

Training and support from **AutogenAI**

Adopting a new software solution requires change management. Our dedicated, Training, Adoption and Usage team is here to guide, support, and empower your users every step of the way.

Initial Training

AutogenAI's unique training program, AutogenAI Fundamentals, is a tailored course comprised of bespoke lessons conducted by a dedicated User Coach. The program starts with a 60-minute onboarding lesson, followed by as many additional 60-minute sessions as needed. The flexibility of this program allows you to choose the timing and schedule that completely aligns with your organization's needs.

AutogenAI Fundamentals has been designed with a step-by-step approach. Each lesson delves deeper into the functionality and capabilities of the software. As users navigate through the course, they become more proficient and confident in their abilities, gradually mastering all of the system's features and functions. Lessons include:

- 1. The Art of the Possible:** Understanding how AutogenAI speeds and improves the writing process.
- 2. Generating Great Ideas:** Exploring AutogenAI's functionality - generating and finding concepts then moving from the blank page to first draft in seconds.
- 3. Incorporating Key Messages:** Learning how to incorporate bespoke content and messaging including commissioner priorities and win themes.
- 4. Building A Bid Response:** Demonstrating ways to generate and transform text to incrementally evidence and improve responses.
- 5. Leveraging AutogenAI for Marketing:** Optional module showcasing AutogenAI's wider marketing functionality.

AutogenAI maintains a bank of world class User Guides and Instructional Videos to consolidate learning.

**1. The Art of The Possible**

Explore the full potential of your writing capabilities with AutogenAI.

**2. Generating Great Ideas**

Learn how to use the Ideator to generate ideas for your content. Explore ways to edit, generate, and transform your content seamlessly. Leverage the Research Assistant to find cited answers to your questions.

**3. Incorporating Key Messages**

Construct inputs that you can integrate into your text. Use the Pure Completion function to craft effective prompts.

**4. Building a Bid Response**

Understand how to gather information quickly to build out an answer. Develop the ability to generate ideas and text whether you have relevant information in your library or not.

**5. AutogenAI for Marketing**

Starting from a blank page, gather crucial facts and weave them into a compelling narrative. Extract key elements from a proposal, improve the text with valuable inputs, and then generate a refined final text using Pure Completion.

Customized Training

After the initial Fundamentals training, we will create customized adoption plans that are specifically designed to meet the learning requirements of your users. We offer a range of delivery methods for these lessons, providing flexibility and convenience for your team.

- 1-1's
- Small group Q&A
- Online workshops to which you can bring the question that you are working on
- In person workshops to meet specific needs

Users have access to the complete suite of bespoke content created by the User Coach for these lessons.

Ongoing Support

We know there will be times when users have questions or need support – either with the product or their own learning. Users can contact their User Coach directly or support@autogenai.com at any time to raise their issue; or raise a ticket by visiting the ‘Report an issue’ button within our product.

You will also have ongoing access to your Account Manager and dedicated User Coach to identify and source additional support.

Our Learning Management System – the AutogenAI Academy

AutogenAI Academy provides users with 24/7 access to their certified e-learning Fundamentals course and a range of helpful resources.

The screenshot displays the AutogenAI Academy interface. At the top, a video player is shown with the title 'Art of the Possible' and a description: 'Discover how AutogenAI revolutionises the bid writing process with User Coach Lucy.' The video player includes a play button, a progress bar at 02:07, and various control icons. Below the video player, there are two sections: 'Video Library' and 'What's new'. The 'Video Library' section features a 'VIEW ALL' button and two video thumbnails: 'Basics of Prompting' and 'Create a LinkedIn post', both marked 'Not Started'. The 'What's new' section also has a 'VIEW ALL' button and two thumbnails: 'Changes to Expand function in Editor' and 'New to Research Assistant', both marked 'Not Started'.

The Academy hosts **self-serve content** in multi-modal formats. Users will be able to reference **Frequently Asked Questions**, a **User Guide** and the very latest on **Product Updates**.

Users move through the content at their own pace to meet their individual requirements.