our first onboarding call, including: introductions, plan and contract overview, creation of a success plan, onboarding timeline and deliverables, consumption and consent, and support structure overview.
Training: 60-minute Comprehensive	A 60-minute training session covering all things Mogli, including key fields, conversation view, 1:1 conversations, bulk messages, automated conversations and surveys, notifications, Mogli Inbox, and more. Mogli Scheduler and Mogli URL training is also incuded, provided these features have been adopted and configured within your organization.
Working Session: 30 Minutes	30 minutes dedicated to anything you'd like, including outstanding items, configuration preferences, Mogli-related fields, product and functionality how-tos, testing, or gathering requirements for customizations.
30-minute Add-On to Working Session: Scoping Call	For clients who have purchased Professional Services hours, this extra 30-minute session is dedicated to project scoping with a Solutions Engineer.
Training: 60-Minute Carrier Registration & Onboarding Preference Call	60 minutes to discuss best practices on obtaining and tracking options and outs, universal keywords, TCPA guidelines, and texting etiquette. We will also review configeration preferences, phone number potting/hosting, and requested forms.
Training: 45-minute Admin Only	This 45-minute tutorial tailored to admins covers granular Mogli settings, visibility, and configuration preferences that Mogli users may not have access to, and considerations for any DIY customizations and automations.
Training: 30-minute WhatsApp	30 minutes for a complete overview of WhatsApp functionality, including pre-approved Templates, SMS Templates, 1:1 conversations, bulk messaging, best practices, and more.
Training: 30-minute Bulk	30 minutes for a complete overview of bulk messaging functionality, best practices, Gateways, and automations.
Training: 30-minute Mogli Voice	30 minutes for a complete overview of Mogli Voice functionality, including text-to-voice and file-to-voice.
Training: 60-minute Form Templates (automated conversations & surveys)	60 minutes dedicated to Form Templates - Mogli's object for creating automated conversations and surveys. We'll cover both linear and branching, as well as where to obtain and report on your valuable data.
Customized Go-Live Template	A collaborative document outlining upcoming and past meetings, dates, next steps, and key deliverables.