## **Request Support** Submit your support request by creating a task directly into your Productive workspace. If the task is urgent, please indicate this in the task Title and/ or Status Pro tip: The more detail you provide up front, the more efficiently our team can state work and solve your request! **Ticket Receipt and Review** Your Project Manager will review the request, clarify any details and provide: Estimated hours Target completion date Note on any dependencies and risks Tasks estimated at over 3 hours Tasks estimated at 3 hours or less Urgent requests Request will be acknowledged and assigned within one Tasks will begin when scheduled and do not require customer Request will move forward to be estimated. approval *unless* explicitly requested. business hour, with work to proceed immediately, unless the client requests an estimate first. If an estimate is requested or required Your Project Manager will bring in the needed 4Site experts (ie. strategists, developers, designers) to estimate the time If estimate is requested If estimate is requested and resources. Time spent on estimate is included in billable hours. The Productive status on the project is changed to "Estimation" while 4Site scopes the work. Once the estimate is share with you, the status is changed to "Waiting for Client." **Estimate Approval** 4Site communicated an estimate for approval via Productive. Once approved, your Project Manager will align the request against: Your retainer hours and budget Team capacity (via our forecasting tool) Project milestones and deadlines Once both approved and aligned, your project is added to the schedule, with the Productive status is changed to "Open". Work in Progress Your dedicated team executes the work! During this time, you can: Track status in real time through in Productive See who's assigned and what's next · Communicate directly within the task thread - the 4Site team member assigned will do all communication with you in the task Our team will reach out to you for additional information, as needed, and/or throughout the iteration phases. Internal Review, QA and Testing Throughout the project, the 4Site team will work together to **Client Review and Feedback** review progress, ensuring our deliverables go through rigorous quality assurance (QA) and testing. At predetermined milestones, we will present the deliverables for review and testing to collect you and your As issues or optimization opportunities are identified, our team's consolidated input, then make refinements. We will team will work through the feedback. also provide clear documentation to ensure decisions are captured for future reference. Deployment Once the 4Site team has received final approval from your team, the request is executed. Delivery & Close-Out The completed task is delivered, with all time tracked against your retainer and reflected in your weekly report + dashboard.