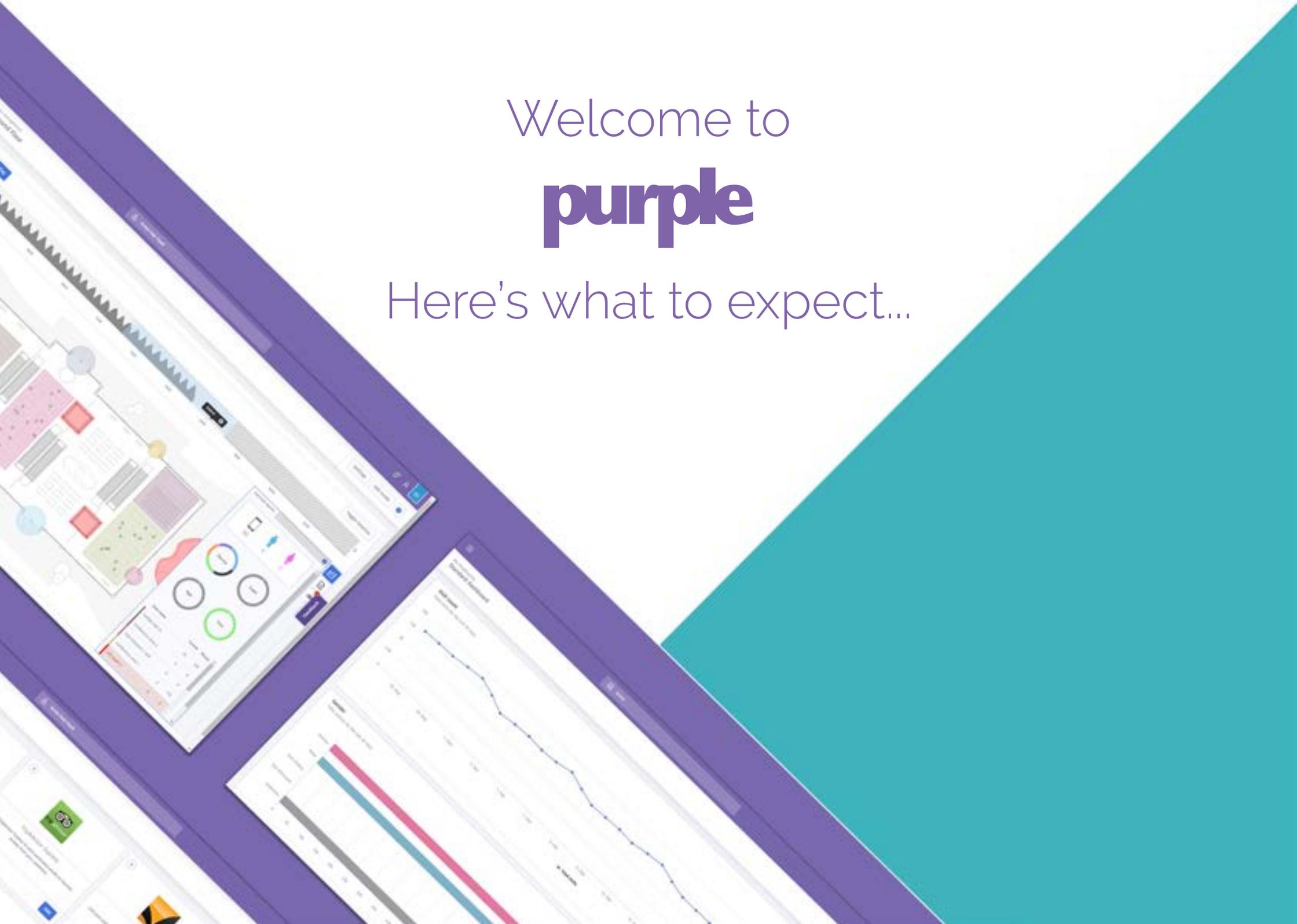


Welcome to  
**purple**

Here's what to expect...



# Hello

**Congratulations on your successful Purple portal setup, we're excited to have you on board!**

Within this welcome pack you will find all the handy info you need to know to make sure you have the best experience with us.

**Let's get started...**

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# FAQs

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## Q. How can I learn more about your product?

Knowledge Base - From video tutorials, key features to troubleshooting guides, our knowledge base is a one-stop shop for everything related to Purple; which you have full access to. Still have questions unanswered? Fret not, simply click on the chat icon on our support page and an agent will assist you. <https://support.purplewifi.net/en/support/home>

Webinars - Our team frequently conducts webinars to help our customers understand specific topics / areas of the portal. [Click here to learn more.](#)

## Q. Who manages the product / portal?

You are ultimately the champion of your brand, your product and objectives, but we are here to help make sure you have all the support and guidance you may need along the way to achieve your goals.

## Q. Are there any best practices in my industry that I can learn from?

Our Customer Success team works with a varied customer base across the globe and although no two businesses are the same, chances are we might be able to provide some insight as to what seems to work best in a particular industry. Through our Professional Services bundles, you will have access to a dedicated consultancy to meet your needs and help you learn. Speak to your account manager to understand which Professional Services bundle best suit your needs!



