

Frequently Asked Questions Experts

General Information

What is the Innovation Community?

The Innovation Community is an online community allowing YourEncore Experts to collaborate with other like-minded Experts, YourEncore personnel, and Clients. Participation in one or several communities allows Experts to answer questions posed by Clients, participate in problem solving forums, as well as view and solicit interest in working on specific projects. The Innovation Community does not replace the traditional YourEncore systems and processes. It is a system designed to enhance the interaction between YourEncore Clients and Experts.

Why should an Expert join the Innovation Community?

The Innovation Community will become a vital part of an Expert's experience with YourEncore and will allow each Expert to have more control over participation and interaction with YourEncore, YourEncore Clients and other Experts. It allows more frequent and direct participation with YourEncore Clients. We anticipate the interactions will lead to more rewarding engagements and assignments.

How is an Expert selected to join the Innovation Community?

Experts can select communities to join in the Innovation Community based on their skills, competencies and interests. The communities are formed based on the business needs of our Clients. Experts can join if their skills, competencies and interests match those needed for each particular community. Interested Experts should contact Jenn Byrne at Jennifer.Byrne@YourEncore.com.

Innovation Community Structure

How is the Innovation Community structured?

The Innovation Community is divided up in to Expert Communities created based on the industries we serve and the needs of our Clients. Experts can select multiple communities to participate in.

Innovation Community Features

What is a Forum?

A forum is an online meeting place for open discussion. A forum functions much like a [bulletin board](#); users submit [postings](#) for the other members of the community to read and discussion ensues. The YourEncore Innovation Community forums function in a private, secure environment.

What is a Wiki?

A wiki is any collaborative [website](#) containing directories, files and pages that users can easily modify, typically without restriction. A wiki allows anyone who is a member within a specific community to edit, delete or modify content that has been placed on the site, including the work of other authors.

What is an Ideation Session?

An ideation session is a brainstorming session. It can be conducted by conference call or by bringing Experts together at a central location. We expect that Clients interested in the responses from a set of Experts may want to engage them in a group discussion or ideation session.

What is an Ideation Community?

An ideation community is a secure online community of two or more Experts as well as one or more Client users for the purpose of collaborating in search of a solution to a specific Client problem. A project leader would typically moderate this community. Forums are provided to facilitate discussion, record ideas and develop potential IP. Wikis are provided as a mechanism to catalog knowledge, provide helpful information and documentation pertinent to a project and to provide standard documents to ensure consistent service delivery (statements of work, project briefs, other deliverables).

What is YourEncore Answers?

YourEncore Answers is a unique service provided through YourEncore's Innovation Community that allows YourEncore Clients to more easily access the knowledge, skills, and experience of our Experts. YourEncore Answers is a point-to-point service, meaning that no formal collaboration occurs among the Experts participating or between the Experts and the Client. This is necessary to secure the confidentiality and IP protection of this method of accessing Expert knowledge.

How does answering questions in YourEncore Answers lead to engagements and assignments with Client companies?

Our Clients are advised to use YourEncore Answers as the starting point for dialog. We suggest they use this as a means of identifying Experts for consulting, ideation sessions and projects.

Is compensation provided for answering questions in YourEncore Answers?

There may be compensation awarded for the best/better answers to a question. The Client determines whether compensation is awarded and the amount of the compensation. The reward information is shown for each question posted so you will know before answering a question whether there is the potential for compensation. In many cases, we expect little or no reward to be offered. The intent of YourEncore Answers is that the best answers will lead to engagements between the Clients and Experts, such as phone consultations, ideation sessions, and projects, all of which will be compensated.

Answering YourEncore Answers Questions

When should I answer?

Questions posed by YourEncore Clients to the Innovation Community Experts cover a wide range of topics. There is no obligation to respond to any question so take into consideration whether you have expertise on the particular topic and would be willing to engage in work in that field should the Client be interested in your answer. There is no need to respond if you do not intend to submit an answer to the question or do not want to work on assignments in that field.

Is there a standard format for responses or questions?

No, there is not a standard format for responses or questions because each scenario is unique and the responses should reflect the requirements of each question. YourEncore does not want to limit your imagination and ingenuity by enforcing a standard format. Suggestions or guidelines on how to answer questions with or without rewards are provided, as well as what type of information should or should not be divulged in an answer.

Participation and Agreements

What is the time commitment to participate in the Innovation Community?

The amount of time spent participating in the Innovation Community is totally up to the individual. We expect an Expert would be interested in answering questions from our Clients that could take up to ½ hour to compose. However, there is no obligation to answer the questions. After viewing a question, a determination should be made whether a response is a good use of the Experts time and a potential investment toward a relationship with that Client.

Why are Experts required to sign the Expert Participation Agreement?

The Expert Participation Agreement is a supplement to the Confidential Information Agreement. This document covers the use of the online services in the Innovation Community and the legal terms and conditions associated with being in the Innovation Community.

Why are Experts required to sign the Consumer Report Authorization form?

The Innovation Community provides unprecedented communication between YourEncore Experts and Clients that requires an increased level of Expert screening. This provides our Clients with the degree of assurance they require before collaborating with Experts, who are external to their organization, in an on-line environment. Providing YourEncore with the Consumer Report Authorization form allows validation of employment experience, educational background, and professional references prior to joining the Innovation Community.