Microsoft Customer Insight Proof of Concept

Pre-Work Required

- Introduce ClayOPS, Credentials and Methodology
- Identify the current reporting areas that client need to prepare to share necessary information on
- Sign NDA in order to facilitate session
- Agreement that sample data will be provided

Tailored to the following audience

- Business Leaders and Decision Makers who use the report to review or improve business performance

Workshop Agenda		Duration
Requirements Gathering	Understanding Current Customer Reporting, Analytics and How it is being Use. Understanding Assets, Capabilities, Data, Processes, People supporting the Report development Understanding Challenges with Current Reporting, Analytics Understanding the Vision, Objectives and Outcomes Reviewing sample of existing data Discussion and determine possible use cases	3 to 4 hours Session
Proof of Concept	Setup Customer Insight, design and build Wireframe and Dashboard Mockup based on sample data Provide Assessment on Data availability to implement the Customer Insights requirement Deliver Assessment and Walk thru the Mock Up in 2 weeks time	To revert in 2 weeks 1 hour session

Considerations

- Source code (MS Customer Insight) will not be shared, only the screenshot of the output
- Solution will be built on ClayOPS domain and not replicated into Client domain
- A specific list of files would be pre-defined as part of the POC
- Data would not be refreshed. (Incremental data would not be ingested)
- If a customer is interested to engage ClayOPS to build and deploy the complete solution, the cost of the design session would be absorbed

Out of Scope

- Customer Insights feature and function training and familiarization