# What's included in my license?

	NETWORK	ENTERPRISE
<b>CAPTIVE PORTAL / GUEST WIFI</b>		
Offline and online splash pages	✓	✓
Custom HTML splash pages	✓	✓
Custom access journeys	✓	✓
Authentication via social login	✓	✓
URL redirects	✓	✓
Custom Terms and Conditions	✓	✓
Supports 25+ languages	✓	✓
Verification via SMS and email	✓	✓
Interstitial video	✓	✓
<b>ANALYTICS</b>		
System dashboards	✓	✓
Aggregated reports	✓	✓
Behavior reports	✓	✓
Technology reports	✓	✓
Network usage reports	✓	✓
User reports	✗	✓
Visit reports	✗	✓
Filters (device, location, hardware)	✓	✓
Advanced filters (user, location)	✗	✓
Dimension selector	✗	✓
Data export via CSV and PDF	✓	✓
Schedule reports	✓	✓

	NETWORK	ENTERPRISE
<b>MARKETING</b>		
CRM	✗	✓
Microsurveys	✗	✓
NPS surveys	✗	✓
Email and SMS	✗	✓
Campaign reports	✗	✓
LogicFlow (marketing automation)	✗	✓
<b>INTEGRATIONS</b>		
Purple API	✗	✓
Webhooks	✗	✓
Connectors	✓	✓
<b>ADDITIONAL MODULES</b>		
<b>PROTECT</b>		
Best in class cyber threat intelligence for your WiFi security with an additional layer of DNS layer protection and content filtering.		
<b>PRESENCE</b>		
Powerful footfall analytics. Gain a complete snapshot of all authenticated and unauthenticated visitors and use the insights to make smarter business decisions.		
<b>LOCATION</b>		
Understand how visitors move through your venue. Optimize the layout of your venue based on real-time information.		



# Additional Services

Apart from the product, do you offer any services?  
If so, what services do you have?

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Yes, we absolutely provide Professional Services at an additional cost. You can decide to pick and choose from the list of services that we offer or bundle them up for greater price savings.

Here is a complete list of our service offerings. If you don't see what you are looking for on our list, just reach out to your Account Manager for assistance.

- Captive Portal Design** → Our design and development teams will create a bespoke captive portal experience based on your requirements.
- Training Plus** → Additional, tailored training designed to your individual requirements, on-site or off-site.
- Marketing Activation** → Expert advice on how to get the most from your guest WiFi and align with your wider Marketing mix.
- Enterprise Analytics** → Expert advice on how to get the most from your guest WiFi and align with your wider Marketing mix.
- Location Analytics** → Discover more about how your customers move throughout your venue with advanced location analytics.
- Data Science** → Our team of data scientists piece together your data to provide business insights and recommendations.
- Monetization Activation** → Our experts will help you to commercialise your WiFi, based on your individual requirements.
- Customer Success** → For customers who require extra support along their journey, our Customer Success Plus package is available to purchase on a quarterly basis.

# Who are my key points of contact?

We value your time and want to ensure you are being directed to the right contact the first time around (versus being passed around from department to department!) so we have listed out the groups you need to reach out to based on the types of conversation you are looking to have.

Group	Type of Conversation	Contact Information
<b>Support</b>	<ol style="list-style-type: none"><li>1. I'm having issues logging in to my portal</li><li>2. My customers are having trouble accessing the WiFi</li><li>3. My reports are taking forever to download</li><li>4. I have followed your step-by-step guide to upload my interstitial video / image for a splash page but I keep getting an error</li></ol>	<p>Live Chat function offers the quickest response time:</p> <p><b>Live Chat:</b> <a href="https://support.purplewifi.net/en/support/home">https://support.purplewifi.net/en/support/home</a> <b>Email:</b> <a href="mailto:support@purplewifi.com">support@purplewifi.com</a></p>
<b>Sales Account Manager</b>	<ol style="list-style-type: none"><li>1. We are looking to expand our licenses to a few more locations</li><li>2. I see that my licenses are expiring soon, and I'm interested to renew them, who can I speak to?</li></ol>	<p>Please contact your dedicated Sales Account Manager. Alternatively, you can also reach out to the Regional Sales team as below:</p> <p><b>Asia Pacific</b> <b>Oosman Abdul Kader</b> <a href="mailto:oosman.kader@purplewifi.com">oosman.kader@purplewifi.com</a></p> <p><b>Europe, the Middle East, Africa</b> <b>Bradley Powell</b> <a href="mailto:bradley.powell@purplewifi.com">bradley.powell@purplewifi.com</a></p> <p><b>Latin America</b> <b>Ada Suarez</b> <a href="mailto:ada.suarez@purplewifi.com">ada.suarez@purplewifi.com</a></p> <p><b>United States &amp; Canada</b> <b>Adam Webb</b> <a href="mailto:adam.webb@purplewifi.com">adam.webb@purplewifi.com</a></p> <p><b>General Mailbox</b> <a href="mailto:Sales@purplewifi.com">Sales@purplewifi.com</a></p>

# Who are my key points of contact?

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Group	Type of Conversation	Contact Information
<b>Renewals</b>	Discuss renewal activity and update if any changes to be made (You will receive a notification email from our Renewals team 90 days prior to your license(s) expiring)	<b>Email:</b> <a href="mailto:renewals@purplewifi.com">renewals@purplewifi.com</a>

If you would like to learn more about any of the information listed here, please get in touch with your Account Manager, or alternatively reach out to the team at [customersuccess@purplewifi.com](mailto:customersuccess@purplewifi.com) for more information about the professional services on offer.

The logo for Purple WiFi, featuring the word "purple" in a bold, lowercase, sans-serif font. The background of the slide is a collage of various data visualization dashboards, including maps, bar charts, and line graphs, all in shades of purple and teal.

purple