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FI-ADOPT



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D3.1 - Project Help Desk

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Abstract:

This document reports activities related to work package 3 of the FI-Adopt Description of Work. Specifically, it describes work conducted within Task 3.1: Monitoring/Help desk [M3-M24], led by project partner EMC2. It describes the establishment of the main communication hub for support, coordination and monitoring of successful projects.

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1. Executive Summary

FI-ADOPT is an accelerator (Support Action) funded by the EU aiming at contributing to the satisfaction of major societal and economic needs of the European society by creating an ecosystem in which SMEs and web entrepreneurs will be supported to develop highly innovative applications for corporate and citizen's learning or training, healthy behaviour shaping and social integration. The utmost objective of FI-ADOPT is the adoption of the valuable results of all the projects of FI-PPP phase 1 and 2 to accelerate the internet-enabled innovation in Europe, to extend them and finally deliver them to the society at large in a sustainable manner. Thus, FI-ADOPT will adopt the results of FI-PPP phase 1 and 2 projects and take them to suitable trials. To this aim the FI-ADOPT project has launched open calls for innovative applications utilising rich media and social networking – potentially based on mobile applications and gaming principles, in the sectors of learning or training, healthy behaviour and social integration of immigrants and minorities.

The FI-ADOPT consortium is comprised of a carefully balanced partnership of organisations and individuals, who are significantly committed to FI-PPP, highly experienced in management of large European technology projects, and have links to Venture Capitalists and Business Angels. FI-ADOPT open calls will provide SMEs and web entrepreneurs access to a total grant of 4.240000,00 Euros for highly innovative applications based on the FIWARE Platform in the areas listed in paragraph one. Each selected project will be awarded between 50,000 and 150,000 Euros. A Project Help Desk has therefore been set up to support the needs of the potential and current applicants, plus those SMEs and individuals who are successful in being awarded grants. The Help Desk provides a gateway to the experience and knowledge of the FI-ADOPT consortium to support FI-ADOPT applicants and projects through the process of applying, through to completion of successful projects.

This document is the Deliverable D3.1 Project Help Desk report which has been compiled to provide an account of the project programme of work being conducted in work package 3, T3.1: Projects Coordination and Monitoring/Help desk. The main objective of this deliverable is to report on the establishment of the communication hub for the support, coordination and monitoring of granted projects. The communication hub activities centre on the FI-ADOPT Project Help Desk, which in turn utilizes additional resources provided by the FI-ADOPT consortium. This report details the relevant Help Desk processes, activities and associated resources as outlined below.

Section 2 of this document provides an overview of the Help Desk including its history and scope.

Section 3 reports on the functionality of the Help Desk, including the different sources that requests for guidance can come from, plus protocols for responding to enquiries.

Section 4 details the FI-ADOPT communication hub resources provided by FI-ADOPT and used to direct people to further information.

Section 5 concludes this report by providing a status report on the Help Desk statistics including number and nature of enquiries to date.

2. The FI-ADOPT Project Help Desk Overview

The FI-ADOPT Project Help Desk provides a gateway for support, coordination and monitoring of projects successfully awarded grants. In addition, the communication hub also provides a portal for potential and current applicants to be guided through the process of applying for a grant through the FI-ADOPT open calls.

2.1. Help Desk Creation History

The FI-ADOPT Project Help Desk was established in M3 through the setting up and manning of an email support contact, plus project telephone line. (See Figure 1:FI-ADOPT Project Help Desk). The Help Desk began receiving enquiries directly to FI-ADOPT at the beginning of M3. An additional source of enquiries began to be forwarded to FI-ADOPT through the FIWARE Accelerator help email contact list in M4.

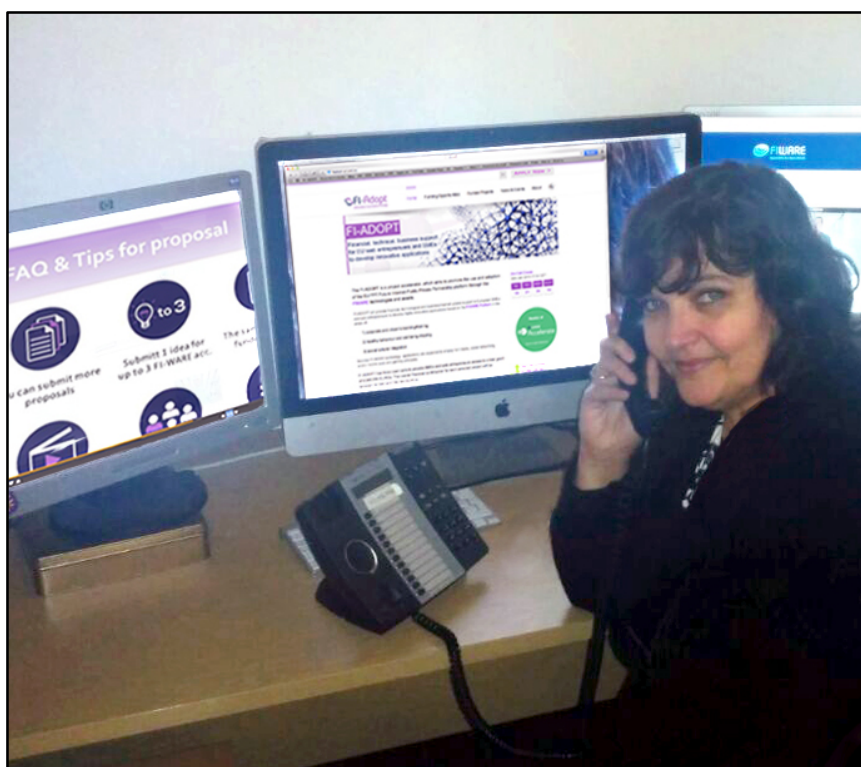


Figure 1:FI-ADOPT Project Help Desk

As reported in the FI-ADOPT Quarterly Resource Report 1, the following preliminary objectives were achieved by M3. More specifically, providing first level support for applicants, and potential applicants began in M3, and the Help Desk will continue to provide on-going support.

Objective	Status
<ul style="list-style-type: none"> Set up the communication hub for the support, coordination and monitoring of granted projects. 	Achieved M3
<ul style="list-style-type: none"> Provide first level support on legal and contractual matters. 	Ongoing

2.2.Scope

The FI-ADOPT Project Help Desk handles and maintains individual agreements with awarded projects and provides first level support on legal and contractual matters. The hub also serves as a key contact point and communication tool for projects to receive latest information about available tools and services (GEs and SEs) and supporting activities offered and events (informative, networking or mentoring) organised by FI-ADOPT. The Project Help Desk will also monitor the progress of awarded projects on regular basis and provide first hand help and advice on management issues. Help is also available to potential applicants, current applicants, plus anyone interested to know more about FI-ADOPT and the process of applying to one of the Open Calls.

3. Help Desk Functionality

The FI-ADOPT Project Help Desk receives enquiries primarily from three different sources:

- Enquiries sent directly to the FI-ADOPT Project Help Desk (FI-ADOPT@emc-square.org)
- General enquiries sent to the FIWARE acceleration help mailing list (Fiware-acceleration-help@lists.FIWARE.org)
- Telephone enquiries to the FI-ADOPT

Detail of the process of handling the main enquiries is provided in the following sections.

