

Select Your Level of Support

Choose a plan most suited to your needs. We have options for organisations at every stage of their journey with EngagementHQ.

Core	Essentials	Partner	Custom
<p>ADVICE</p> <p>Our core offer for all EngagementHQ clients includes:</p> <ul style="list-style-type: none"> ▪ Help desk resources for self-directed learning ▪ Invitations to client meetups & professional development workshops ▪ Regular monthly webinars 	<p>ADVICE</p> <p>Utilise up to 10 hours of support and advice from an EngagementIQ team member for assistance with:</p> <ul style="list-style-type: none"> ▪ Setting up projects & tool selection ▪ Database management ▪ Developing organisational capacity & processes ▪ Planning your projects 	<p>ADVICE</p> <p>Work with us as your strategic Partner, with up to 20 hours of support and advice from a dedicated EngagementIQ team member who can assist your team with:</p> <ul style="list-style-type: none"> ▪ Strategies for driving participation ▪ Utilising different methodologies ▪ Best-practice planning & tool selection ▪ Organisational buy-in ▪ Support for major projects ▪ Design & layout <p>Annual Benchmarking Report with strategic recommendations for improving practice.</p>	<p>ADVICE</p> <p>Build your own requirements and tailor a support plan for your specific needs.</p> <p>Custom plans are suitable for larger teams or clients looking for whole-of-organisation approaches to engagement.</p> <p>If you have other requirements, get in-touch to discuss.</p>
<p>TRAINING</p> <p>Face-to-face and online training available on request.</p>	<p>TRAINING</p> <p>1 x 60min instructor-led online refresher training per annum.</p>	<p>TRAINING</p> <p>Up to 2 x 60 min online training sessions for advanced product training.</p>	
<p>SUPPORT</p> <p>Our guaranteed support commitment for all EngagementHQ clients:</p> <ul style="list-style-type: none"> ▪ 24/5 chat & email support ▪ 15min first response chat ▪ 2hr first response email 	<p>SUPPORT</p> <p>Our guaranteed support commitment for all EngagementHQ clients:</p> <ul style="list-style-type: none"> ▪ 24/5 chat & email support ▪ 15min first response chat ▪ 2hr first response email 	<p>SUPPORT</p> <p>Prioritised SLA's for first-in-queue support:</p> <ul style="list-style-type: none"> ▪ 24/5 chat & email support ▪ 5min first response chat ▪ 1 hr first response email 	