

Professional Services

Doubleknot offers a range of services to help our clients expand their understanding of Doubleknot, train staff and ensure that your organization makes the most effective use of our integrated suite of tools.

Services Included With Every Subscription

- **Initial Training.** Whenever your organization adds a Doubleknot module, we'll provide comprehensive training as part of the initial startup package.
- **Email and Telephone Support.** Doubleknot provides unlimited email and telephone support to all Doubleknot-trained personnel.
- **Configuration Review.** After your team has completed training, the Doubleknot support team will review any event, program, camp, survey, newsletter or membership that you create to ensure that the configuration meets your requirements and is easy for constituents to use. We'll review all the settings including discounts, payment schedules, billing reminders and custom forms, and make recommendations as needed to improve the customer's experience and ensure that administrators can easily find the information they need.
- **Doubleknot Service Overview.** Doubleknot is a powerful integrated tool for managing almost every aspect of your organization. When new executives, directors or senior staff come on board, they might not realize the scope and power of the Doubleknot solution. And, if your organization is only using one of Doubleknot's features, you might not know about other features that are included with your subscription! (For example, did you know that online donations and integrated checkout donation requests are already built in to your subscription?) We will gladly provide a customized overview and demo of your current service to introduce (or re-introduce) personnel to Doubleknot's powerful features, explain how your organization already uses Doubleknot and discuss ways that you can realize additional benefits from Doubleknot's integrated product suite.
- **Interactive Webinars.** Doubleknot frequently offers educational webinars on best practices, upcoming features and enhancements and other topics of interest. Attendees can ask questions that the presenter answers in real time. (Past webinar videos are available online.)

Add-On Custom Services

During busy periods and personnel changes, your organization might not have the time or resources to set up new events, facilities, memberships, tickets, reports, newsletters, photo albums or web pages (to name a few of Doubleknot's features!). You can purchase a block of four dedicated hours of support that you can use any way you want, including:

- Training new staff
- Setting up and managing events, including special events, classes, camps and educational programs with multiple sessions and options
- Adding a new facility, birthday party or group visit option
- Setting up custom forms and payment schedules
- Setting up new fundraising campaigns including "adopt-an-animal" or "adopt-an-exhibit" programs, recurring donations, integrated checkout donation requests, custom documents and more
- Adding or modifying membership types
- Creating a custom newsletter template
- Creating custom reports

Professional services hours never expire, so you can always get the extra help you need whenever you need it. To purchase a block of professional services hours, call (408) 971-9120 x2 or email support@doubleknot.com.