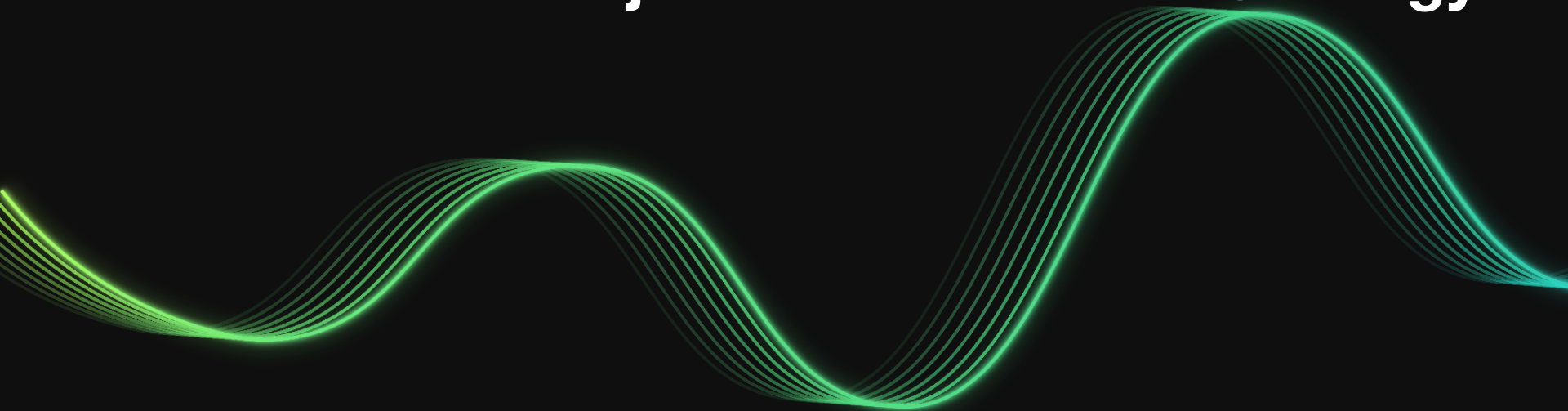


Sanas

Project Plan & Rollout Strategy



Timeline Specified

Day 0

Prerequisites

- SPOC Identification
- URL whitelisting
- Agent shortlisting
- Dialer Settings.
- Access to call listening

Day 1-5

Training & Deployment

- Sanas Deployment on Pilot agents
- Credential creation for pilot agents, supervisor and admin
- KT sessions for Agents and Supervisors
- Call Monitoring

Day 6-8

Support Handoff & Ramp up

- Ramp up to larger group
- Support hand-off to IT and Ops SPOC

Day 9 -10

Review

- Weekly Cadence
- KPI Comparison



TIMELINE GRAPHIC

Timelines provide many benefits to project teams

[illegible]

Prerequisites & Plan

Project Team Identification

URL whitelisting

Deployment

Process & LOB Data

Agent & Supervisor Metadata

Call listening & floor access

KPI Comparison

Project cadence



Project Team

SPOC Identification

- Project
- Operations
- IT

Sanas Team Introduction

- Implementation Project
- Customer Success



URL Whitelisting

- *.sanas.ai - Sanas app and portal access
- *.document360.io - Sanas app and portal knowledge base to use Sanas effectively
- https://cdn.auth0.com - Static resources such as JavaScript and CSS, HTML, images, in the login page, reset password pages for the portal.
- Latest application will be shared while initiating the onboarding



Deployment

- Understanding the infrastructure
- Defining the deployment methodology
 - App
 - Portal
- Dialer Settings
 - Web based
 - App based



Process & LOB Data

User management and control have become more easy with Sanas latest release. To make best use of the portal and app, following information is required:

- Process Names
- Location
- Supervisor Name

Agent details can be added in the portal using .csv file provided in the portal



Access to call listening

Access for Sanas team to the call listening application

- Required for testing and QA purposes only

Sample data being captured is listed below:

- AppEnviornemt
- CPU Model
- Machine Name/Client Model
- DeviceID
- OSVersion
- SessionID
- AppVersion
- SKDVersion



KPI comparison & project cadence

- KPI baseline definition for comparing before and after sanas
- Weekly project cadence to ensure smooth implementation
- Introducing feedback methodology (survey) & support structure



Thank You



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