3.1.Protocol for responding to FI-ADOPT email enquiries

At this stage in the FI-ADOPT project timeline (M7), enquiries sent directly to the FI-ADOPT email contact address (Fi-adopt@emc-square.org) are in general from those who have already heard or read about FI-ADOPT and are currently applying to a grant and require assistance, or who would like to establish whether or not they should apply and need clarification on a number of points. Each enquiry is initially handled within 4 business hours of receipt. The goal for disseminating responses is to provide the relevant information in a timely and accurate manner, keeping the enquirer informed if there are any delays in responding. The enquirer thus receives a response within 4 business hours to acknowledge that their enquiry has been received. In the majority of cases, the requested information is also provided in the same response. In cases where additional information needs to be sourced, the enquirer is informed that their enquiry requires further action on FIADOPT's part, and they will be kept informed regarding the status of their request. The Help Desk will then call upon the expertise of the consortium via email to provide a response to be passed back to the enquirer. Figure 2 shows a typical response to an enquiry.

Dear Gregory,

Thank you for your enquiry and your interest in FI-ADOPT. For information about our criteria and categories, please see the documentation provided on the [FI-ADOPT](#) site. Although all the documents should be reviewed, in particular please see the Target Topics as described in the [Open Call Text](#) section 5, but please note that the examples given within the Target Topics, are not an exclusive list. [The Guide for Applicants](#), and [FAQs](#) and Criteria for Applying (Open Call Text section 2) can also be used to help you decide whether to apply to FI-ADOPT.

If you have any further questions, please do not hesitate to get back in touch.

Regards
Fiona Rivera
FI-ADOPT Help Desk

Figure 2: Typical email response from the FI-ADOPT Project Help Desk

Responses commonly include written explanations to provide answers to questions. Additionally, in order to ensure accurate and consistent responses to all enquiries, commonly also include relevant links to sections of the FI-ADOPT Open Call Documentation available through the FI-ADOPT website. The references provide further clarification on the subject of the enquiry, plus ensure that the enquirers have access to the same information (See section 4.2 below for more detail). Where the enquiries require further information about FIWARE, or other accelerators, verbal explanations, plus relevant links are provided for further information, as the example email in Figure 3 shows.

Dear Piotr,

Thank you for your enquiry. At [FI-ADOPT](#) we have an open call for funding out for those interested in creating innovative projects using FIWARE in the areas of social integration, learning and training, and health and well being. Please see our [website](#) for further information, including our open call documentation links on the right hand side of any of our web pages. If you are interested in applying, you will need to familiarise yourself with [FIWARE](#) including (but not limited to [General Enablers](#)) and select appropriate FIWARE to create your app. A starting point is to read through some of the documentation, and then have a look through the [General Enablers](#) to see if any are suitable for your needs. You will see that the catalogue lists the generic enablers, and if you follow the links you will see further descriptions and examples. I hope this helps point you in the right direction.

Regards
 Fiona Rivera
 FI-ADOPT Help Desk

Figure 3: Email example providing introductory information on FIWARE

Regardless of the nature and number of enquiries, enquirers are encouraged to get back in contact if they have any further questions. Figure 4 shows an example of an applicant getting back in touch to confirm understanding of a reply to an enquiry about VAT, plus say thank you for information on Specific Enablers.

Dear Fiona,
 thanks a lot for those answers.

For the VAT number, we have already one in my name but we are also planning to incorporate Speecheo in January or February. So we will indicate it in the form.

Regarding Specific Enablers (SEs), it's really interesting, we looked it again and there are really interesting technology that could be useful for us. Thanks again to pushed us in this way.

Figure 4: Response email from applicant

The enquiries are logged into an excel spreadsheet to record the number and nature of the questions. Table 1 shows an example extract of the information logged, including the date and time that the enquiry was received, its source (FI-ADOPT email, FI-ADOPT telephone, or FIWARE list), name, question number and category of the question.

Table 1: Extract of FI-ADOPT Email Enquiry Log

Date	Source	Name	Question No.	Question Category
08/01/2015 10:20	FIADOPT	Veronique	233	Deliverables
08/01/2015 10:20	FIADOPT	Veronique	234	Costs
08/01/2015 13:00	FIADOPT	Irene	235	Costs
08/01/2015 14:30	FIADOPT	Celine	236	Deliverables
08/01/2015 14:30	FIADOPT	Celine	237	Open Call - Eligibility
08/01/2015 14:30	FIADOPT	Celine	238	Application Form

3.2. Protocol for responding to FI-ADOPT telephone enquiries

Enquiries made via telephone, receive an instant response if made during business hours. An answer phone is available to record messages left outside business hours. Similar to the protocol for responding to the FI-ADOPT email enquiries, the responses commonly refer the enquirer to the FI-ADOPT Open Call Documents where possible, and to additional FIWARE resources where applicable. The callers are also asked for their name and contact details so that a follow up email can be sent after the call to summarize their enquiry and provide any links discussed during the call. The table below shows an example of the data recorded, including date, name, question, and contact.

Table 2: Extract of Telephone Enquiry Log

Date	Name	Question No	Summary of Question	Telephone No	Email
27/10/2014 13:15	Kah Toh	85	What accelerators are there	Contact Via email	kts@wei-medicine.com
27/10/2014 14:43	Aristos	86	What is the difference between q 1.2 & 3.2	07798 867756	apeters@weklik.co.uk

3.3. Protocol for responding to FIWARE email enquiries

The FI-ADOPT Project Help Desk, also receives emails aimed at all the accelerators via the FIWARE acceleration help mailing list (Fiware-acceleration-help@lists.FIWARE.org). Currently the FIWARE emails are received primarily from potential FIWARE accelerator applicants who are not sure of how or where to start in the FIWARE application process. This often includes not being aware of the different accelerators or commonly how to select one. The received emails are passed on to all 16 accelerator help contacts rather than to FI-ADOPT specifically and due to the unspecific nature of the enquiries it is not often clear which accelerator, or FIWARE contact, should respond. In such cases, the emails are reviewed by FI-ADOPT to see if it would be constructive for FI-ADOPT to reply. FI-ADOPT sends out a response when the FIWARE enquiries are potentially applicable to FI-ADOPT, where FI-ADOPT feels that they can assist, or in some cases where no other accelerator has responded first. When responding to such enquiries, the protocol is similar to the protocol for responding to fi-adopt@emc-square.org emails. However, since the initial enquirer makes the enquiry to FIWARE, rather than FI-ADOPT, we provided a short introduction and link to FI-ADOPT. We then provide the information asked for and/or links for further help. FI-ADOPT also suggests that the enquirer contacts the FI-ADOPT Project Help Desk directly in future if they have further questions about FI-ADOPT. Common responses also include a link to FI-ADOPT for further information, and

where often also provide a link to the other accelerators. Suggestions of where or who else they can receive further assistance is also included where applicable. For example, a common question from the FIWARE mailing list is how to find an Accelerator, therefore a typical response might also include a link to the FIWARE accelerators webpage.

4. Communication Hub Resources and Events

The FI-ADOPT Help Desk draws on the complimentary resources provided by the FI-ADOPT consortium to further support making information available to applicants, potential applicants and grant holders. Full detail on the FI-ADOPT platform resources can be found in Deliverable D2.2: FI-ADOPT Platform, however key aspects of the platform resources and open documentation are mentioned here due to their significance to the Help Desk.

4.1. FI-ADOPT Website

The FI-ADOPT Website (<http://fiadopt-project.eu/>) provides a valuable source of information for the Help Desk refer applicants and potential applicants to for further information on the application process, open call details, and other relevant information on FI-ADOPT and FIWARE. Figure 5 shows an example of the FI-ADOPT home page, which is frequently cited in responses to applicants. It also shows the Call Countdown Timer in the lower right of the image that provides a useful reference for those interested in knowing when the open call(s) close.

