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# **Implementation SoW - Insert Client Name X SS**

Prepared By: [Vino Geoffrey](mailto:vino.geoffrey@surveysparrow.com)

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# **Implementation Scope of Work - Document**

Prepared For: Ron Jaworski

Prepared By: Vino Geoffrey

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## **1. Company Overview**

| **Section** | **Details** |
| --- | --- |
| Client Name | Ron Jaworski |
| Date | 10/12/24 |
| Original Scope Ref | [Reference Original Scope of Work] (If there are any RFP’s it can be added here) |

## **2. Use Case Introduction**

The organization operates golf courses across seven different locations and aims to gather feedback specific to each one. Among these locations, five feature halls that are primarily used for hosting weddings. Feedback for these weddings is collected via platforms such as Wedding Pro and The Knot, which are integrated as sources within the reputation management module.

One of the locations also includes a smaller hall designed for hosting parties and other gatherings. Given the unique nature of each location, the survey designed for collecting feedback will vary to address the specific services and experiences provided at each site.

To ensure smooth operations and proper data management, a designated manager at each location will be granted access to their respective survey results and data. This arrangement ensures localized oversight and fosters better responsiveness to feedback.

For reputation management, data will be sourced from five channels for each location, culminating in a total of 35 sources integrated into the reputation module. This comprehensive setup ensures that feedback from multiple platforms is consolidated, enabling the organization to effectively monitor and manage its reputation across all seven locations. Cognivue’s will also be created for the surveys and reputation management.

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## **3. Solution Requested**

To create folders and surveys for each location and give access to the respective managers.

To set up the reputation management module to pull reviews from the wedding pro and the knot.

Cognivue’s to be created for the surveys and reputation management.

## **4. Implementation Scope Overview**

A set of seven folders will be created. These folders will serve as dedicated storage spaces, organizing the surveys related to their corresponding locations. This streamlined structure ensures that each survey remains properly categorized and easily accessible.

To maintain a clear workflow and ensure secure access, every manager will be assigned permissions to the folders corresponding to their specific location. This setup enables managers to access their location's survey responses without interference from other locations, thereby maintaining confidentiality and improving operational efficiency.

Additionally, the reputation management module will be configured to aggregate responses from 35 distinct sources. This integration ensures that responses from these varied channels are seamlessly consolidated into the platform, providing a comprehensive view of customer feedback and enhancing the ability to monitor and manage reputation effectively. Additionally, ticketing modules will be used to tickets from survey responses and reviews received over the sources of reputation management. Each location will have a dedicated rep to manage the tickets.

This setup is designed to promote clarity, efficiency, and robust management across locations.

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## **4.1. Deliverables / Implementation Scope Items**

| **Deliverable ID** | **Deliverable Description** | **Original Due Date** | **Revised Due Date** | **Status** |
| --- | --- | --- | --- | --- |
| Deliverable 1 | Survey Creation for each location | 31/12/24 | [Updated Date] | Not Started |
| Deliverable 2 | Customise each survey | 31/12/24 | [Updated Date] | Not Started |
| Deliverable 3 | Reputation Module | 31/12/24 | [Updated Date] | Not Started |
| Deliverable 4 | Executive Dashboard | 31/12/24 | [Updated Date] | Not Started |
| Deliverable 5 | Cognivue | 31/12/24 | [Updated Date] | Not Started |
| Deliverable 6 | Ticketing | 31/12/24 | [Updated Date] | Not Started |

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## **4.2. Product Feature Scope**

| **Sr.No.** | **Feature Name** | **Description** | **Inscope or out of scope** | **Comments** |
| --- | --- | --- | --- | --- |
| 1 | Executive Dashboard | [Original Date] | In Scope |  |
| 2 | Cognivue | [Original Date] | In Scope |  |
| 3 | Ticketing | [Original Date] | In Scope |  |

**4.3. Plan Details**

| **Sr.No.** | **Plan** | **Number of users** | **Pricings (in $)** | **Exclusions** |
| --- | --- | --- | --- | --- |
| 1 | VOC Enterprise Advance |  | 15000 | \*Add exclusions |

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## **5. Signoff**

| **Party** | **Name** | **Title/Role** | **Date** | **Sign Off** |
| --- | --- | --- | --- | --- |
| Sales Team | Christo Shaju | Channel Manager | [Date of Agreement] | To Review |
| Solution Engineering(SS) | Vino Geoffrey | Solution Engineer | [Date of Agreement] | To Review |