

Month 4 and beyond: End User Check Ins

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As you progress through your first year with Resolver, we recommend checking in with your end users and the organization every quarter.

Yeah, we know...it sounds like a lot!

It's important to remember that over time your needs as an organization change and mature. Many customers report that using Resolver rapidly drives the maturity of their program forward, and you may outgrow some processes as this occurs. Checking in frequently means you can catch your growing pains in a timely manner and address them proactively.

The information you gather can also feed into the Quarterly Business Reviews with your Customer Success Manager to ensure we are continuing to grow with you.

You may want to ask the same questions as before so you can see any trends. Ask your users:

- 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 required?
- How has Resolver changed your day-to-day workflow?

You may also want to gather feedback from the rest of the organization, including your Executives and/or Board. Try asking:

- Are there any key insights they would like to see?
- Are they getting the information they need to make informed strategic decisions?