



Meet your Thryv Team

We are dedicated to partnering with you every step of the way in your journey.

Beyond Aquatics

Michael Burrows

Power User Since July 2017

Business Advisor (BA)
is your initial point of contact.
(Always available to serve you)

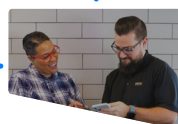
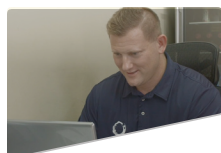
- Helps you select the right Thryv software package to fit your business needs and any future solutions to help you grow your business.
- Partners with Demo Team and Thryv Service Specialist to get you up and running.

Thryv Service Specialist (TSS)
is your main point of contact during onboarding.
(First 30 days)

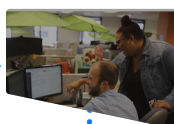
- Helps you set-up and customise your Thryv software with the features most important to you.
- Partners with the Creative Services team to ensure all your features are live and connected.

Client Success Partner (CSP)
is your main point of contact after onboarding.
(Day 31 and beyond)

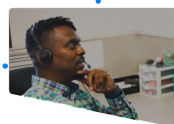
- Partners with you to get the most out of Thryv, helping you integrate more features, and expand your expertise with the software.
- Works with you to develop strategic ideas and innovative ways helping you drive success.



Business Advisor



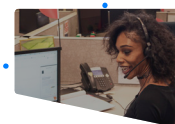
Demo Team



Thryv Service Specialist



Creative Services Team



Client Success Partner

Demo Team
is demo ready.
(Before you subscribe to Thryv)

- Partners with you and your Business Advisor to give you a customised and deeper dive into the software and its features.

Creative Services Team
provides consultation during onboarding as needed.
(First 30 days)

- Helps create and build your brand with a website, social media, and video if you opt-in or purchase.

Ongoing Education We are here when you need us!

- 24/7 - Support is available inside your Thryv including Chat, Email or Schedule an Appointment.
- Visit the Support Centre within Thryv for videos, walkthroughs and articles.
- Call us at 1-800-GO-THRYV.



Your Thryv Team is here to help you every step of the way.

We help you set-up and use the software through a hands-on experience delivered through virtual Zoom meetings.



Business Advisor (BA)

Your account owner helps with the initial Thryv set-up and schedules your Thryv onboarding call.



Thryv Service Specialist (TSS)

Takes the lead during onboarding and training as your new point person to help you easily integrate Thryv into your business.



Client Success Partner (CSP)

Provides on-going expertise to help grow and expand your Thryv program beyond your initial priorities.

Let's Get You Started

You &

Getting Started

- **Assist with first-time login** and setting your password.
- **Download Mobile App** to access Thryv on-the-go, anytime, anywhere.
- **Set-up your Thryv basics** through QuickStart Guide.
- **Sync and Lock your Business Listings** across 40+ online networks.
- **Review "Our Commitment"**.
- **Schedule your Thryv Onboarding Call.**
- **Schedule Call with Creative Services Team (as needed).**

Meeting of the Minds

You & +

Onboarding/Training

- **We'll set-up and customise your Thryv based on your purchase intent** and features most important to you.
- **Let you "drive" and get comfortable using the software**, while we offer hands-on assistance.
- **We'll sync your Calendar with Thryv** to make running your day-to-day even easier.
- **We'll help you connect your Social Networks** and manage your social all in one place.
- **Let Thryv stay connected automatically for you!** We'll turn on your automated Marketing Campaigns and claim your SMS/ Text keyword.
- **We'll schedule a few follow up calls** until your software is fully set up, if needed!

You're in Good Hands

You &

Day 31 and Beyond

- **We'll partner with you and share our strategic ideas** to help you drive continued success.
- **Assist you to fully integrate Thryv** into your business beyond your original purchase intent.
- **We show you how incorporating new features** will help you reach more customers and get credit.
- **Maintain a long-term relationship through on-going appointments** so we can continue to focus on ways to help you maximise the software.

Have questions?
Visit the Support Centre **inside THRYV.**