Why Work with the Privy Onboarding Team?

What is the Privy Onboarding Program?

The Privy Onboarding Program is designed to help you grow your list, save more carts, and sell more products right out of the gate. Our goal is to get you up and running as quickly as possible.

An Onboarding Manager can:

- Help build initial pop-ups, emails and/or text messages
- Work to understand your unique business and help you meet goals
- Coach you to use the Privy platform so you can confidently build campaigns, emails, and texts
- Offer ecommerce strategy recommendations

Onboarding Program Details

- 2-3 Onboarding Calls
- Email coaching during onboarding period (typically 2-4 weeks)
- One-month recap:
- Graduate onboarding with a plan that includes ROI metrics, observations, and recommendations
- Invite-only webinar series:
- Webinars include: basics review, advanced tactics, ecommerce program optimization, and 'Office-Hours' Q&A
- Priority Support with our Support Team

Package Details by Product:

- Convert Only: 1.5 hours call time
- Convert + Email: 2 hours call time
- Convert + Email + Text: 2.5 hours call time

Typical Onboarding Schedule (2-4 weeks):

1. Onboarding Call #1 (60 min): Focus on Convert
- Build 2-3 initial example Convert campaigns to be reviewed on the call
- Create an early strategy to meet business goals
- Modify and activate the first few pop-ups, emails, and/or text messages

2. Onboarding Call #2 (60 min): Focus on Email + Results
- Review and activate abandoned cart emails, autoresponders, newsletters, and order follow ups
- Review the early results from Convert campaigns and optimize as needed
- Walk-through advanced features (ex: audience targeting & A/B testing)
- Build additional campaigns based on business needs

3. Email Support
- 1:1 strategy communication with Onboarding Manager
- Highest priority from Support Team (You will continue to receive priority support post onboarding period)

4. Graduation Plan
- Recap of monthly metrics
- ROI earned from Privy
- Recommendations for future use cases