Intuitive for PaperCut Hive - Customer Checklist Template

Please note, the questions below are recommended when configuring the initial installation. Please add questions where appropriate. If you have any questions, contact support at softwaresupport@acd-inc.com

Proposal (Pre-Sales)			
Question	**Response / Checklist**		
A standard Intuitive license is for 5 users minimum. Do users want standard or customised logins?			
Do you require customer training? Please tick one or more of the options if they are required. Leave blank if **NO** training is required. Details of the training is listed in the table below:	User ☐		

User Training:	• Use of menus • Opening and closing dashboards • Navigating through each of the dashboards • Use of master functionality • Applying filters • Exporting data • Logging out Allow 1 hour per course.

Quotation

Professional Services			
Item	**Partner Estimate**	**Intuitive Estimate**	**Responsibility (Intuitive / Partner)**

Create / collate PaperCut Hive access details Allow 1 hour (Implementation pre-requisite)	1		Partner
Update Intuitive API Connection with customers' PaperCut Hive connection details Allow 0.5 hours (Implementation – Task 5)		0.5	Intuitive
Testing of API connectivity Allow 0.5 hours (Implementation – Task 6)		0.5	Intuitive
End-User Account Setup Allow 0.5 hours per 5 users (standard) Allow 1 hours per 5 users (with customised logins) (Implementation – Task 7)		TBD (pending scope)	Intuitive
Testing of User Security filters, if required Allow 0.25 hours per unique security type (Implementation – Task 8)		TBD (pending scope)	Intuitive
Secure delivery of customer access details / access methods Allow 0.5 hours (Implementation – Task 9)		0.5	Intuitive
User Training Allow 2 hour per course (Max 5 attendees) (Implementation – Task 10)		2	Intuitive
Confirmation of dashboard access to partner Support team Allow 0.5 hours (Implementation – Task 11)		0.5	Intuitive
	Partner Total: **1 hour(s)**	Intuitive Total: **X** hour(s)	

License Requirements	
Item	**Estimate**
Number of devices:	
Months of contract:	
Number of users (5 viewer users):	
Additional license modules required: • Additional user roles	

Implementation

Question	Response / Checklist		
Have you enabled Intuitive as an addon in PaperCut Hive?	Yes ☐	No ☐	
Please enter your Hive organisation ID to the right:	Organisation ID: **IDgoesHere**		

Please nominate below the users you wish to have access to Intuitive dashboards. In "Sec. Filter" please add the identifier you wish to pre-filter data on, i.e. a device name of "OEM Printer 01". An example is provided below.

Username	First + Last Name	Security Filter	Email Address
Username1	**John Smith**	**Sales**	**john@123.com**
Username2			
Username3			
Username4			
Username5			