

# Hourly Advisory Guidance

*Focused guidance on specific Segment topics  
or troubleshooting questions, post implementation*

## Overview

**Get focused guidance** on specific Segment topics—from source and destination nuances, to Personas identity resolution troubleshooting and other Segment Configuration questions. We'll tailor our guidance to address your specific needs.

## Outcomes



### **On-Hand Expertise**

To advise and guide on complex workspace questions



### **Detailed Guidance**

On configuration questions and nuances



### **Best Practices**

For optimizing your Segment workspace

## Types of Guidance

- ▶ **Source/Destination Guidance**  
*Goal: Advise on best practices for configuration and QA of Segment sources and destinations*
- ▶ **Protocols Configuration Guidance**  
*Goal: Advise on best practices for configuration and leverage of Protocols*
- ▶ **Personas Configuration Guidance**  
*Goal: Evaluate and advise on configuration and leverage of Personas*
- ▶ **Identity Resolution Guidance**  
*Goal: Evaluate and advise on identity resolution strategies and troubleshooting*
- ▶ **Privacy and Workspace Access Configuration Guidance**  
*Goal: Evaluate and advise on Privacy Portal and Access Controls configuration*

## Best if you...

- ▶ Want to get specific questions answered following a Segment Jumpstart or Audit
- ▶ Need to go deeper on a topic that a Segment Jumpstart covers briefly
- ▶ Need guidance implementing advisory recommendations
- ▶ Require assistance on guidance questions which exceed the scope of Segment's support team

**Pricing:** Ask your Segment salesperson

**Timing:** Typically 2-3 weeks

**Led by:** A Segment Solutions Architect

### **Required from you**

**An Implementation Owner** to drive guidance topics

**A Technical Owner** to assign relevant engineering resources when needed to implement a guidance recommendation

**For more information** please contact our sales team or visit [segment.com/success](https://segment.com/success)