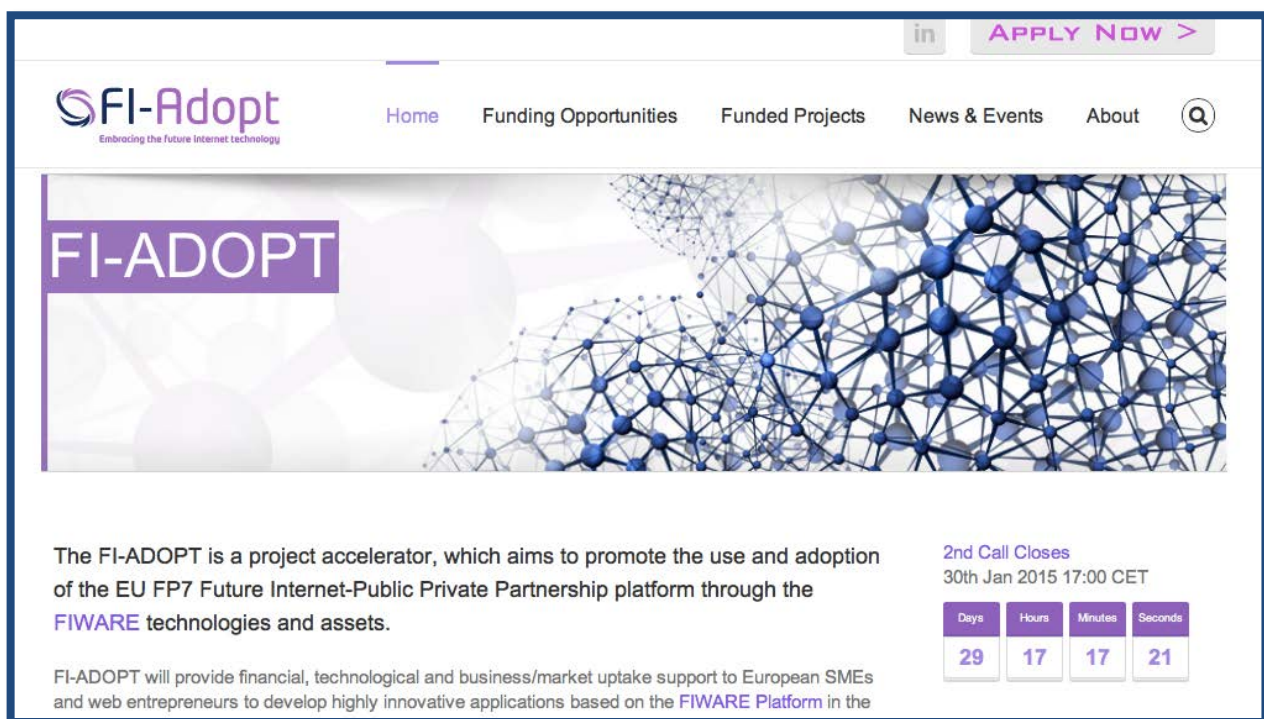


Figure 5 FI-ADOPT Website

4.1.1. F6S Discussions Blog

The F6S Discussions Blog compliments the Help Desk activity by providing applicants an additional platform to make enquiries as Figure 6 shows. An additional benefit of the Discussions Blog, is that applicants can view existing discussions initiated by others to find questions and answers that might be of interest to them

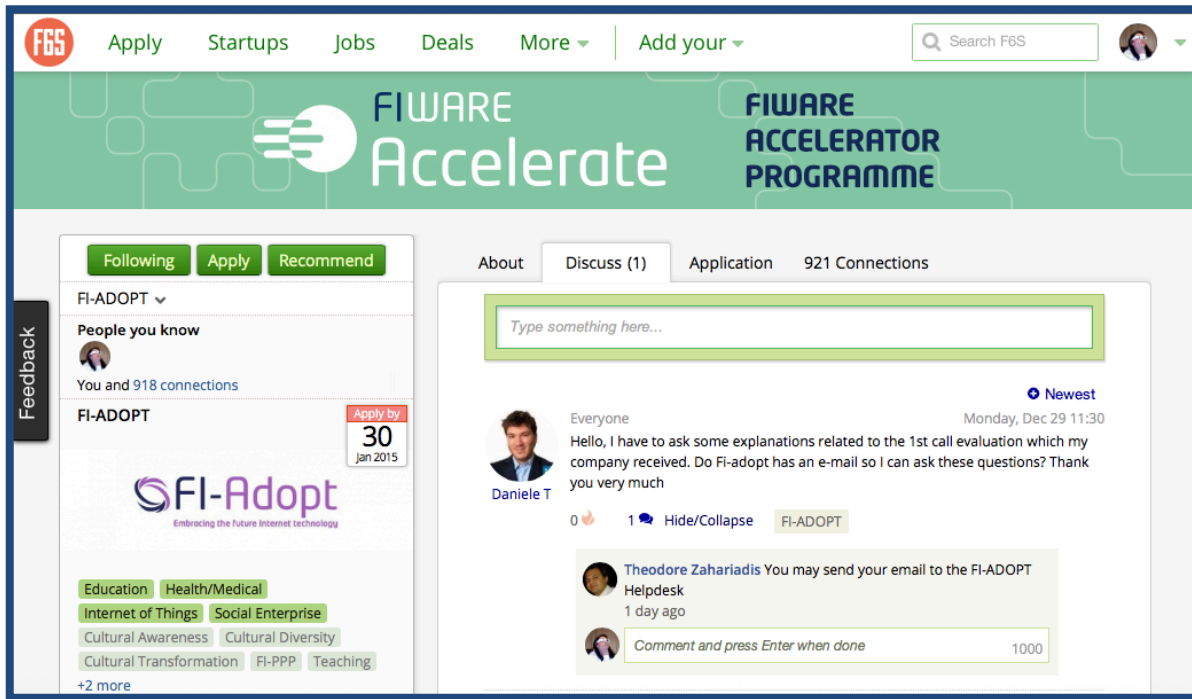


Figure 6: F6S Discussions Blog

4.2. Open Call Documentation

Enquirers to the Help Desk are frequently provided with links to the FI-ADOPT Open Call Documentation, including references relevant sections to read in specific documents for further information, and additional clarification on their questions. Referring applicants to the Open Call Documentation also maintains consistency in responses. The documents include the Open Call Summary, Open Call Text, Guide for Applicants, Proposal Template(s) and Frequently Asked Questions as shown in the Figure 7 screenshot of the links to the documents provided on the FI-ADOPT website. More information on these documents can be found in the deliverable D2.1. Open Call Documentation.

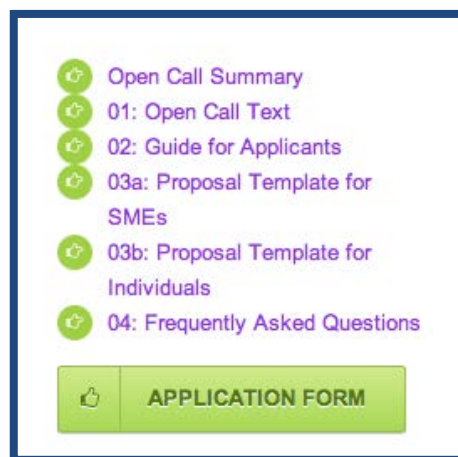


Figure 7: Links to Open Call Documentation on the FI-ADOPT Website

5. Help Desk Status

The Help Desk currently receives the majority of enquiries via email, although telephone support is also provided. The Help Desk was established in M3, and has been running throughout the first open call dates, and the second call is mid launch. Enquiries to date (as of Jan 20th 2015), have therefore so far been primarily from applicants and potential requesting guidance on the application process, and more detail on the FI-ADOPT Open Call, plus FIWARE in general. The following sections provide statistical details on the number and nature of the enquiries to date (from start of M3, to Mid M7).

