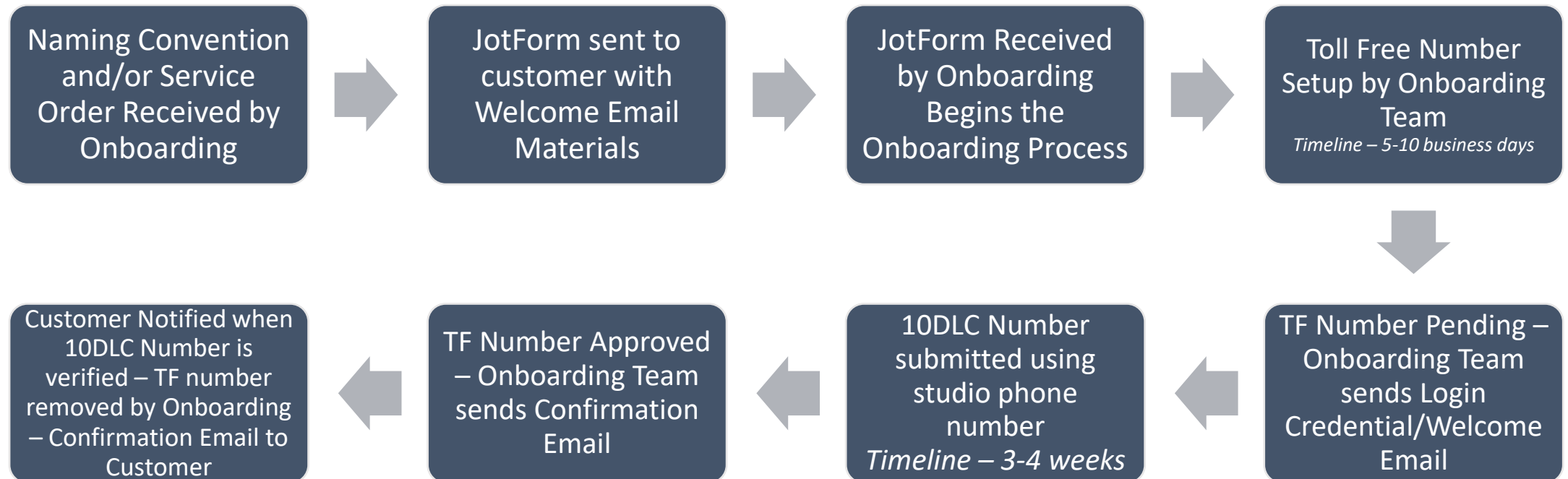


# CR Connect New Onboarding

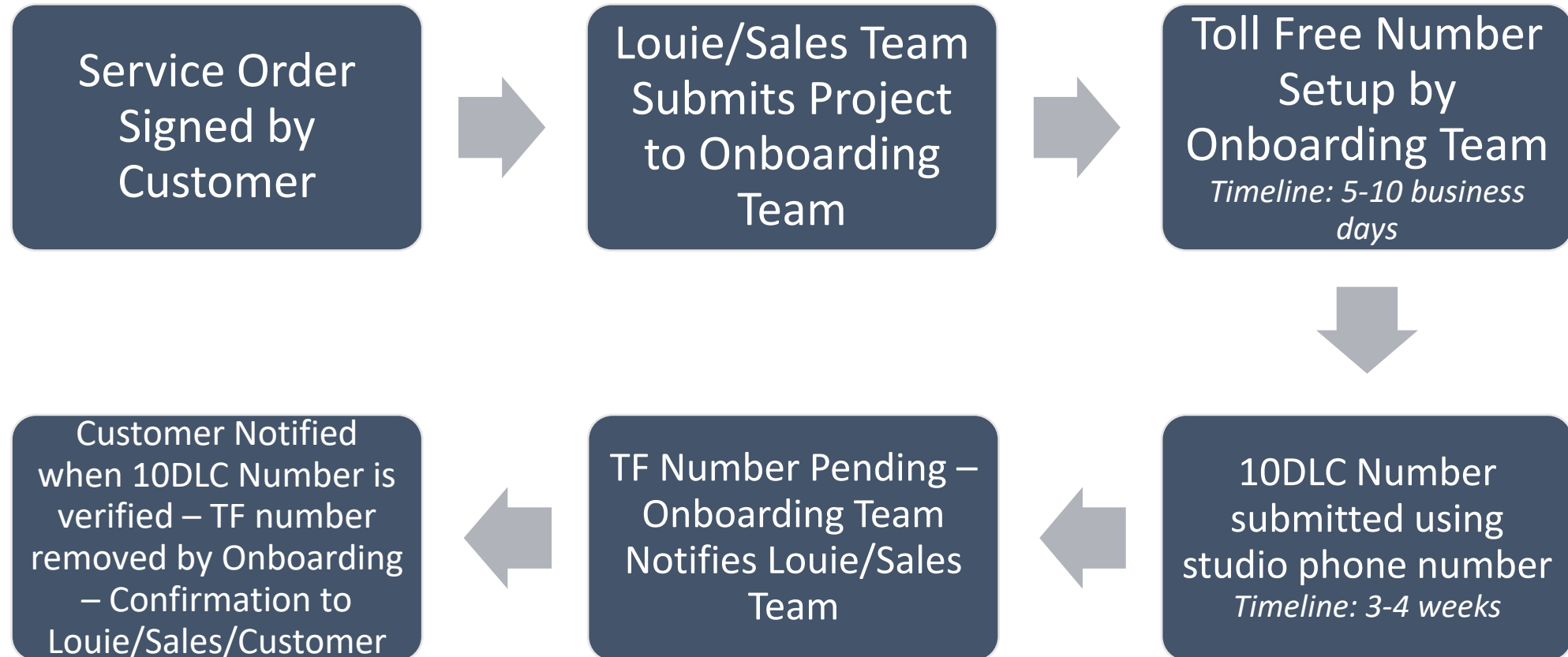
New Organic Locations (In Setup, Presale) and New Standard Connect Sales



