SQ SOCIALS

By

Team:- Runtime Terror

Detailed User Guide

Need answers find them here

SQ Socials

- **The SAAS product to thrive your organisation's business.**
- **The platform to engage all your stakeholders.**
- **It's a one stop shop product to facilitate all your engagement needs.**

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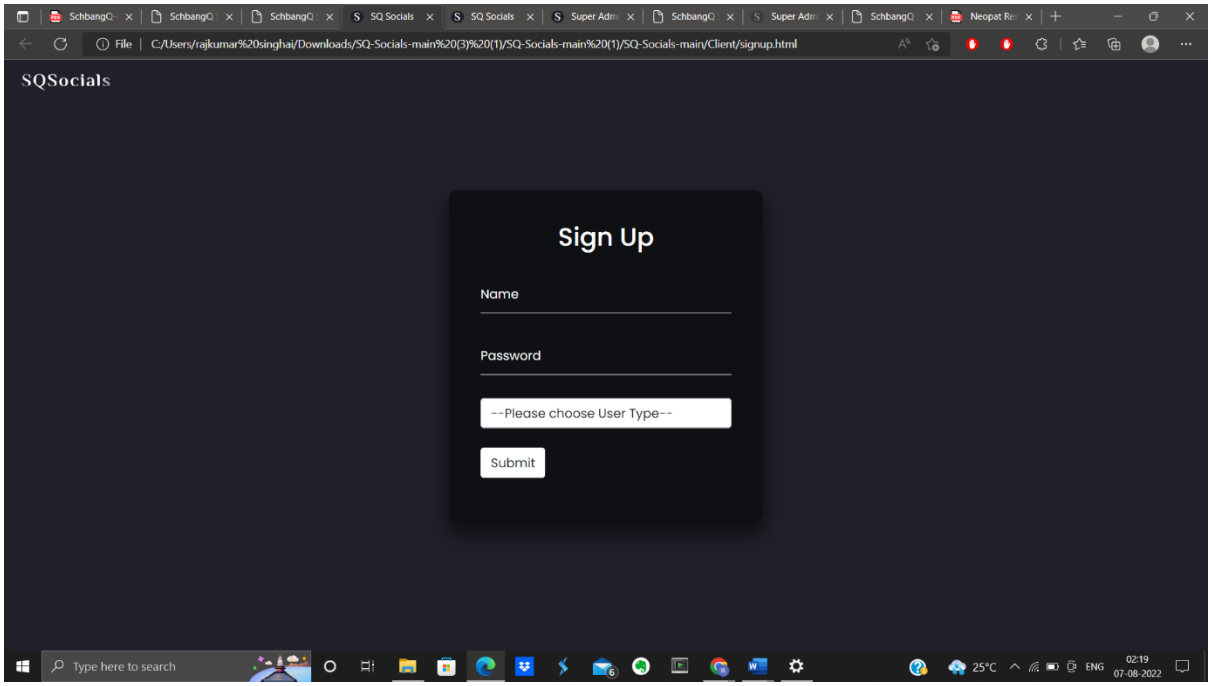
1. Introduction
    - Purpose and scope
      For a business to thrive, it is imperative for them not only to continuously engage with their client but also their employees. Constant effective (doing the right things) and efficient (doing things right) engagement with all stakeholders in a company are what drive a business to succeed. So, to find the solution of this problem, we came our product SQ Socials.
    - About
      SQ Socials platform will provide 3 products, each can be used in isolation but also collectively. Each product will be dedicated to a specific aspect of engagement which are:
        - Community Building
        - Employee Engagement
        - Client Servicing

2. Getting Started
    - Need help with the installation.
        -
        -
    - How to use operate the product
        - For using the product, you must sign up first with your email id & password and also select which type of user you are, we have four categories of user you need to select one of them. After that you need to login with your personal login credentials (which you used in the signup section).
        - After logging in, the system will redirect you to the dashboard, where you can access the product or use the product.
        - It contains different elements; you can use them one by one.
        - You need to click on the features one by one which is there on the left side of the webpage.
        - After clicking you can see the services provided by us in the particular feature and you can use them according to your requirements.
    - Can I get a free Trial?
      Yes, you can get a free trail for 14 days, for that you need to subscribe our services. These are available subscriptions which we are offering you with discount.
      For 6 months- 200 USD
      For 1 year- 350 USD
      For 3 years- 1000 USD
      For 5 years- 1800 USD
      To become a subscriber, you need to visit our official website. You have to pay the amount for your desired subscription plan. In the trial period, you can cancel your subscription any time. Your paid amount will be refunded in a week or so and you have to agree with the terms and conditions before subscribe our services. Successful customers are more likely to convert from a free trial, more likely to stay customers longer, and more likely to refer our product to others who need a similar solution.