5.1. Questions Handled to Date: Statistics

The FI-ADOPT Project Help Desk has handled well over 300 questions to date, through over 200 separate sets of enquiries (i.e. emails and telephone calls), with an average of 1.5 questions per enquiry as Table 3 shows:

Table 3 Enquiries

Total Enquiries	No of Questions	Average No. of Questions per enquiry
200	306	1.5

The Project Help Desk enquiries are received from primarily from a mixture of three main sources: enquiries sent directly to the FI-ADOPT Help Desk at FI-ADOPT@emc-square.org ; telephone line directly to the FI-ADOPT Help Desk; and from the FIWARE accelerators general help mailing list Fiware-acceleration-help@lists.FIWARE.org. Figure 8 shows that 63% of the questions handled were directed specifically to the FI-ADOPT Help Desk, with 55% received from the FI-Adopt email address, and 10% via telephone. 37% of questions were received from the FIWARE accelerator general help email mailing list.

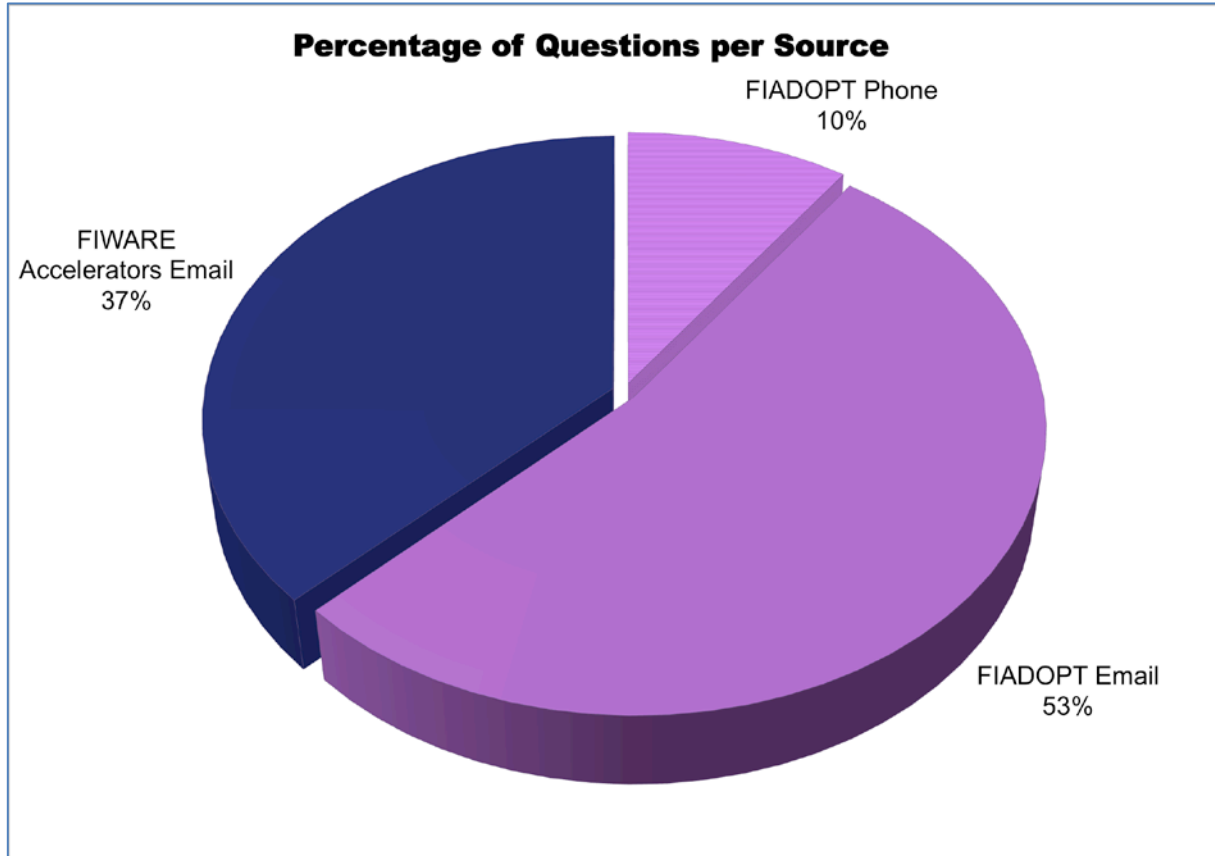


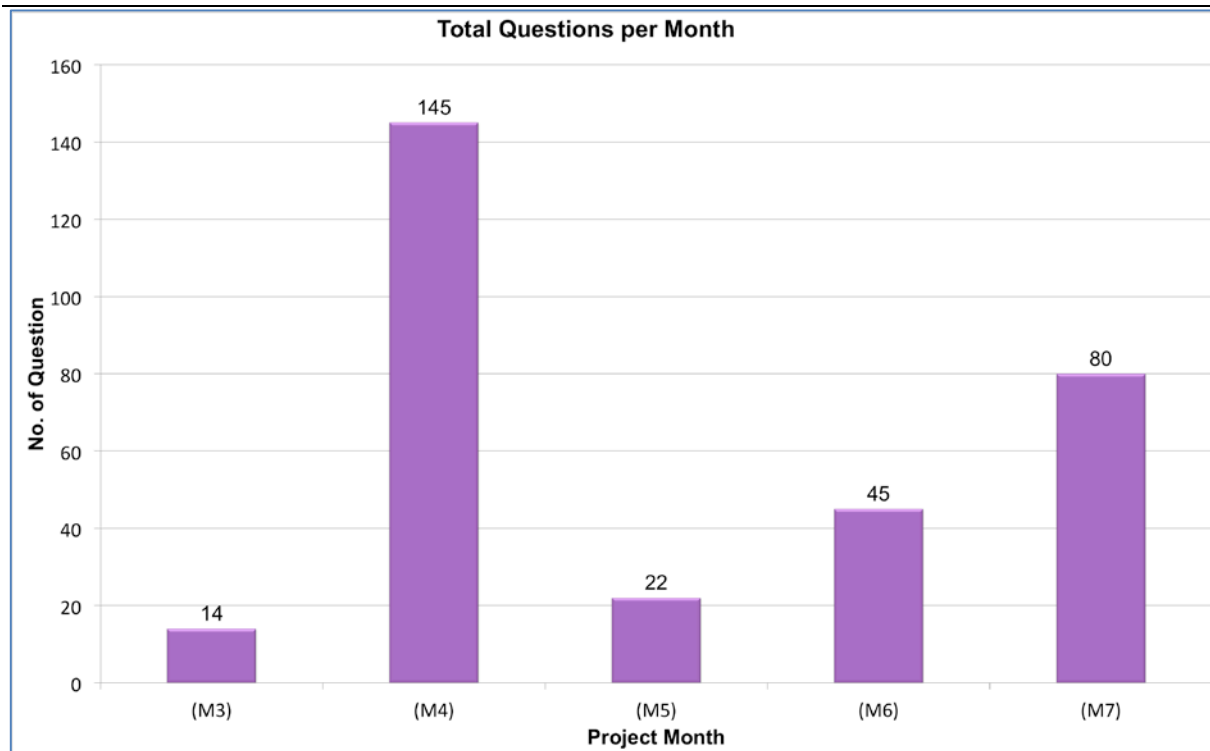
Figure 8: Percentage of Questions per Source

It should be noted that FI-ADOPT responds to all enquiries directed to the FI-ADOPT Help Desk email, and telephone line, and reads all the enquiries directed through the FIWARE accelerators mailing list. However, as shown in Table 4, FI-ADOPT has responded to 21% of the questions received and logged by FI-ADOPT from the FIWARE mailing list. This lower response rate compared to the 100% response to enquiries directed specifically to the FI-ADOPT Help Desk, reflects that the FI-ADOPT Help Desk is only one of a team of 16 accelerators who receive the FIWARE emails, and as such, the enquiries are often better answered by an alternative accelerator. Furthermore given that there are 15 other accelerators to potentially respond, the 21% response rate is substantially higher than the target response rate of approximately 6.25 % (i.e. 1/16th).

