

Month 1: End User Check In

Last Modified on 04/12/2021 2:47 pm EDT

Don't wait for your users to come to you—request feedback proactively.

We recommend scheduling a check-in with your users at the four-week mark. This is the point in your journey where users' needs will start to evolve. After using Resolver for a month, their focus tends to shift away from simple tasks, like needing login details, and move towards their long-term performance, like getting entering data in the system.

Try a quick pulse check with selected users to get a sense of how they're doing. Ask questions like:

- On a scale from 1-5 (1 being easy, 5 being difficult), how easy is it to capture data?
- What additional clarification and/or training is required?
- How has Resolver changed your day-to-day workflow?

This check-in aligns with your One month check in with your Customer Success Manager. During this meeting they will want to hear feedback on adoption and any general questions you may have. Please come prepared with answers to the questions above from week 1 and week 4.