



DCGM

DEEP.COM goes mobile

WP3 DCGM Services for Project Managers

3.03 DCGM telephone support conception

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Update implementation draft November 2013

Developed by

[CESIE – Centro Studi ed Iniziative Europeo](#)



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Preface

This document describes the kind of services identified within the telephone support, why they have been chosen and any deviations from the original proposal.

CESIE delivered a **Service Development Plan** in order to identify and list what services are relevant to the project manager and a **Service Implementation plan** for assuring to offer properly these services.

The telephone support will be provided only in English and it will be offered for the entire duration of the project.

Telephone Support Conception

After the kick-off meeting partners identified which kind of service they will implement within the Telephone support that is:

- **Direct Inward Dialing (DID) number**

Direct Inward Dialing (DID) is a service of a local phone company (or local exchange carrier) that provides a group of telephone numbers for calling into a company's private branch exchange (PBX) system. The idea of providing a DID number to support GRU project managers was made as an answer to the project's managers requests for a call center.

Deviations

During the project, since the DID number system was not for free for project managers in Europe, it has been decided for a more traditional communication means, the classic phone call.

Project managers who wanted to talk to a Marketing and Commercialisation expert had to send an e-mail with their preferred timeslot (each Friday between 13:00 and 15:00, duration of the call max. ½ hour) to dcm@eu-xchange.com. Then the experts confirmed the appointment and gave them further information about the free phone call.

This service was provided in EN.

Within the telephone support there was 1 phone call. The call was the 18th of October between a Portuguese Project manager and the MKT expert. The call was in English.

The Project manager contacted the MKT expert to discuss about: the use of EU-Xchange platform and how to best use it for project exploitation; the expert did a short introduction to the platform and explanation how the register and to enter project data as well as products.

In the “Final evaluation questionnaire – Section Impact” 80% of partners state a lower involvement in telephone support because this service was provided only by TBCA, due to the fact that most experience expert is Mag. Ingrid Wagenhofer.

Irene Pizzo

CESIE, European Centre of Studies and Initiatives
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