🏵 Vision 2025: Office Hours Guide

What Are Office Hours?

Dedicated **1:1 sessions** with Vantaca support experts to tackle your unique questions and troubleshoot problems you may be experiencing. Think of it as your personal "help desk" at Vision.

Office Hours are ideal if you need help with:

- ✅ Configuring or troubleshooting features

- ✅ Accounting & reconciliation support

- ✅ Vantaca Home, XN Configuration, IQ, Revenue Manager, or HOAi questions

- ✅ Guidance on best practices for your workflows

Office Hours Schedule

🕐 **Availability**:

- Tuesday, **12:00 – 4:00 PM**
- Wednesday, **12:00 – 4:00 PM**

⏱ **Time Slots**:

- Sessions are **15 minutes** each
- Each individual is limited to **1 time slot per day**

Office Hours Sign Up Process and Hours

📋 **Sign Up Rules of Engagement**:

- **No pre-registration available**
- **No walk-ins allowed** – you <u>must</u> sign up for a time slot
- **Sign-ups happen onsite only at the main registration desk**
- Each individual is limited to **1 time slot per day**

📍 **Sign Up Desk Hours**:

Location: *At main registration outside of General Sessions ballroom*

- **Tuesday**: 8:00 – 9:00 AM & 10:30 – 11:00 AM
    - *Only Tuesday slots can be booked this day*
- **Wednesday**: 8:00 – 9:00 AM & 10:30 AM – 12:00 PM
    - *Only Wednesday slots can be booked this day*

How to Come Prepared

- **Bring specific questions** – know what you want to tackle.
- **Gather screenshots or examples** (if applicable) so our experts can dive in quickly.
- **Think about your goals** – what outcome would make your session a success?

Office Hours vs. Community Lounge Demo Kiosks

Office Hours
- ◆ **Appointment required; 15-minutes**
- ◆ Personalized support for your organization
- ◆ Best if you are **already using a product/feature** and need help with:
  - "I need help doing X"
  - Troubleshooting
  - Optimizing your current setup

Community Lounge Demo Kiosks
- ◆ **Drop-in during Community Lounge hours, no appointment**

◆ Perfect if you are **not currently using a product or feature** but want to:

• Explore up-close, personal demos
• Talk directly with experts about how the feature can help your team
• Learn best practices before implementing

💡 **Pro Tip:**

- **New to a feature?** Start at a Demo Kiosk to see it in action.
- **Already using a feature?** Book Office Hours to get personalized, in-depth support.

Make the Most of Vision 2025

✔️ Sign up onsite at the registration desk

✔️ Come prepared with your key questions

✔️ Combine Community Lounge Demo Kiosks + Office Hours for a complete learning experience