Table 4: Percentage of Responses to FI-ADOPT and FIWARE Accelerator questions

Source	Total Questions	% Response	Target Response Rate
FIADOPT	192	100%	100%
FIWARE	114	21%	6.25%

On average the project desk has handled 61 questions per month to date, however the total number of questions received at the Help Desk, has fluctuated per project month as Figure 9 shows. The project Help Desk began in M3 (Sep) by handling 14 questions. The number of questions then peaked in M4 (Oct) with 145 questions. 22 questions were then received in M5 (Nov), and 45 in M6 (Dec). At the time of this report the project Help Desk has so far received 80 questions in M7 (Jan).

**Figure 9: Total Questions per Month**

Explanations of the peaks, can be provided by examining the total number of questions by source per month as shown in Figure 10. The peak number of questions received in M4 (Oct) can be explained by two reasons. The FI-ADOPT first open call was in full swing, running from mid Sept and all through Oct. It is likely therefore that applicants and potential applicants wanted to make ensure that they could fill out their applications and proposals in the best way by the close of the call (Oct 30th), and therefore focused their questions accordingly during that time period. Secondly, a member of the FIWARE team initiated the FIWARE accelerator mailing list, which initially forwarded general enquiries about FIWARE, the calls and accelerators to all the accelerators in bulk. This was because a number of outstanding enquiries had built up because it had been unclear who they were directed to, and who should be responsible for providing a response.

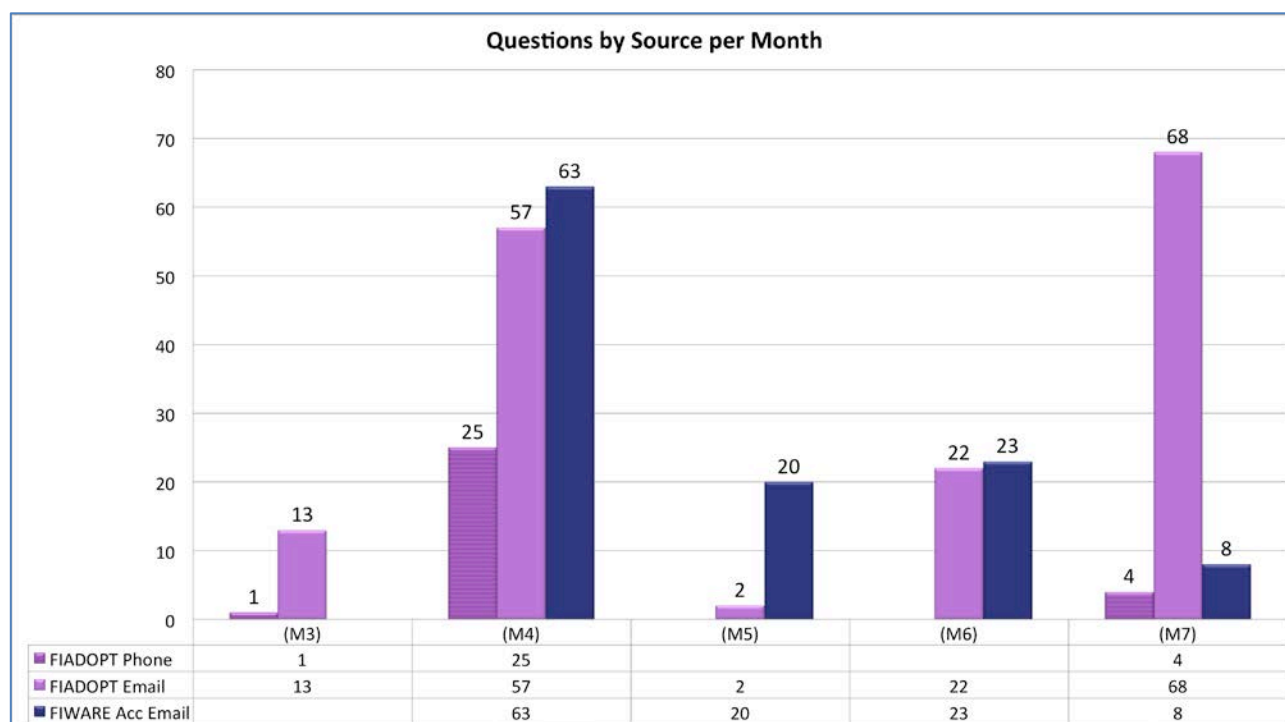


Figure 10: Total Questions by Source per Month

As Figure 10 also shows, all questions received in M3 were received directly to the FI-ADOPT help email or telephone line. In Oct (M4), 82 questions were sent directly to FI-ADOPT through the Help Desk email address (57), and telephone line (25), and 63 questions through the FIWARE mailing list. Only 2 questions were handled from FI-Adopt emails in M5 (Nov), probably reflecting that the first FI-ADOPT call had closed, and the second one was not yet open. The enquiries from the FIWARE mailing list continued in M5 with 20 questions, however, the enquiries tended to be from those who were not currently applying to a specific call. It should also be noted, that the number of questions directed to the FI-ADOPT Help Desk email, picked up again in M6 (Dec), possibly due to the second FI-ADOPT open call starting in mid December. This is also reflected in the second peak in question numbers in Jan (M7) due to the second call in full swing. A total of 72 questions (68 via email, and 4 via telephone) have been intentionally directed to FI-ADOPT in the first three weeks of Jan, mainly related to the current open call.

5.2. Question Categories

The FI-ADOPT project Help Desk has received questions on a variety of topics to date. Table 5 below shows the categories as defined by FI-ADOPT based on the nature of the questions received. An example of a typical question that would fall into each category is also provided. For example, the first two listed categories relate mainly to the FIWARE acceleration help mailing list, and the commonly asked questions of “how many accelerators can I apply to” , and “which accelerator should I apply to”.

Table 5: Main Question Categories

Categories	Typical question
Accelerators - No. of	How many accelerators can I apply to?
Accelerators - Which	Which accelerator should I apply to?
Application	Please clarify something related to the documentation needed to apply
Application Process	Please clarify something about how to apply

Contact Info	Who do I contact for additional information?
Costs	Please provide more information on what counts as costs
Deliverables	Please clarify something about the deliverables
Events & Mentoring	Please clarify something related to events and mentoring
FIPPP Testing	Please clarify what is required for FIPPP Testing
FIPPP Use Cases	Please provide more information on the Use Cases
FIWARE General	Please provide more information on FIWARE in general
FIWARE GES	Please provide more information on GES
FIWARE Process	Please provide more information on the process of applying to FIWARE for a grant
FIWARE SES	Please provide more information on SES
FIWARE Technical	Please provide more technical information on FIWARE
Funding	Please clarify details on funding
Legal	Please clarify a legal requirement
Open Call - Criteria	Does my idea fit into the criteria you are looking for?
Open Call - Dates	What are your call dates?
Open Call - Eligibility	Am I eligible?
Open Call - General	General open call questions
Open Call - Topics	Does my idea fit into your target topic?
Other	Other general questions
Submission Process	Please clarify something regarding how to submit my application
VAT	Do I need a VAT number to apply?

