



Implementation Guide

TIMELINE

DAY 0

YOU CHOOSE XOLA

And we've got your back.

We're prepared to do whatever it takes to get your business back on track.

OVERNIGHT

DAY 1

WE SET IT ALL UP

1. Account creation
2. Iteration & customization
3. Automated data migration
4. Staff software training
5. Button implementation

THAT'S IT!

AND EVERY DAY AFTER

GO LIVE AND THRIVE

As your new partner, we're in it for the long haul. Enjoy ongoing support and build on your success.

24/7 support
phone, email, & chat

Unlimited
training

In-app tutorials

SOFTWARE SPECIALIST

DEDICATED ACCOUNT MANAGER & CUSTOMER SUPPORT



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OUR PHILOSOPHY

WHY WE CARE ABOUT IMPLEMENTATION

From Day 1, our customers have been our North Star. From engineering, to sales, to customer support, we constantly ask what we can do to improve your long-term success. We believe that happy customers build a happy company, and we're here to do right by you.

Implementation is a crucial piece of this mission. We know it's not easy to switch booking systems, let alone under these stressful circumstances. Something this important requires a thoughtful, streamlined process. And with Xola, you'll get just that. We invest tremendous time and energy into your implementation to ensure your success today, tomorrow, and for years to come. We're confident that it will be the fastest, easiest, and most professional set-up you've had yet.

IMPLEMENTATION TIPS & TRICKS

Ensure a fast and smooth set up with these recommendations:

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
|  SPEEDS THE PROCESS UP |  SLOWS EVERYTHING DOWN |
| <ul style="list-style-type: none">• Quickly sending Zerve login info• Granting website access for easy button setup | <ul style="list-style-type: none">• Canceling or postponing account customization |

MEET CUSTOMER SUCCESS & SUPPORT!

Throughout the implementation process and beyond, our world-class customer service team delivers unparalleled support to help you get the most out of Xola.

Enjoy consultations with your dedicated Account Manager, where your feedback flows straight to our engineers and influences Xola's software. Get lightning-quick service from the Customer Support team. With 24/7 live support, we're never more than a phone call, email, or quick chat away. And don't forget about our unlimited training and other help resources at your disposal.

We're your powerful booking software and your full-time advocates. In these tough times and in good times alike, you can count on us.

BENEFITS

What makes it so easy to set up Xola?

- Automated script to import your Zerve bookings, no human error
- Our engineers will install buttons, no web developer needed
- Xola's intuitive & clean design makes it the easiest software to learn and use