eloomi
a **dayforce** company

The eloomi Customer Experience

2024

Hello and welcome to eloomi – a dayforce company

We are committed to helping you and your organization achieve better performance and successful outcomes.

Our goal is to help you succeed by providing the necessary resources and support to overcome any obstacles every step of the way.

98% Customer Satisfaction rating

"With a growing company, we were looking for a platform that could easily track progress, centralize training, and allow us to update our content easily and efficiently. This wouldn't have been possible without the strong eloomi team members as the backbone. Their support and kindness have made all the difference."

Katelynn Drysdale
Director of Culture at Breakout Games
★★★★★

BREAKOUT

Award-winning customer support

High Performer
Mid-Market
WINTER 2024

Easiest To Do Business With
Small Business
WINTER 2024

Leader
WINTER 2024

High Performer
Americas
WINTER 2024

Leader
Small Business
WINTER 2024

Customer Experience Model

You & eloomi

Sales Meeting

- Understand "Job To Be Done"
- Personal & Users Needs
- Matching Solutions & Features
- Your Goals & Success Criteria
- Quote, Proposal and Value
- Partnership from the get go

It's easy to become a customer

Customer Success

- Productive Onboarding
- Solution Launch Sparring
- Adoption & Engagement
- Use Case Best Practices
- Business Value Reviews
- Product Roadmap Updates

Supporting your success

Account Management

- Agreement & Licenses
- New Products & Services
- General Solution Evolution
- Add on Services
- Product Innovation Outlook

Partnering for growth

Customer Support

- Live In-platform Chat
- Service Hub + 1-1 Sessions
- Product How to Guides
- Product Tours
- Technical Support
- Feature Request

Responds in less than 60 Sec.

Customer Community

- Practitioner Network
- Round Tables & Meet Ups
- Best Practices Webinars
- Product Inspiration Sessions
- Advocacy & Story Programs
- Recognition Programs

A network of 900 customers

Professional Hand-off

Welcome meeting with your new customer success & account team partners

Foundational Backbone

- IT Security Policy
- Audit Reports
- Data integrity

- Information Security
- 24/7 Infrastructure Monitoring & Support
- Supplier Service Delivery Management

- Data Storage & Locations
- Network Security
- Change Management

- Backup procedures
- API Access
- Support & SLA

Your Success Resources

We aim to train you and provide you with the tools to become self-sufficient in the platform. Support continues even after your platform launches.

Standard Onboarding
You will be guided through your initial setup, workflow and configuration sessions, educational resources, and personalized support to implement your use case.

Admin training
Enable your administrators to become system superusers who will optimize eloomi's functionalities to meet your organization's specific needs.

End-user training
Enhance user adoption and reduce support requests by educating your early adopters on how to use eloomi's features and functionalities proficiently.

Content support
Depending on your content subscription, you will have access to on-demand resources, including pre-curated playlists & how-to guides. A content consultation with our curation specialist is available upon request on specific plans.

Dedicated Customer Success Manager
Your Customer Success Manager will provide ongoing support and ensures your needs are understood and our solutions are tailored for your satisfaction and success throughout your subscription.

Workflow and Configuration session
Your Customer Success Manager will dive into your processes and needs and train you to use specific eloomi platform features to your advantage.

Adoption and health checks
We'll regularly take a closer look at your platform adoption levels and see how we can help you accelerate engagement and get the most value from your eloomi platform.