Figure 11 below illustrates the percentage of the questions asked per category when considering all the sources of enquiries: those logged from the FI-ADOPT Help Desk email, FI-ADOPT telephone, and those directed to FI-ADOPT via the FIWARE acceleration list.

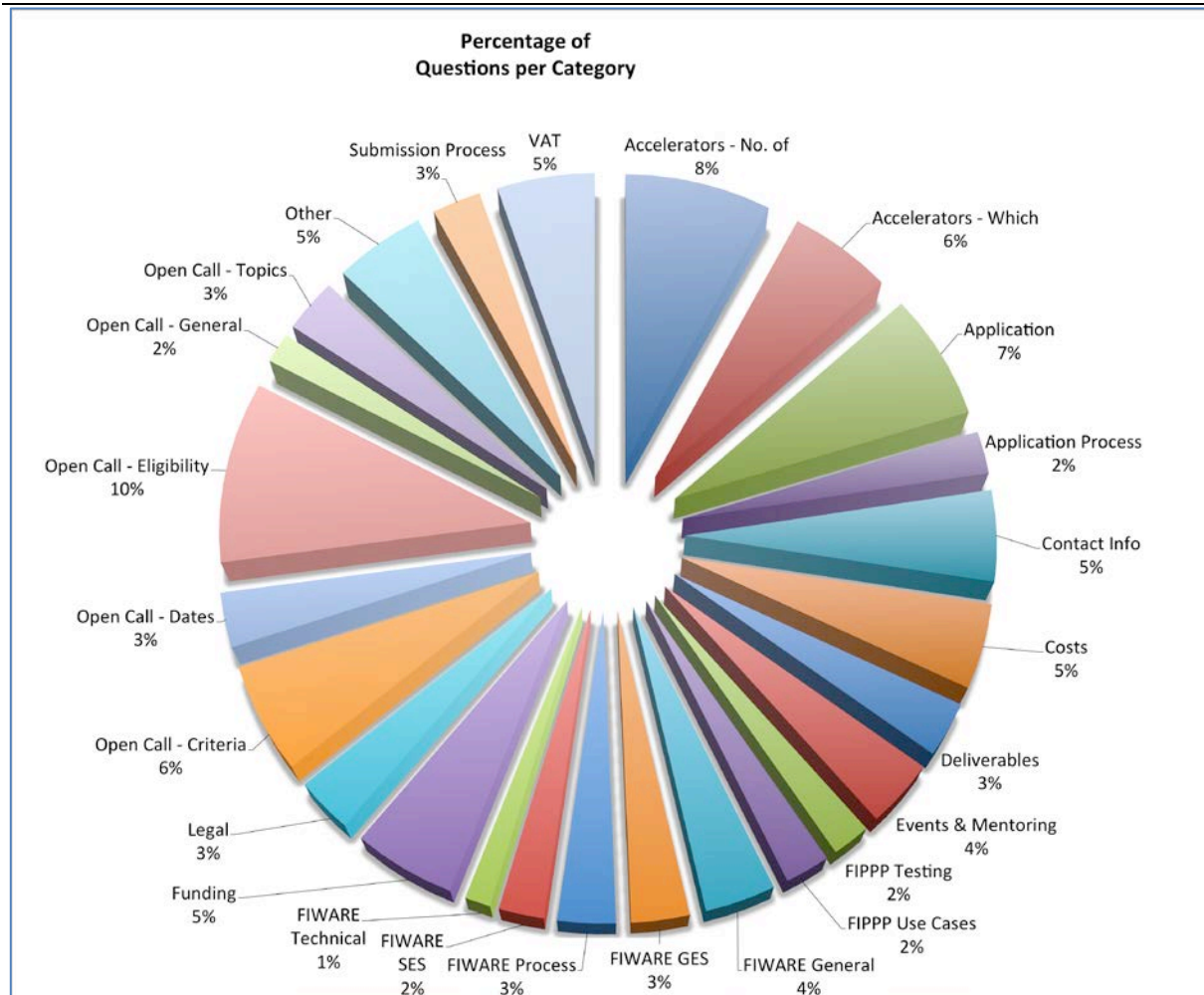


Figure 11: Percentage of Questions per Category

The chart in Figure 11 shows wide range of topics spread quite evenly throughout. However the top five categories that stand out as being commonly asked questions are as follows:

Categories	Typical question	Percentage
Open Call - Eligibility	Am I eligible?	10%
Accelerators - No. of	How many accelerators can I apply to?	8%
Application	Please clarify something related to the documentation needed to apply	7%
Open Call - Criteria	Does my idea fit into the criteria you are looking for?	6%
Accelerators - Which	Which accelerator should I apply to?	6%

As the table above shows, when considering all the sources of enquiry received by the Help Desk, the frequently asked questions are therefore, primarily, regarding whether applicants are eligible for the open calls, whether their ideas are eligible (criteria), plus can they apply to more than one accelerator, and which

accelerator should they apply to. General questions related to the application forms are also frequently asked questions.

5.2.1. FI-ADOPT Question Categories

Figure 12 below shows the percentage of questions per category intended for FI-ADOPT via the FI-ADOPT help email or by telephone.