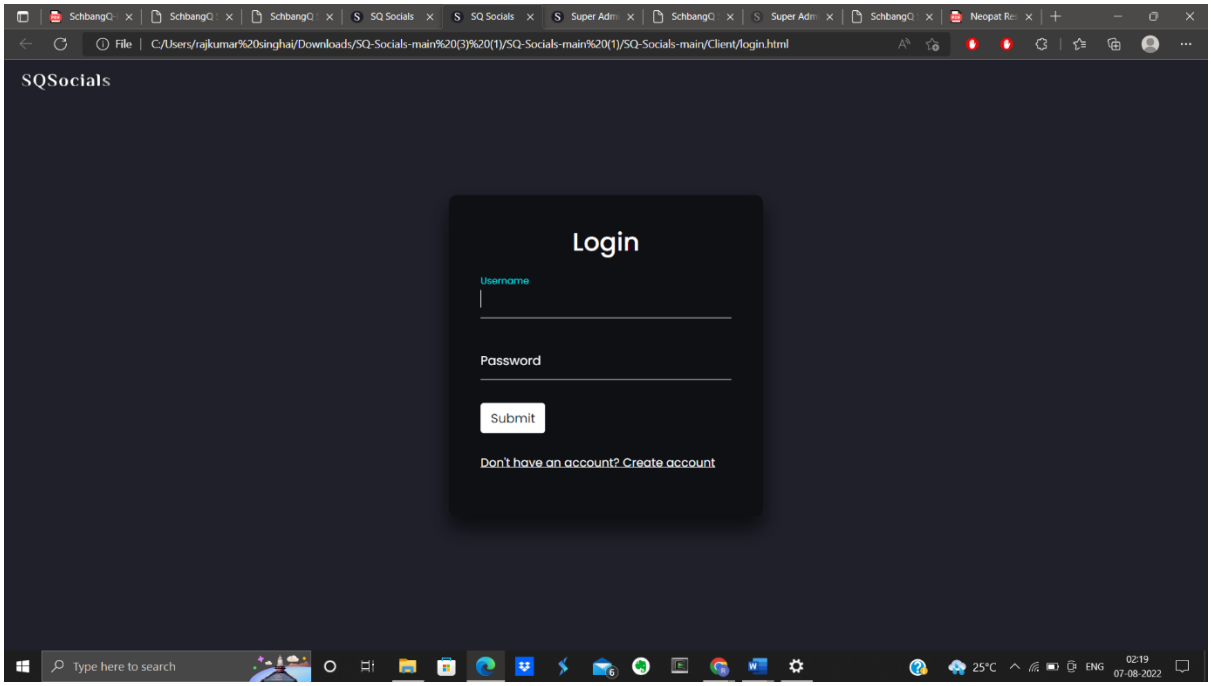
    - Describe the User Interface.

Our User Interface is the point of human-computer interaction and communication in a device. This can include display appearance of our software in the desktop. It is also the way through which our user interacts with an application or a website. These are few user interfaces which you are going to see when you start using our product.

