

## KNOWLEDGE-CENTERED SERVICE v6<sup>SM</sup> DESIGN SESSION

The Coveo Knowledge-Centered Service v6<sup>SM</sup> Design Session is a five day workshop that helps organizations accomplish one of the first milestones of Phase 1 - Design and Planning in implementing KCS v6 practices. There are three goals that the Design Workshop seeks to accomplish:

1. Develop the initial documentation for KCS v6<sup>SM</sup>
2. Establish ownership of the documents the team creates, and
3. Align KCS v6<sup>SM</sup> with the goals of the organization

At the completion of the KCS Design Session, the first wave of adopters (Pilot Team) will use the new workflow and content standard with existing software tools and provide feedback for improvement before engaging any additional users or modifying technologies.

### Agenda

	Topic	Description
Day 1	Introduction & Discovery	Introduction, goals and KCS Overview Context around Knowledge and its impact on interactions
Day 2	Process Development	Process change Content and quality in KCS
Day 3	People and Technology	Roles and responsibilities Workflow and Technology
Day 4	Measures and Leadership	Performance assessment (measures and metrics) Leadership, motivation and communications
Day 5	Timeline	Adoption roadmap: timing deliverables, training and staffing

### Deliverables

Title	Description
Strategic Framework	Describes how the benefits of KCS align with or contribute to the company's high-level goals and objectives
Content Standard	Describes the structure or format of an Article, the intent of each of the fields, recommendation on the writing style, metadata definitions, and the Article life cycle and states.
Workflow	Describes the Solve Loop process
Performance Assessment Model	The measures for individuals, teams and organizational performance
Technology Functional Specifications	The list of features and integration requirements needed for the tools to support the KCS practices
Communications Framework	Identification of the audiences, key messages, frequently asked questions and objections as well as the timeline or project plan and mediums for communication activities
Adoption Strategy and Roadmap	Identification of the waves of adoption, list of Wave I Pilot Team participants, and timeline for engagement of the subsequent waves and phases of adoption
Design Workshop Documentation	Document the decisions made and any supporting materials during the workshop

### Pricing

Please contact [trainingrequest@coveo.com](mailto:trainingrequest@coveo.com) or your Customer Success Manager to scope the engagement.

Note: Time estimate is dependent on travel schedules and staff availability.