AIRSHIP

Our **Channel Onboarding Service** Sets You Up for Success

Get swiftly & smoothly to your first send.

When your customer engagement channels are set up for success, you are too. Our Channel Onboarding Service ensures you have a solid foundation for creating amazing connections with your customers.

WHAT WE DO

Whether you're implementing your first channel or activating new ones, our proven approach gets you up and running quickly, efficiently and confidently.

- **Kick the Project Off Right:** Assemble all the right stakeholders together for discovery and scoping.

- **Create a Detailed Workplan:** Ensure each member of the project team has clear expectations and deadlines required for completing channel activation (or ahead of!) schedule.

- **Bake In Best Practices:** We love sharing the tools that help our customers succeed, including best practices for your unique use cases, detailed documentation and more.

- **Collaborative Configuration and Implementation:** Working side-by-side with your tech teams, we help you implement in the ways that best fit within your existing customer engagement tech stack.

- **Train Your Teams:** We make sure each member of your team feels confident using Airship's solutions.

- **Oversee End-To-End Testing:** From configuration all the way to reporting, we make sure everything's working as expected.

- **Make Sure Your First Send is a Success!** Once testing is complete, we're there to assist you in sending your first message in a production environment so you're good to go!

CHANNEL ONBOARDING PACKAGES

We're here to help you get started on all of the channels you're using through the Airship platform at whatever cadence makes sense for your team. Start with whichever channel you choose, then use the service throughout the year as you activate each new channel.

CHANNEL	PLATFORM	SERVICE
Mobile App Platform	iOS, Android, Amazon	SDK Integration assistance to your first push message.
Mobile App Platform	Windows	
Mobile Wallet	Apple Wallet, Google Pay	API integration assistance and support to your first notification.
SMS Notifications	n/a	
WhatsApp	n/a	
Email Notifications	n/a	
Web Notifications	Google Chrome, Mozilla Firefox, and Safari	Website Javascript SDK integration assistance and support to your first notification.
Facebook Messenger	Supported platforms	Bot configuations.

PARTNER INTEGRATIONS

In addition to channel onboarding, we can also provide assistance integrating with one of our standard integration partners solutions. See our list of partners here: airship.com/partners

ABOUT THE AIRSHIP SERVICES TEAM

Airship's Services Team is comprised of experienced technologists, savvy marketers, smart strategists and diligent delivery managers who are all laser-focused on your success. With their diverse skill-sets, the team is ready, willing and able to support the unique customer experiences you want to deliver.

QUESTIONS? We'd love to talk!
Contact your account manager, or get in touch with the Services team at
www.airship.com/contact

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