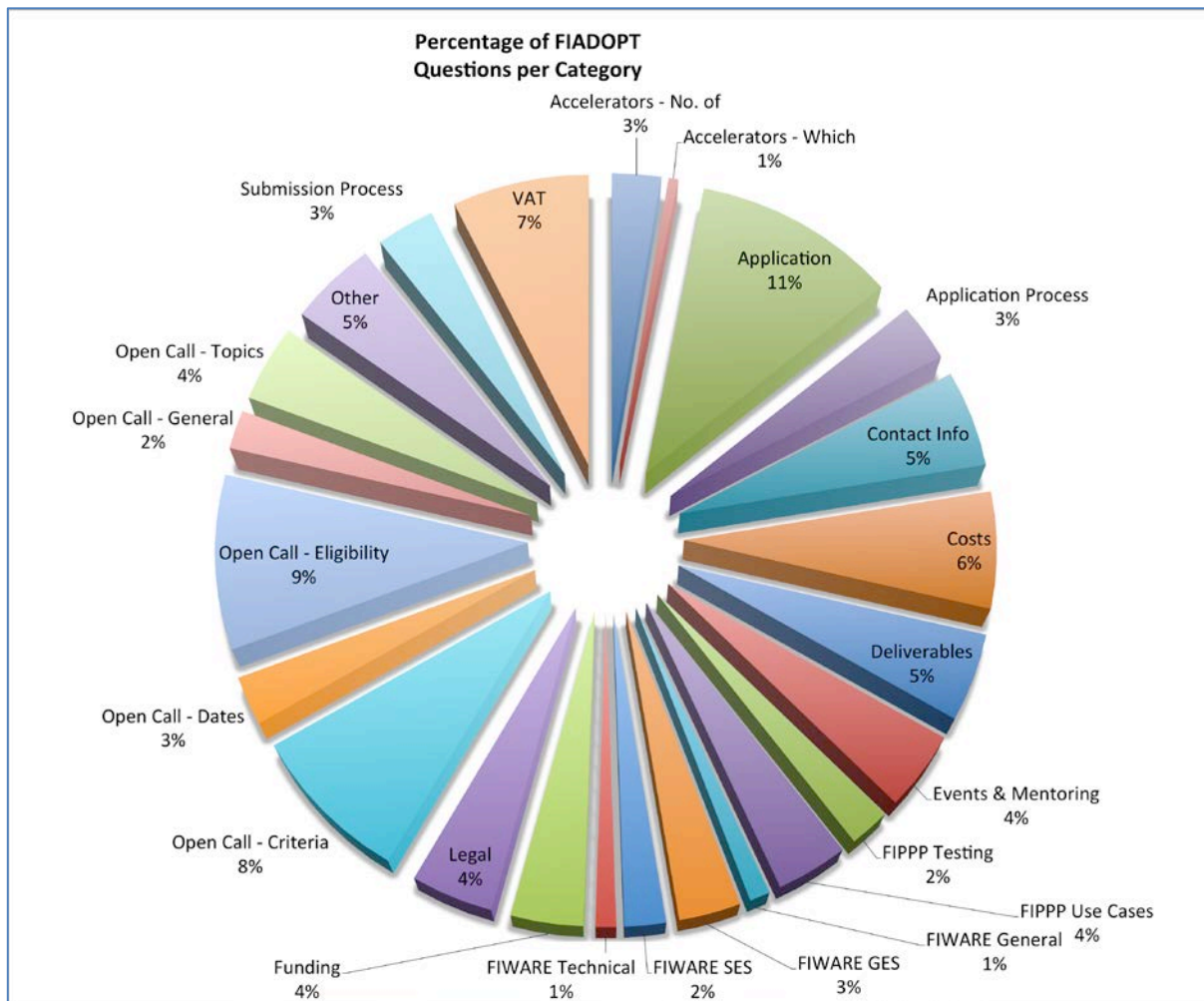


Figure 12: Percentage of questions directed specifically to FI-ADOPT per Category

Figure 12 also shows that when considering questions specifically intended for FI-ADOPT, the five top categories of enquiries have a different balance as follows:

Categories	Typical question	Percentage
Application	Please clarify something related to the documentation needed to apply	11%
Open Call - Eligibility	Am I eligible?	9%
Open Call - Criteria	Does my idea fit into the criteria you are looking for?	8%
VAT	Do I need a VAT number to apply?	7%
Costs	Please provide more information on what counts as costs	6%

D3.1 - Project Help Desk

As the table above shows, when singling out enquiries specifically directed to the FI-ADOPT Help Desk, the frequently asked questions are largely focused on clarifying the application form requirements, whether or not VAT is needed, and questions related to what can be claimed as costs. Whether or not they are eligible, and whether or not their ideas are eligible (match our criteria), remain frequently asked questions, however.

5.2.2. FIWARE Question Categories

Figure 13 shows the percentage of questions per category directed to FI-ADOPT through the FIWARE accelerators help email list.

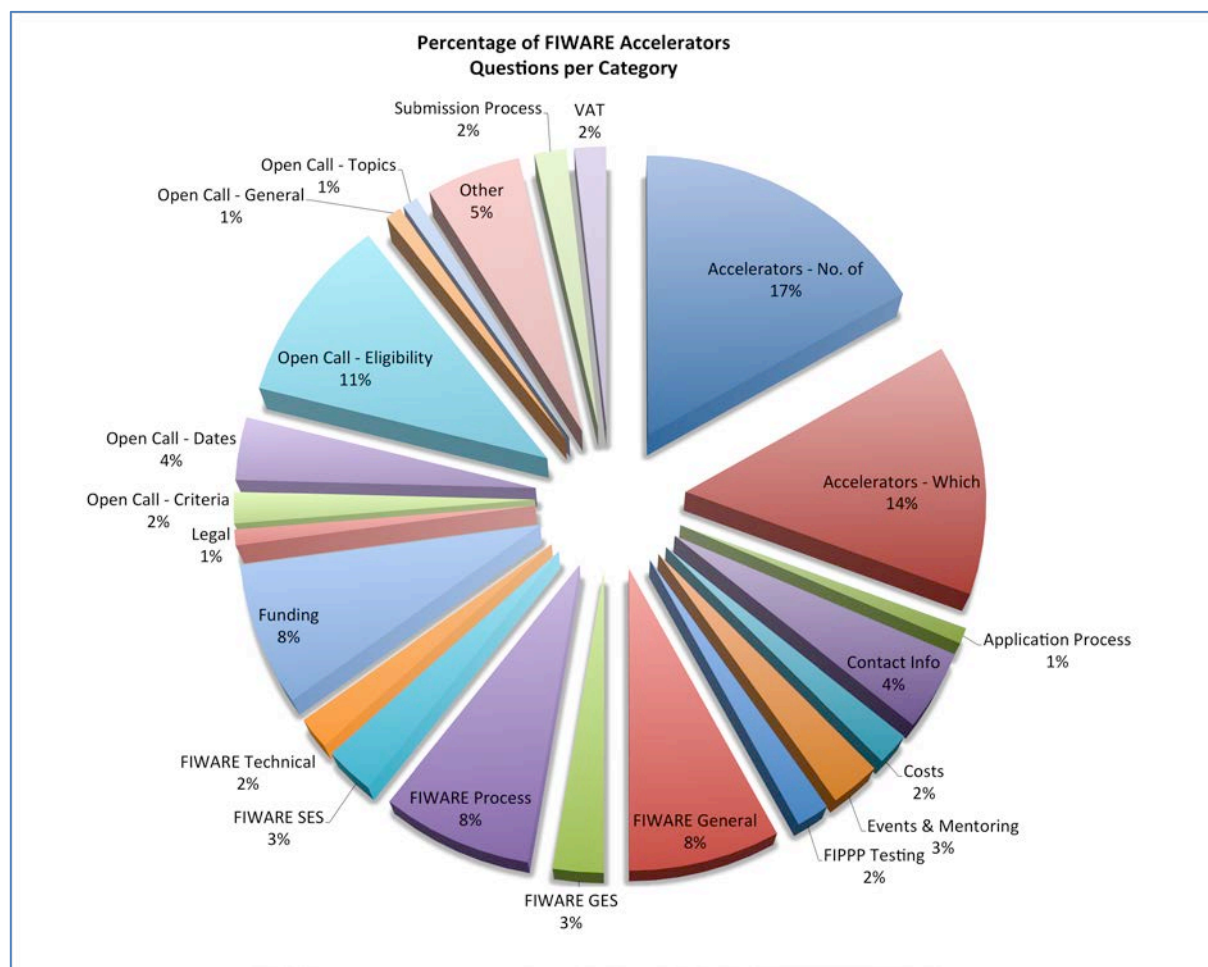


Figure 13: Percentage of Questions per Category directed to the FIWARE accelerators in general

It also shows that the five top categories of questions from applicants making enquiries to the FIWARE acceleration help list are as follows:

Categories	Typical question	Percentage
Accelerators - No. of	How many accelerators can I apply to?	17%
Accelerators - Which	Which accelerator should I apply to?	14%
Open Call - Eligibility	Am I eligible?	11%
FIWARE General	General open call questions	8%
FIWARE Process	Please provide more information on the process of applying to FIWARE for a grant	8%
Funding	Please clarify details on funding	8%

As the table above shows, when only considering the FIWARE acceleration list enquires, it is apparent that the main topics of concern are whether or not they can apply to more than one accelerator, which accelerator to apply to, and FIWARE related questions. How the funding works, and when grantees will receive funding is also a commonly asked question. Eligibility still remains a frequently asked question also.