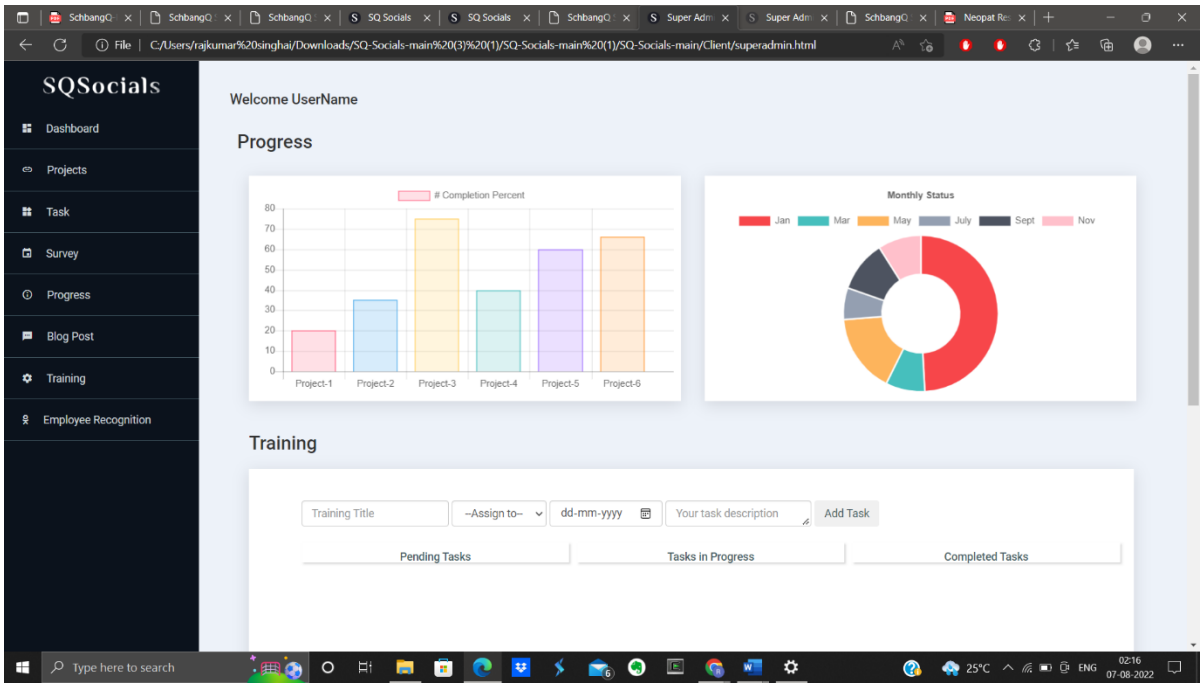
- **Signup page**



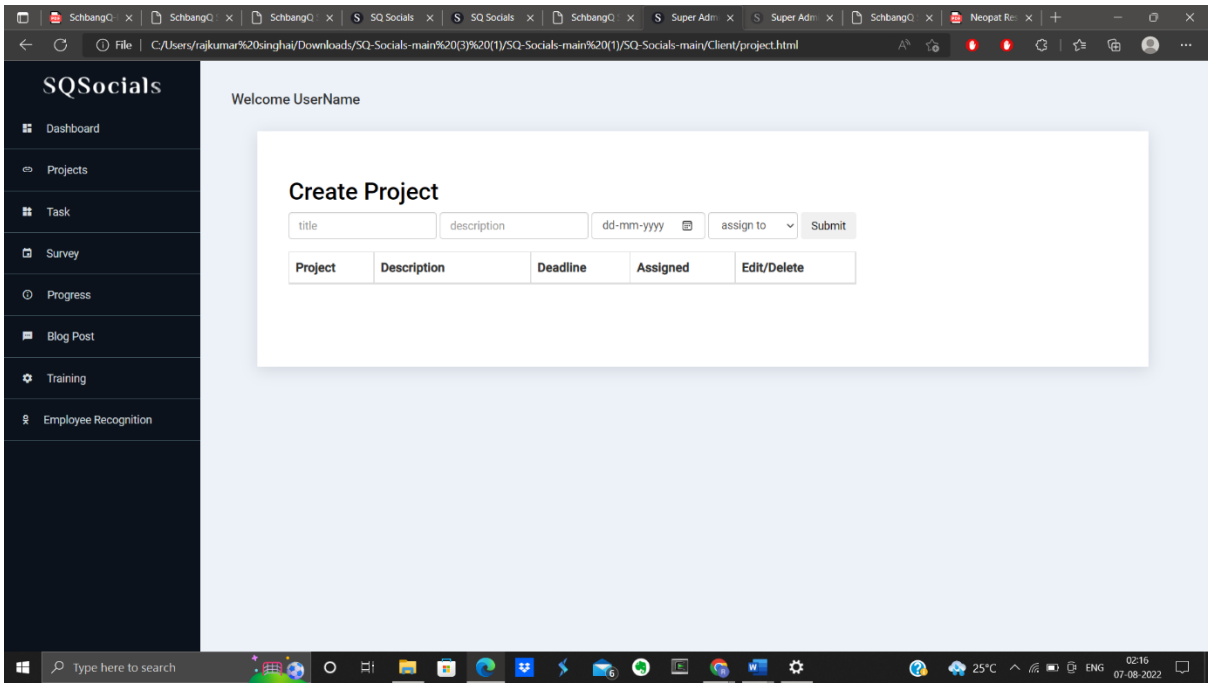
- **Login page**



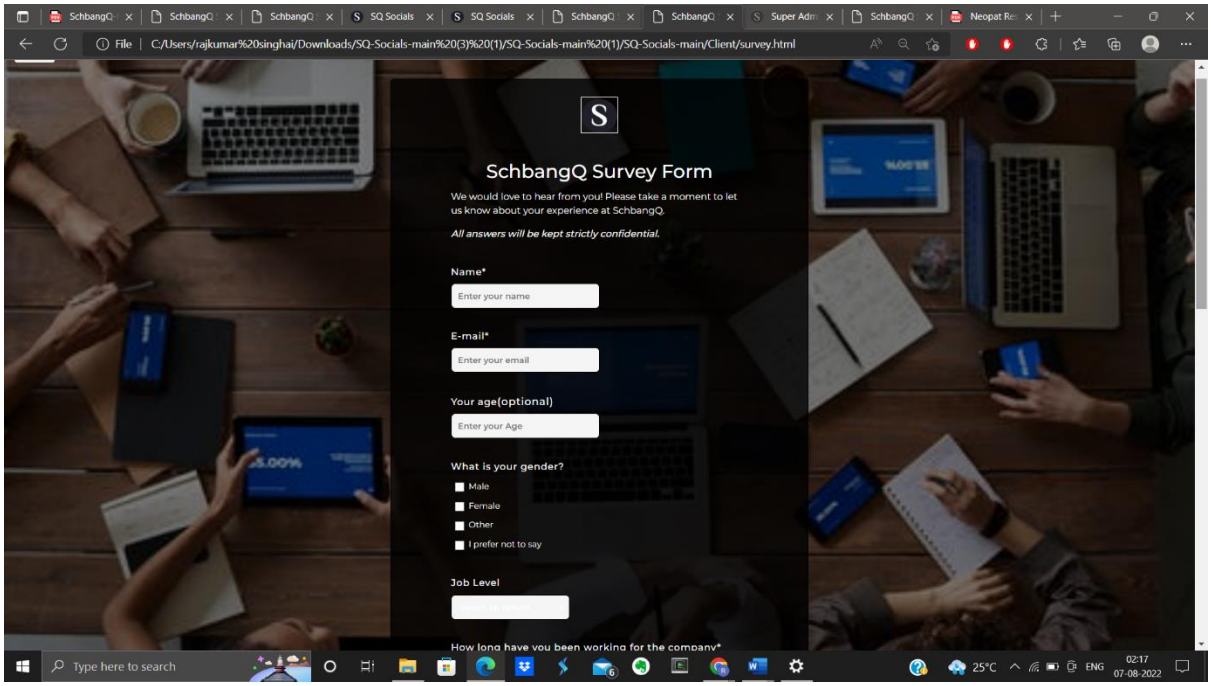
- **Dashboard, Task, Progress**



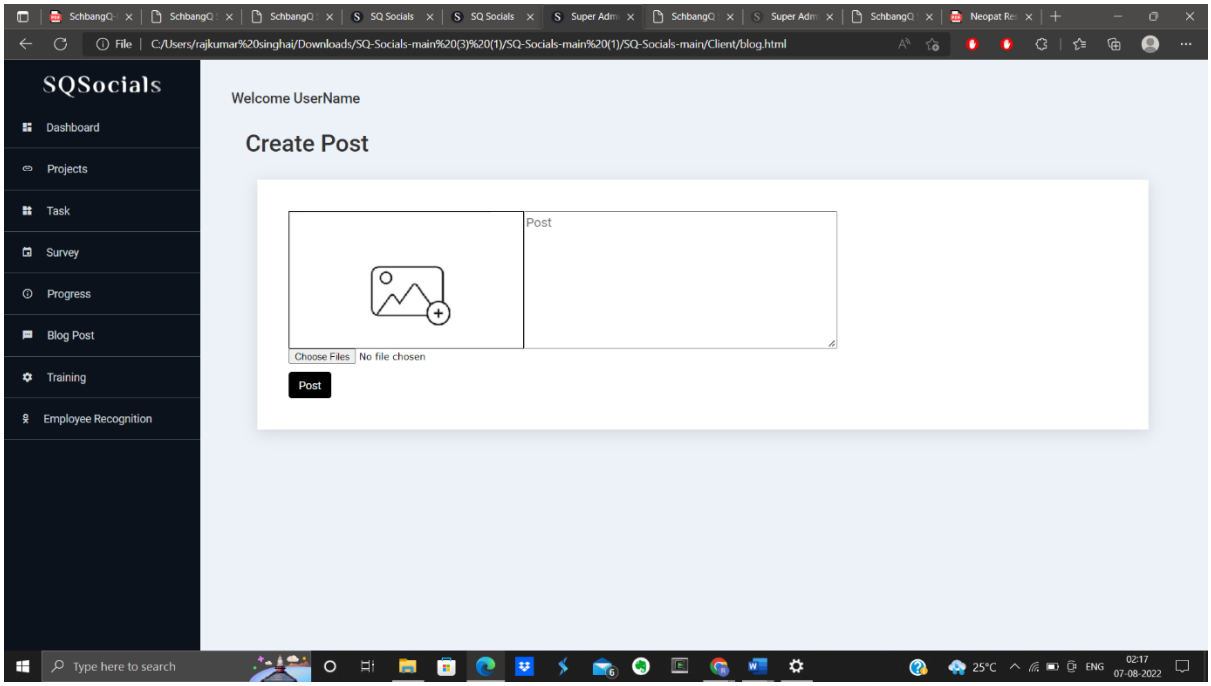
- **Projects**



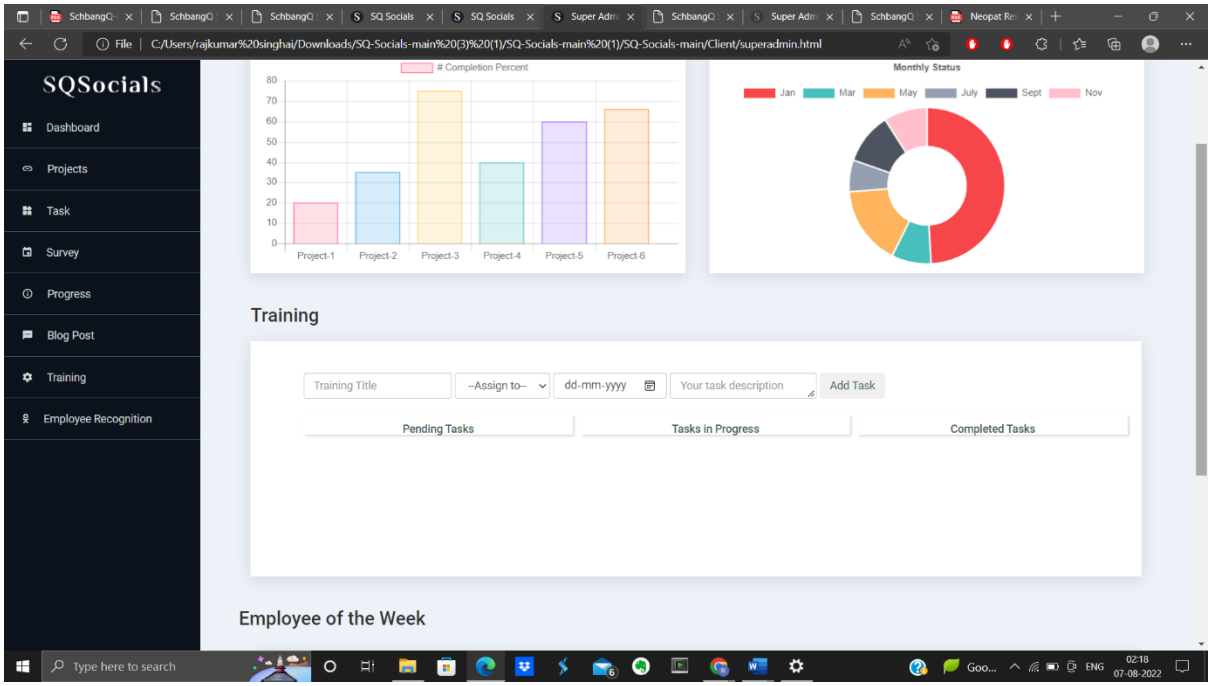
- **Survey**



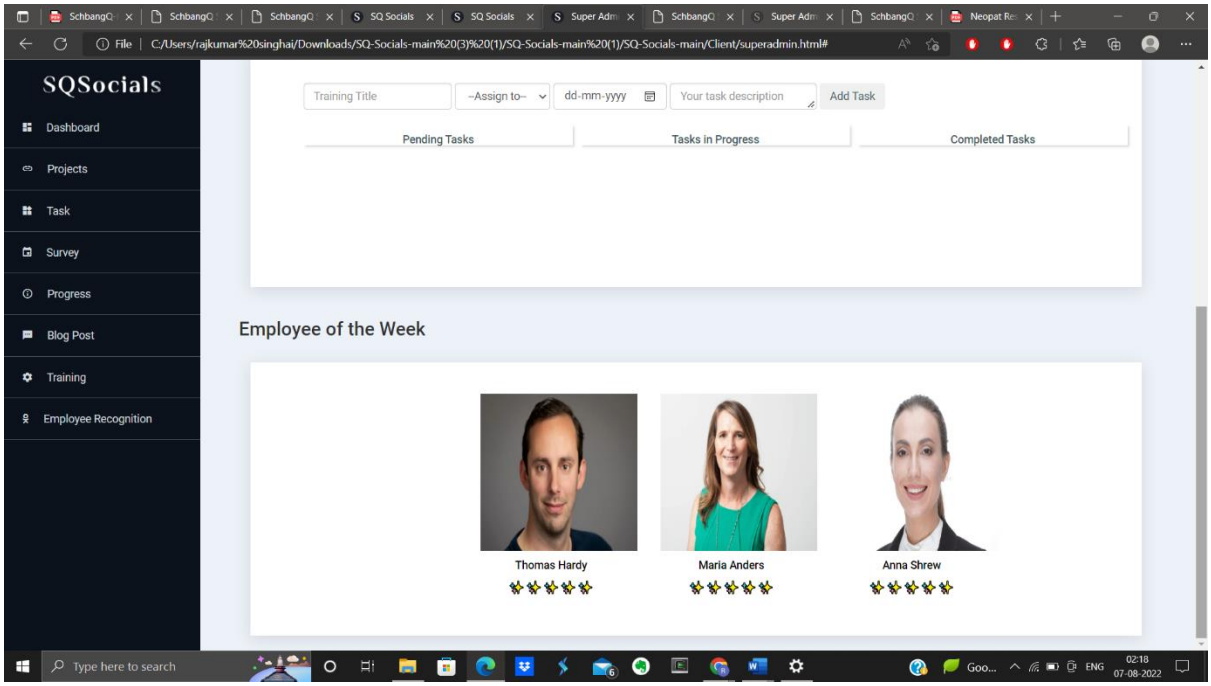
➢ Blog Post



➢ Training



➢ **Employee Recognition**



- Where I can see the product specifications.
  - ➢ What are we building, and why?
    We are building the platform which must account for various users such as Leadership, Managers, Employees & Customers (4 user login platform). These 4 types of users will have different journey on the platform.
  - ➢ What should our product achieve?
    SQ Socials is a platform which you can use to engage your organisation's stakeholders. Employees would be doing various tasks mentioned for them by Managers. Managers would be allocating rewards for these activities. Leadership will review the dashboard displaying %age of activities done by employees. They would also be writing important milestones achieved by employees, managers, etc. Customers would be able to see the different services we can cater to them.
  - ➢ How do we measure success?
    The ability for our customers to use our product successfully is key to your company's revenue growth, particularly for SaaS products where stakeholders often explore your product on their own, without the help of a sales demo or support from an account manager?

3. Technical Specifications
   - What are the main product elements?
     - ➢ Churn Rate- The churn rate formula is: **(Lost Customers ÷ Total Customers at the Start of Time Period) x 100**.

