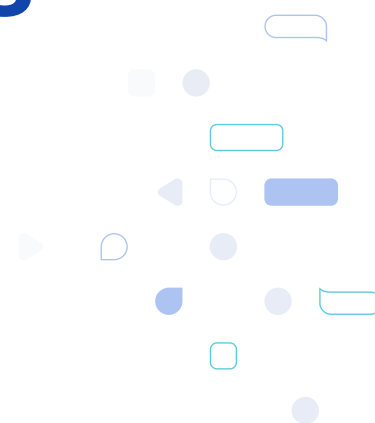# Recollective Standard Services

This article explains the standard services you can expect with every new project launched using Recollective.

What Services are included as standard?

Every project with Recollective comes with direct support from our dedicated Services team. Projects will always vary from size, duration, scope, and features used.

So what services and support items do you always have access to?

1. Pre-Study Access for Programming

2. Training & Platform Knowledge

3. Pre-Launch Check

4. Technical Support

5. Post-Study Access
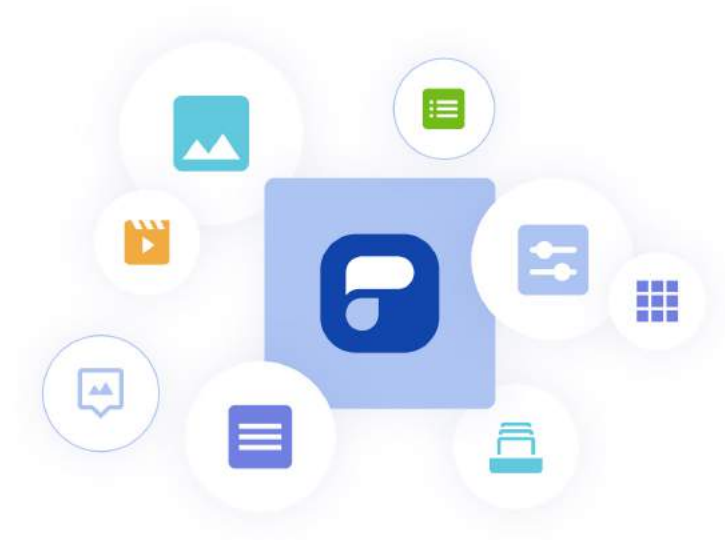
Pre-Study Access

When you purchase a Recollective site, we'll provision a brand new site for you to build your project and study. You'll receive your set of secured access credentials that will allow you to build and customize your Recollective experience prior to the launch of your actual project.

Custom Branding

While the tools for you to customize that platform are all available to you, if you need additional help with branding your site a particular way, we're always happy to help!

Subscription Date Changes

Many project launch schedules change, and Recollective is incredibly flexible at allowing you to self-adjust both your license start dates and your Activity rollout schedule.

Training and Platform Knowledge

Every Recollective customer has full access to all of our available training material. Whether you're working on a self-built DIY project, or one that involves us programming for you via our Quickstart service; you can always attend any one of our Recollective training webinars.

If needed, personalized training sessions with one of our Services team members can also be arranged in one of our premium service packages.

Webinars

Our Recollective Training webinars are pre-recorded and accessible 24/7 anywhere in the world. In them, we cover everything you need to know when it comes to building, launching, moderating, and analyzing your research project in Recollective.

The standard webinar material includes separate sessions for:

- Site Administration Setup
- Project Setup & Launch
- Moderation & Data Analysis
- Client / Observer Walkthrough

In addition, we also run daily Q&A webinar sessions from Monday to Friday (excluding Canadian holidays) in case you have any follow-up questions! These are public sessions where you can chat with a specialist.

Knowledge Base

Outside of our training webinars, we have a library of knowledge base articles and tutorials on how to effectively use Recollective. Everything from building basic activities, all the way to screening participants or integrating directly with an external panel source!

The knowledge base also provides a lot of guidance with regards to optimal task and activity designs for your research project.

In-App

Within your Recollective site, you'll always have the ability to access our knowledge base at the bottom right of every page by clicking the big "?" icon. Embedded in this button is the ability to locate any relevant articles related to the content you're looking at, along with the ability to easily search for any particular tool or feature you're looking to use

Website

All of these articles link directly to a comprehensive website full of knowledge articles. This website covers everything from site setup, to moderation and data analysis, to device and operating system requirements for your participants.

Pre-Launch Check

For every project you sign with us, you may receive one complimentary Pre-Launch Check (PLC) review. Provided you notify us that you've finished your programming and setup at least a day in advance of your project going live, one of our expert Services team members will review your entire site and study setup.

Once reviewed, you'll receive a detailed report listing important setting and setup suggestions. In the off chance you make a programming or setup mistake, we'll let you know exactly where those errors are and provide you with the steps to quickly fix them! If there are better setup methods or task designs that we know will help improve your research project, we'll provide you with those suggestions and how to accomplish them.

For some added context about what it is we review, here's a quick summary:

- Site subscription and project launch dates

- Privacy and socialization settings

- Programming logic relative to your research questions

- Segmentation consistency

- Overall recommendation if the study is ready for launch

Technical Support

Technical support comes standard with every Recollective project. Our team of experienced Services team members provide troubleshooting on any technical issues or general research related questions you may have at all stages of your project (whether that's setup or post study data analysis).

Our Services team members have years of research and project setup experience. If there's an exercise you're looking to optimize within our platform, just ask us.

You can always reach our team directly through any of the following methods:

- Within the Recollective app itself via the "?" button

- Email at helpdesk@recollective.com

Note that our direct support availability runs from Monday to Friday, 6am - 10pm Eastern Canadian time (Excluding Canadian holidays). Support out of these standard hours is available, but won't be as responsive as during standard hours.

Post-Study Access

Once participant access ends for your project, you'll have access to your Recollective site for four weeks to conduct any further data analysis and export the assets out of the system.

During this process, you still have access to all of our standard support mechanics mentioned above.

If you have any questions about using our system for analysis or exporting data in a safe, privacy-compliant way, just ask us!

If you need additional admin access beyond the standard four weeks included, you can also purchase an extended admin archive license to retain access to your site. The cost is $150 USD for 13 weeks (as of July 2021).

Ivey Crespo, Vital Findings

"We always turn to Recollective for our digital qualitative needs and think of them as our go-to partner. On top of having a great platform, they are also great consultants that we know we can rely on to help us figure out the best approach."

Contact Us

Tel: +1 (613) 686-1909x237

Email: sales@recollective.com

Or swing by for a coffee at:

300-100 Queen Street, Ottawa,

Ontario, K1P 1J9, Canada

https://recollective.com

About Us

Recollective is an award-winning software developer focused on marketing research and online communities. For over 20 years, we've worked with some of the world's largest and most ambitious organizations, continuously innovating our software and services as their requirements evolve. The result is a proven software platform that businesses depend on to meet their most critical needs– quickly, easily, securely and affordably.