



SITELUCENT

ONBOARDING STEPS

2 - 3 MONTHS



STEP 1: GOALS & STRUCTURE

Tell us a bit about you

We will discuss the goals and structure of your business. We think we can work more pleasant if we know each other well and we can map and customize dashboards to your needs.

STEP 2: PRODUCT LISTS, MATCHING, AND COVERAGE

Can we find all products online?

We introduce you to SiteLucent Product Lists to upload your product assortment(s), define retailer assortments, and add additional contextual information. We then do a check to see if all products are properly found and available, and 'map' to the correct product information.



STEP 3: ACCOUNT CONFIGURATION & CUSTOMIZATION

Give it your own twist

There is a lot that you can customize. It might be a bit overwhelming, but that's why our Customer Success Team is there to help you organize your dashboards, widgets, content scores etc. in the best way.



STEP 4: USER TRAINING(S)

All users join in!

The purpose of the tool training is to get all team members who will start working with SiteLucent familiar with the software and give them a picture of how the tool can add value to their work specifically.



STEP 5: EVALUATION & DEFINE NEXT STEPS

We care about your goals

We'll look back at the onboarding process and discuss possible remaining 'open ends'. We'll discuss the next steps towards (extended) support, if applicable.

We would like to hear from your side what we can do better or differently in our onboarding.