Business Review
Together with your eloomi team, deep dive into your current and future program success plan, highlight latest product features that fit your needs, and provide strategic guidance on maturing your platform.
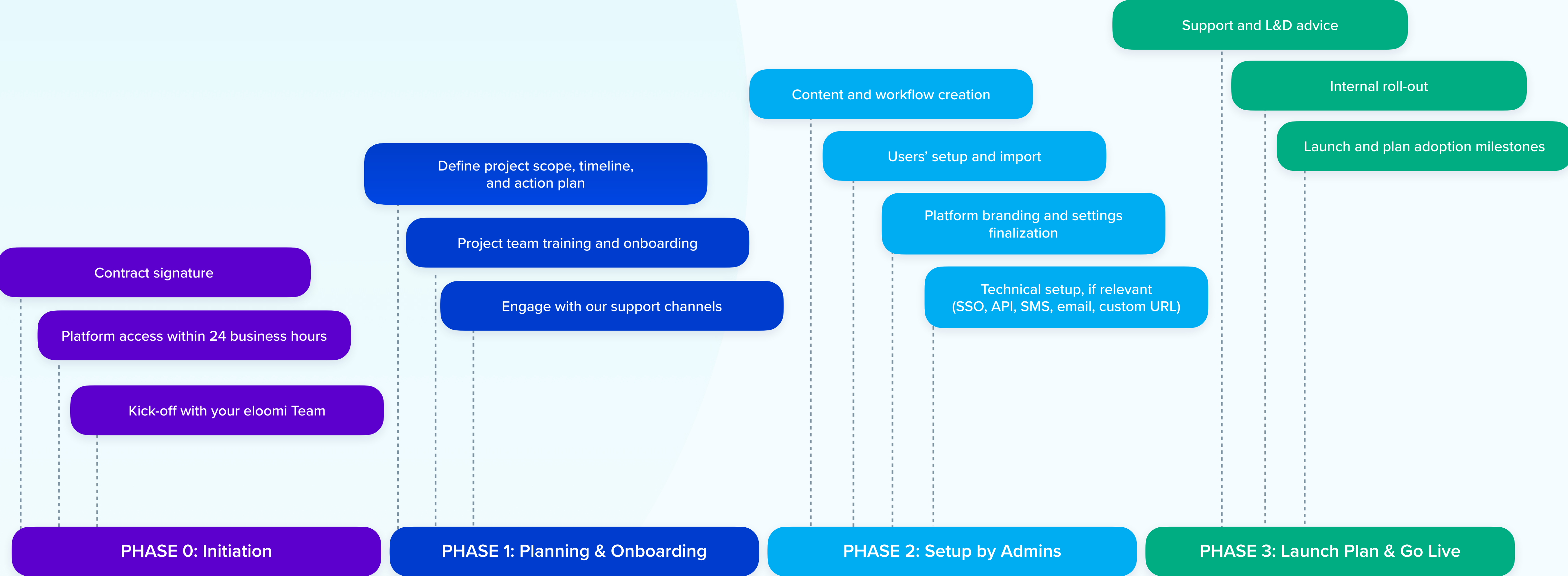
In-platform chat and knowledge base
Easy access to self-service help articles with guides and how-to's. Your admins can directly access our English-speaking online support team within your platform during eloomi business hours.

Online IT Helpdesk Support
For your technical setup, you have direct access to our IT Helpdesk team to address any technical queries you may have.

L&D Consultancy
Access to eloomi's Learning & Development resources, whitepapers, how-to guides, and webinars, that will enable you to achieve success during your implementation and beyond.

eloomi's Customer Community
Access to our customer community - eloomi Connect. Connect with L&D professionals within our customer-base and have access to Product webinars, feature updates, and knowledge-sharing.

eloomi implementation plan

With the expert guidance of your eloomi Implementation team, you'll swiftly unlock the full potential of our platform, accelerating your path to success. The implementation period is typically between 4-12 weeks.

Support and L&D advice

Content and workflow creation

Internal roll-out

Define project scope, timeline, and action plan

Users' setup and import

Launch and plan adoption milestones

Contract signature

Project team training and onboarding

Platform branding and settings finalization

Platform access within 24 business hours

Engage with our support channels

Technical setup, if relevant (SSO, API, SMS, email, custom URL)

Kick-off with your eloomi Team

PHASE 0: Initiation

PHASE 1: Planning & Onboarding

PHASE 2: Setup by Admins

PHASE 3: Launch Plan & Go Live

Where to get help

Product Documentation

Find answers when you need them. Our comprehensive product documentation on help.eloomi.io offers a wealth of resources to help answer product specific questions.

Customer Success Manager

If you need strategic guidance on how or why to use product features, or have more in-depth questions, reach out to your assigned Customer Success Manager.

Support Hub

If you are encountering an issue where the technology is not behaving as intended, please check our support frequently asked questions on Support Hub. If your issue is not addressed here please open a support ticket via the hub. To expedite the support process, include clear steps to recreate the issue and include screen shots where appropriate

Live Chat

For quick questions while navigating the platform, eloomi offers our live chat feature. Type your inquiry into the chat window to find documentation or initiate a chat to get help.

Have an idea?

We are a voice of the customer organization and strive to continue to provide cutting edge, industry leading technology. Submit your ideas to our Product Review Board for consideration in our product roadmap. Don't forget to check if your idea is already listed and vote on existing ideas to bump up priority.

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