5.3. Live Q&A Events

FI-ADOPT has hosted informational events for potential applicants, including two events in London with live question and answer sessions (Q&As), and a Help Desk information booth. The initial London event held on Sep 29th 2014, was hosted in the elegant Octagon, Grade II listed Queen's Building at Queen Mary, University of London (see Figure 14), and was attended by approximately 60 applicants.



Figure 14: Live Q&A in London Sept 2014

The second London event held on Jan 15th 2015, was held in the club house of Digital Shoreditch HQ (Playgen) London, and was attended by approximately 50 applicants. The Help Desk provided a presentation regarding frequently asked questions from FI-ADOPT (see Figure 15), plus manned an information booth during a following networking session (see Figure 16).



Figure 15: Help Desk Presentation London Jan 2015



Figure 16: Answering Questions at the Info Booth in London Jan 2015

Experiences from the live question and answer sessions, and information booths, indicate that the primary questions asked relate to eligibility, criteria, and whether or not their ideas fit into the topics targeted by FI-ADOPT. Topics of interest also include whether or not VAT is required, and how and when the funding is paid out. An additional question that was frequently asked in the live sessions, although rarely through email, was whether or not applicants are tied to FIWARE after the grant is done, and their project completed. This illustrates the point that the live events provided applicants with an opportunity to express questions that they might not have expressed through other means.

5.4. Updating Information via Help Desk FAQ

The Help Desk also provides feedback to the FI-ADOPT consortium when the Help Desk is receiving frequently asked questions whose responses would benefit from being added to the Open Call Documentation. As an example Figure 17 shows a pending update to the online FAQ document based on Help Desk feedback in order to assist applicants in finding out further information about Specific Enablers.

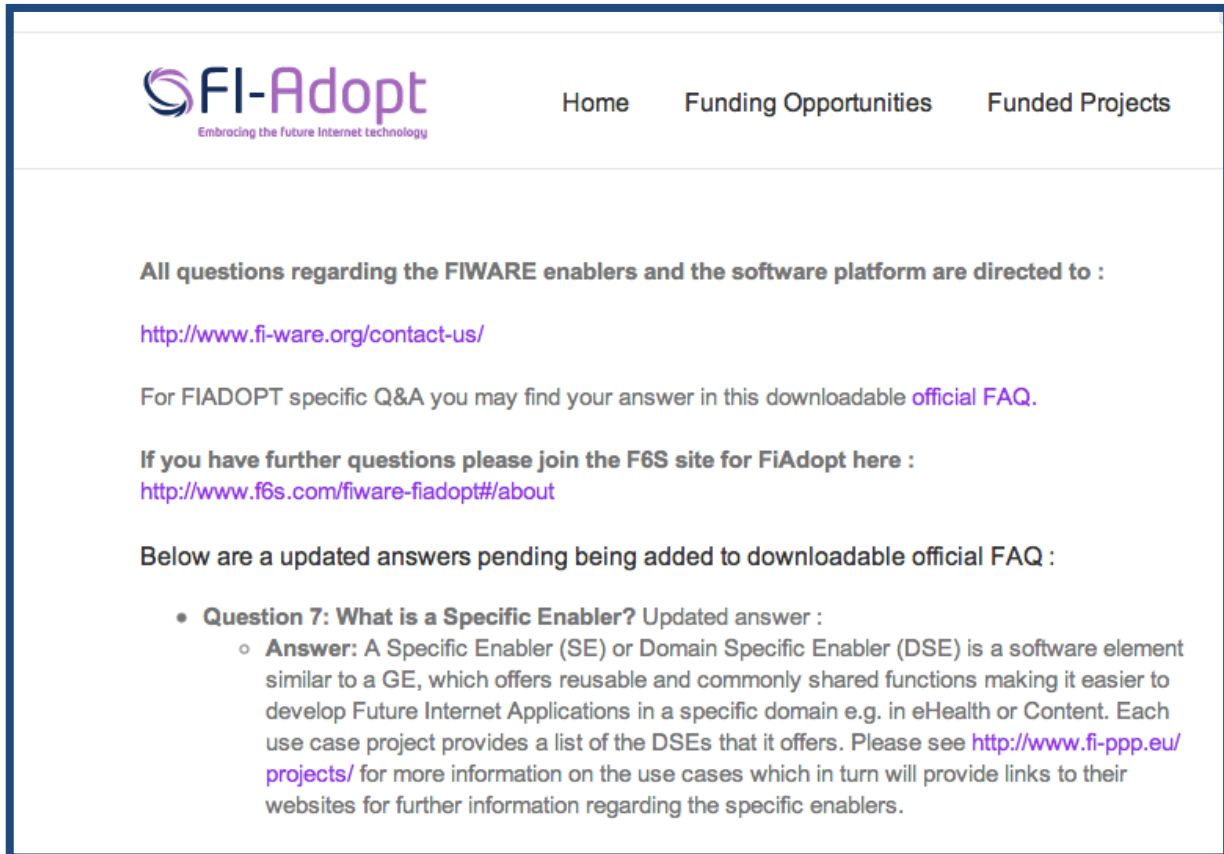


Figure 17: Pending Updates to Open Call FAQ based on Help Desk FAQ

In order to provide the most up-to-date information possible, the FI-ADOPT website includes a link for further support information including any pending FAQ as Figure 18 below shows.

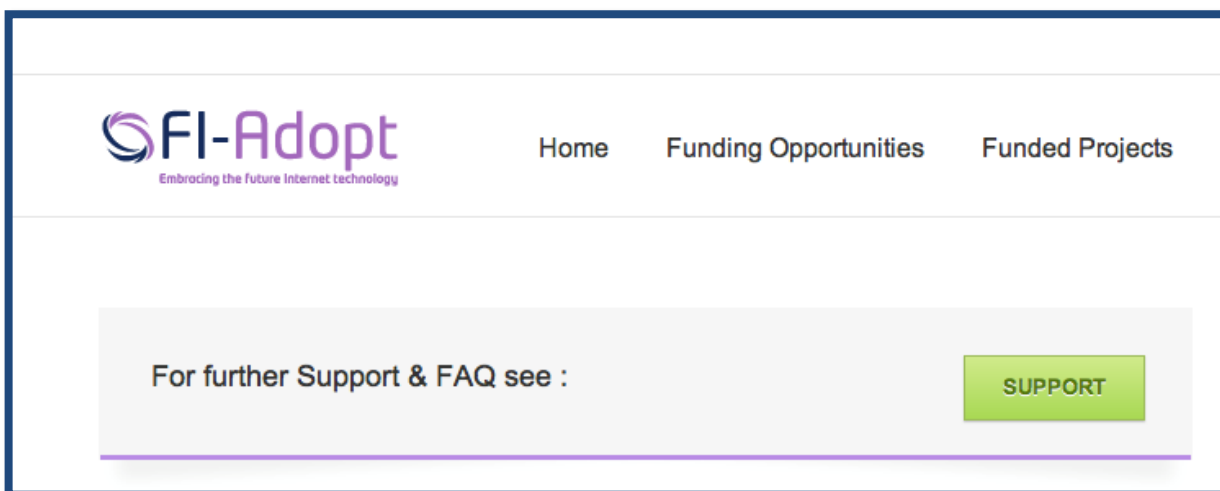


Figure 18: Link to further support info and pending FAQ