**CRConnect Onboarding Comms and Cadence**

# CR Connect Managed Sales/Concierge Onboarding

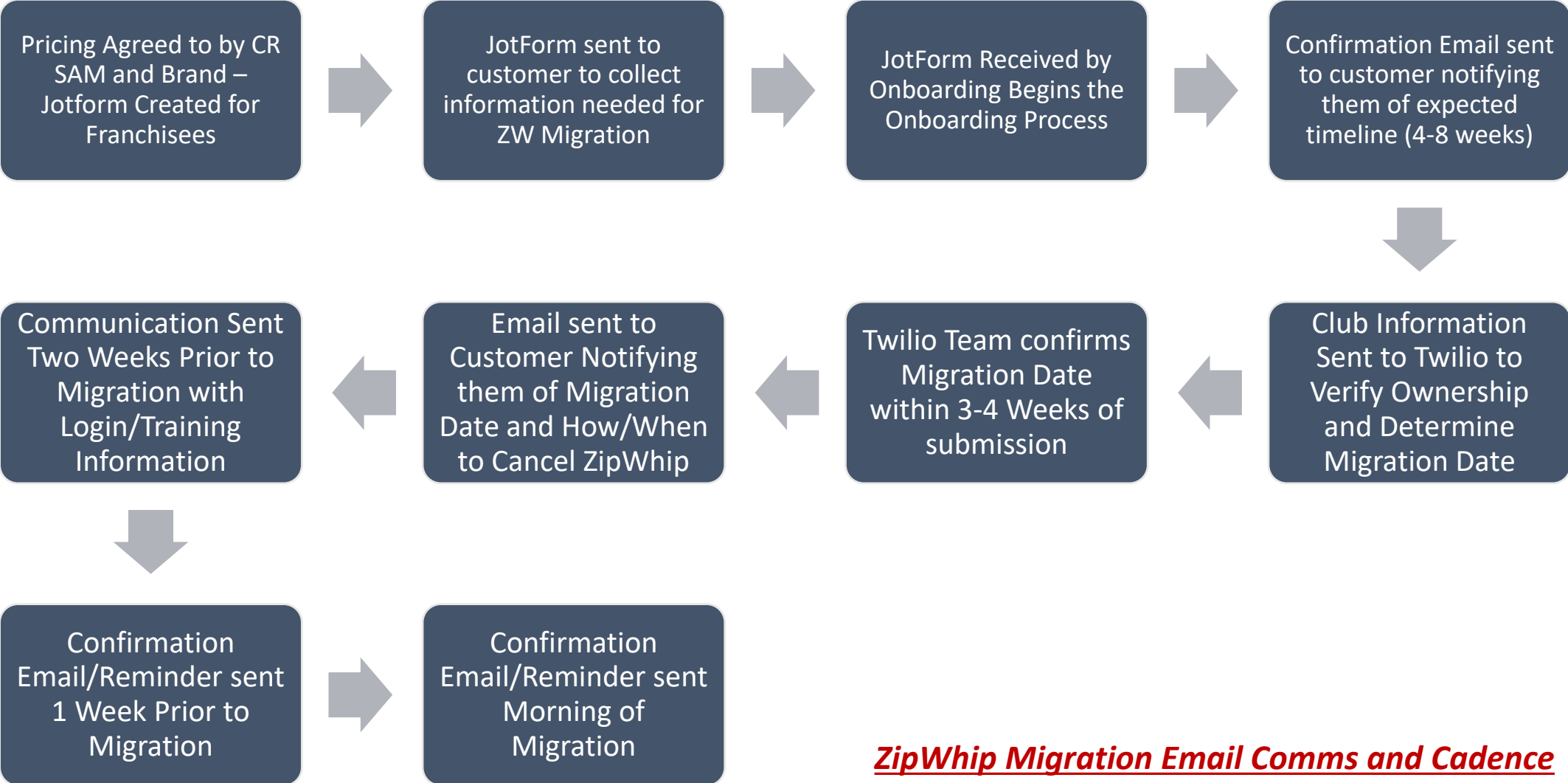
Locations Sold Managed Sales/Concierge



**CRConnect Onboarding Comms and Cadence**

# CR Connect ZipWhip Migration

Brands moving from ZipWhip to Twilio/Connect prior to end of 2023 ONLY



**ZipWhip Migration Email Comms and Cadence**

# CRCConnect FAQ's

- How are we differentiating ZW customer migrations from new CRC clients? – Reporting notifying us of existing CRC Clients, ZW Customers and New Customers
- How are we communicating ZW users to cancel? Once Port Date is received – email sent to ZW users on how/when to cancel by in coordination with migration.
- Do we revert to automated emails when the system is ready? All emails will be automated and sent to customers due to volume. Support team will handle escalations

# CRConnect FAQ's

- How long can we estimate after JotForm is submitted to receive an update? Confirmation email sent when Jotform is submitted. TF Customers to receive update within 5-10 days. ZW Migration Customers within 2-3 weeks.
- How often are onboarding status updates sent? Depends on customer onboarding.
- What is the ETA from JotForm submission to going live? Depends on customer onboarding. TF – 5/10 Days. 10DLC – 3/4 weeks. ZW Migration – 4/8 weeks.
- How are we handling moving current CRC customers with Bandwidth/Twilio on TF to 10DLC? Will it be automatically changed for the studio, or we communicate it with them? Jotform will need to be submitted by studio and prioritized after getting new customers onboarded.