S1P4-3: Live Support Channel Plan – Example

Purpose:
Provide multiple access points for managers and staff to get help during pilot and go-live — reducing friction and protecting trust in the system.

Example Plan Overview

Support Channel	Description	Available To	Hours / Frequency	Owner / Contact
Drop-In Clinics	Scheduled 30-minute blocks (in-person or virtual) to troubleshoot questions live	Managers + Leads	Tue/Thu 10–12pm	L&D Lead – Sarah Briggs
Live Chat Support	Real-time instant messaging via Teams / Slack	All staff	Mon–Fri 9am–5pm	HR Service Desk
Go-To Leads by Region	Nominated local experts who can provide in-context advice and escalate issues	Team Leads	As needed	See Regional Go-To List
FAQ Hub	Centralised knowledge base with search and step-by-step guides	Everyone	24-Jul	Comms Team
Escalation Path	For urgent system or fairness issues: manager → HRBP → ARP Sponsor	Managers	On demand	ARP Sponsor – Sam Leto

Example Visual (Optional for Slide Decks)
- Drop-In Clinics: Tue/Thu
- Live Chat via Slack: #arp-support
- Local Leads: Region-specific directory
- FAQs: appraisal.company.com/arp
- Escalations: Follow chain of trust

Usage Notes:
Make support visible in all rollout comms.
Pair with S1P4-2 (Rollout Timeline) to align coverage.
Track usage patterns to adjust support resourcing.

Action-Response Principle (ARP)

Ref:S1P4-3