



Customer Journey | Epilogue Opus Digital Adoption Solution

Onboarding

Operation

Discover

Establish your goals, desired outcomes and other key drivers.

Design

Organize the team and begin training.

Develop

Review best practices and begin developing content.

Deploy

Build your go-live/post go-live success plans and content roll out strategy.

Admins

Your internal Opus owners and champions



- Success metrics uncovered
 - Project timelines
 - Success defined
- Organizational resources identified
 - Examples: admins, IT, project teams
- Applications identified
- Environment explored

- Account provisioned
- Members invited
- Opus training sessions begin
- Opus foundational settings setup based on organizational best practices

- Opus Projects management
 - Project teams finalized
 - Project templates setup
 - Tasks assigned
- Develop end user go live plan
- Begin to explore Advisor usage and deployment*

- Go-live:
 - Execute end user go-live plan
- Post go-live:
 - Monitor Analytics
 - Quarterly business reviews
 - Product review sessions

Power Users

Anyone responsible for building content



- Training & on-boarding kick-off:
 - Emphasis on working via Project workflow
 - Editing best practices reviewed
 - Overall content management discussed

- Content development
 - Executing on Tasks assigned by Admins
 - Review content that is in the creation process
 - Coaching on editing for better end user consumption

- Finalize content for go-live
 - Publish all material required for content User consumption
- Periodic content review, based on:
 - Potential application updates
 - Functional changes

Content Users

End users who will be consuming the content



- Advisor sample testing*
 - Select a small group of Content Users to kick-start your Advisor roll-out

Facilitated by Opus admin(s)

- Staged rollout of Advisor*
 - Make any adjustments before larger roll-out

Facilitated by Opus admin(s)
- Content users engage with Advisor for in-application support*

* Not available for Authoring Only purchase