If churn rate is high, mean our product is not meeting the customer's needs as they expected we must determine the problem and fix it as soon as possible for business to remain healthy.

- Revenue per customer – B2B Industries are our key customers. It is easier and more cost effective to market to an existing client than to acquire a new one, so focus on leveraging those existing relationships. We can develop systems that increase the revenue you receive from a customer. The systems should add value for the customer so they want to continue using them.
- Lifetime Value- We understand the lifetime value of each customer that forecasts the long-term relations with our clients.

- What is included in the warranty?
  - We can warranty to our clients that oblige the developer to eliminate only those defects which arise as a result of his own error(s).
- Get to know the product features/accessories.

  - Announcements
    Through the blog post option, leadership and managers can make any announcement
    Step 1- Click on the blog post option on the left side of webpage.
    Step 2- after clicking you can write your announcement in the provided space or
    Step 3-if you wish you can also attach or make the announcement only through file attachment.

  - Blog Posting
    Step 1- Click on the blog post option on the left side of webpage.
    Step 2- after clicking you can write your blog in the provided space or
    Step 3- if you wish you can also attach your blog in file through file attachment.

  - Employee Recognition
    Leadership or managers can recognise the good work or appreciate the employees in this section.
    Step-1 Click on the employee recognition option on the left side of the webpage.
    Step-2 After clicking, you can recognise the employees with the feedbacks and rewards.

  - Performance Management& Custom Forms with Analytics
    You can watch the live performance of your employee with analytics in trainings and projects on the dashboard, task and progress tracking option.
    Step 1- Click on the dashboard or task or progress tracking option on the left side of the webpage.
    Step 2- After clicking, you are able to see the performance analytics.

  - Learning Management (videos)

In the training section, we have different training courses or video lectures. So, that employees get trained in the particular technology according to organisational requirements.
Step 1- Click on trainings or task option.
Step 2- Then, you will see trainings there, from there manager will assign trainings to employees and employees can also select if they want to opt for specific training. Managers can also add task descriptions from there.
Step 3- Progress of trainings can also be tracked from there only.

- Reward Redemption
  Rewards Redemption is only for those employees who achieved something for the company and completed the assigned trainings or tasks within the deadline.
  Step 1- Click on employee recognition.
  Step 2- From there managers can recognise the employees for their impressive work and assign rewards to them.

- Client Service Requests
  If the clients want any type of change or advancements and any new services, so they directly request us on our feedback or support form. And you can also use our survey form for any suggestions.
  Step 1- You have to go survey form, then click on it.
  Step 2- You can request your service in the comments section.

- Project Tracking
  To track the progress of projects, you can go to progress section or dashboard, there you will see project completion percentages (how much percent of project is completed so far) and monthly status of projects in the form of graphs and pie charts.
  Step 1- Click on the progress option or dashboard.
  Step 2- Then, you will see the analytics (graphs and pie charts), from there you will able to do the project tracking of specific projects.

4. Technical Support
   - For any technical assistance, you can fill out our feedback/assistance form, then we'll assure you, you'll get full assistance from our side or you can write us at: Support@SQSocials.ac.in
5. Common Frequently asked questions (FAQs)
   - Is my data safe in the database?
     Yes, we know that clients are worry of data security and we work so hard to prove how safe data is in their servers. Your data is fully secured in our database.
   - Who can assign trainings?
     Admin or managers can assign training modules to employees or employees can also select any training if they want to learn any new technology.
   - Is survey form or feedback form or support form are same?
     Yes, you can give us feedback, request any service or ant thing you want to convey to us. You can directly fill that form.

- Is project tracking, training assign or Employee recognition are there in same dashboard?
  Yes, you can see all these in dashboard or on clicking the respective options.

6. Troubleshooting common safety issues?
   - For any issues, you can contact us through our survey cum feedback form and you can write us at Support@SQSocials.ac.in
7. Survey Form Maintenance Information Form
   - We are also providing a survey form to you, so that you take surveys for your employees like job satisfaction, personal satisfaction, cleanliness or growth opportunities etc. or you can also use this for complaints, suggestions or feedbacks.
   - This form can also be used as feedback form for all four types of users.
8. Future Advancements
   - Invoicing/Cost Calculation
   - Case Study Showcase
   - Audio Video calling feature
   - Add Project Progress Snapshot