

Core Community Policy and Procedures

- Title:** Posting and Responding in Core Community
- Policy:** BQE is committed to supporting its clients and always putting the client first. Core Community is a place for the collaboration and communication of ideas - a place to ask questions, discuss solutions, and share ideas. Any actions or discussions not confluent with these ideals, whether by community members or by BQE employees, should be brought to the attention of management to be addressed.
- Purpose:** In accordance with BQE standards and practices, the guidelines detailed in this document are to create a unified voice and provide clients with the best service possible. BQE has been a client-focused software company from the beginning, with our main goal being to help businesses become more efficient, more productive, and more profitable. The client always comes first, with client-driven innovation at the heart of all we do. Core Community is a place to foster discussions and encourage the growth of knowledge for both clients and BQE. Harassment of any kind will not be tolerated. Core Community is also not to be used to solicit information unnecessarily or to sell products or services. If you believe upgrading a product or receiving support services may benefit a community member, direct them to Sales@bqe.com.
- Scope:** This policy applies to all Core Community members. Members of Core Community will follow all guidelines set by BQE, as well as Federal, State, and local laws. All concerns regarding the violation of guidelines are to be brought to management to be addressed.
- Responsibilities:** Community Support members are responsible for ensuring community members receive support and solutions, and that their concerns are acknowledged promptly. Community Support members are also responsible for escalating harassment, bullying, or any other issues they deem alarming to management to be addressed.
- Procedure:** **General Guidelines Regarding Core Community**
- To ensure Community members receive the best quality service and most rewarding experience, the following guidelines are to be followed when addressing members:
- Address the user by name when responding to them.
 - Be sure you understand the question to the best of your knowledge before responding. Seek clarification from a subject matter expert (SME), if necessary.
 - Be thorough in your explanation of the resolution of the issue, explaining:
 - The cause of the issue to the best of your understanding
 - General information regarding this topic being addressed, such as why Core was designed in such a way
 - The steps taken to resolve the issue
 - Any resources available that address the specific issue (such as [help file](#), [video](#), [help center article](#), or other community topic)
 - Ask member to send (or send on behalf of them, notifying them in the process) their ideas or feature requests to Core-Ideas@bqe.com, where ideas are reviewed on a regular basis by a committee.



Title: Posting and Responding in Core Community

Procedure:

- Address each aspect of their question or concern while being respectful. Ideally, we want our answers to be so thorough that the only response we receive back is 'Thank you.' Provide your name, so that if further issues arise you may be reached.
- Do not respond to community members with answers like 'Please check your email for the solution.' The Community is meant to be an open place to provide such knowledge.