

## Performance Portfolio - Services

### CONTENT-INTEGRATION

If you don't have internal capacity to integrate content in the application, we offer content integration through our content team. You transmit the content and the presentation requirements, and a member of the content team integrates the content supplied by you into your content management system (CMS).

#### Included services

- Communication via mail address [service@polario.app](mailto:service@polario.app)
- Color and design adaptations in the app (within the scope of technical possibilities)
- Insertions of supplied content into the individual functions of the application based on your specifications
- Entering supplied translations
- Creating links – deep links within the application & web links
- Integration of links to conferencing tools (e.g. MS Teams, WebEx etc.)
- Creation and integration of interaction features such as Wall of Ideas, Ask a Question, Votings
- Import of participants & mail dispatch
- 1. Return loop for supplied content

#### Not included services

- Create & compose app content
- Create graphics
- Adaptation of graphics to correct formats
- Adaptation & revision of erroneous files
- Status calls for the project
- Translation service of existing content
- Checking for correctness of supplied content and its consistency
- Creation of video conferencing links
- Creation, customization & revision of Excel lists for participants import.

### How does the process of content integration work?

The content team works with fixed time slots per customer, in which they enter the content.

#### Step 1

In consultation with the content team, you agree on the time slot for integrating the content and importing the participants. A time slot is defined on a daily basis and results from the day the content is supplied and the day on which the content is to be completed. The time slots must be booked at least 48 hours in advance, depending on the current workload, and always cover a period of at least 48 hours between delivery and completion of the content. Corresponding time slots are considered binding and expire if the service is not called. When agreeing on the time slots, a maximum of two contact persons must be named who are responsible for the delivery of content.

#### Step 2

Using a suitable medium agreed in advance, e.g. e-mail, download link, you send the content to the content team by the agreed deadline. Content sent in advance can be considered, content supplied too late cannot be considered in the respective time slot. When content is sent, it must also be defined in which feature the content has to be entered.

The data must be supplied in **open & copyable** formats

- Word
- Excel
- Powerpoint
- PDF
- JPG, PNG – Specifications of the graphic guide must be considered
- MP4

### Step 3

After receiving the content, it is integrated into the content management system (CMS) within the time slot. In the course of this, the content is continuously checked for correct sizes and formatting. Incorrect content (e.g. image formats, size specifications) is returned step by step with a request for correction.

### Step 4

After the content has been entered, at the latest by the defined deadline, you will receive feedback from the content team with a request for review and approval. If you have change requests, you can communicate the in the included feedback loop. These changes will be executed within the mutually defined period (48h). For content revisions (return loops), changes must be visually highlighted and sent to the content team.

### Tips & Recommendations

- Send content once bundled to maintain overview and actuality
- Communicate any delays in content delivery early to prevent time slots from expiring
- Clarify internal deadlines early on and communicate clearly by when content integration is needed
- Check the content to be supplied for accuracy and completeness before sending it to the content team

### Service hours

- Support operating hours: Monday - Friday | 09 - 17 h CET/CEST | German & English
- Saturdays, Sundays and public holidays: no service
- Extended service hours: on request
- Availability of the [24/7 Knowledge-Base](#)
- [Tutorial Videos](#)
- Ticket system for admins – [service@polario.app](mailto:service@polario.app)
- Ticket system for app users – [support@polario.app](mailto:support@polario.app)

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