

TEAM ROLES & RESPONSIBILITIES



	<u>ZERISTA TEAM</u>	<u>CLIENT TEAM</u>
Assign dedicated Project Manager, create project timeline, and schedule technical training	✓	
Provide artwork for Zerista website and native apps (Please include logos and banners for email, posts, and sponsors)		✓
Create desktop website, build native apps and submit to app stores Maintain codebase with periodic build updates	✓	
Provide 4 standard training sessions for client team Provide access to Zerista Knowledge, an archive of helpful articles and videos	✓	
Participate in technical and training calls with Zerista team Review articles, videos, and project documentation		✓
Complete project tasks within agreed-upon timelines, update task status, and share feedback		✓
Complete data spreadsheets and import into Zerista Admin, review and test data, perform manual updates as needed Coordinate with Zerista team on data integration needs		✓
Configure permissions and security settings Create event map based on venue location	✓	
Apply menu/layout changes to website and native apps as requested Configure banners and campaigns as requested	✓	
Complete general setup and apply preferred settings, create content pages Create attendee marketing including optional email templates, invitations/reminders, and broadcast messages		✓
Provide 'end-user' (app user) support during event. Ensure only trained moderators contact Zerista PM directly*		✓

*Unless package includes designated on-site support