



Your Guide to Moving In

Get ready to occupy your new online workplace



This guide tells you everything you need to know to move teams in

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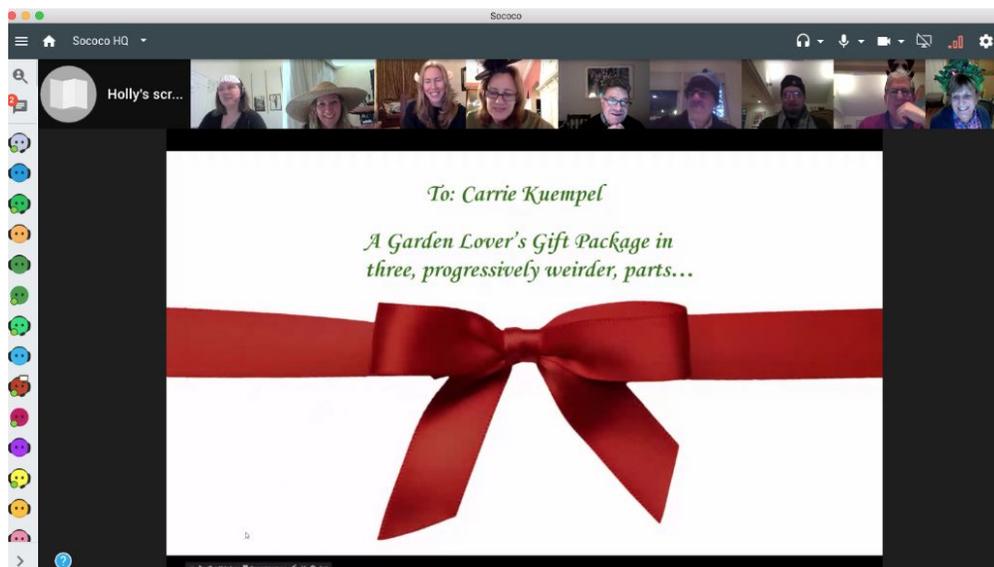
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1. Introduction

1.1. Purpose of this Guide

We want your move to Sococo to be smooth. This guide is designed to help you set up and move teams in. Whether you are setting up a single space, or multiple spaces to support a large enterprise, the considerations and steps are similar. And, good news—in spite of the cover image for this guide, your move to Sococo requires no boxes to pack or lift!

1.2. Welcome from Our Team to Yours



Screenshot from recent holiday team party and "Secret Santa" gift exchange

Welcome!

Our distributed team spans two offices, eight cities and three countries and we go to work in Sococo every day. "Going to work in Sococo" gives us easy, spontaneous access to each other. Honestly, we feel more connected and get work done together faster than we ever could without it. We have a lot of fun, too.

Sococo Aha Moments

But don't just take our word. Many teams report feeling closer in Sococo—and

yours will too. Once your team moves in and works for a while, we guarantee Sococo “aha” moments. We observe it happen time and time again. For your Scrum Master, the aha may come after the daily standup when she sees people naturally breaking out to work together. For a team member who works from home, the aha may be realizing he really does feel less isolated.

Whatever it is, your Sococo aha will likely come from the gut and will have something to do with sensing the work you are contributing to is happening around you. We believe it’s because activity is taken in with a glimpse of the map and your brain automatically fills in the extra context, the same way it does when you are working in an office setting.

Soon You Won’t See Blinking Bobbleheads!

Before you know it, you won’t see blinking bobbleheads. Instead, you’ll “see” the dev team gathering for the daily standup and pairing up afterwards to work out details; the important client meeting being hosted in the executive briefing room; and the marketing director greeting the new web developer in the Lobby.

Audible activity popping sounds clue you in to people entering or leaving your shared work area, creating an aura of working side-by-side. You’ll hear when the door is closed and opened. As you look around the map, blinking indicators and icons on each avatar provide cues as to who’s talking, listening or sharing screens in other rooms. Status settings inform you who is heads-down, not wanting to be interrupted. And, best yet—you can see when the Scrum Master, Product Owner—or whomever you really need to grab right now to remove a blocker—is available between meetings.

Spontaneity is Sococo’s Secret Sauce

It’s this heightened awareness of each other’s comings and goings and friction-free ease of interacting that so naturally facilitates human connection and collaboration. Once your team is comfortable with quick, casual exchanges in Sococo, the barriers of distance disappear. Knocking on the door to a Sococo office feels as natural as dropping by a colleague’s office at corporate headquarters.

Now let’s get you moved in!



2. Getting Help

First and foremost, know that we're here to help you! Check out all the ways.

2.1. Knowledge Base

[You can access our knowledge base from here](#) to browse all articles and supporting resources. Use search to find answers to your questions.

The knowledge base has several sections. **Working in Sococo** has how-to articles useful for everyone. **Configuring Sococo** has articles for Administrators and Moderators responsible for setting up and managing Members. There are also sections with **Video Tutorials** and **Supporting Resources**, including quick reference guides and a **Moving In Kit**.

If you want to provide supporting resources to your user community on your own intranet, we recommend linking out to resources in the knowledge base to stay synced with our latest and greatest materials.

2.2. Live Chat/Email Support/Drop-in Support Center

The blue "?" outside the map in the lower left corner is an easy-to-find touchpoint for Help. The Sococo knowledge base can be queried from here and all customers, who are not on our free Starter plan, can access **Live Chat** to open a chat conversation with a member of our Support Team.

Our support team is online to answer live chats from 8am - 8pm ET. When **Live Chat** is not available to you—because it is outside staffed support hours or you are on a free Starter plan—you can **email Support** from here instead.

Enterprise accounts can also visit the **Sococo Support Center** by selecting **Sococo Support Center** from the drop-down menu of spaces in the top nav bar.

The **Sococo Support Center** is like an online genius bar where you can “walk in” and see/talk/share screens with a really smart Sococo support person.

2.3. Report a Problem

You can report a problem (or send feedback) by expanding the Options menu and selecting **REPORT A PROBLEM**. Your problem will be ticketed and you will receive a personal response from one of our support staff, typically within the same business day.

We encourage everyone to report media or connectivity issues as soon as they happen by submitting problem reports. In addition to a description of the problem, a snapshot of the current state of the user’s network connection is captured (along with other data) which aids in our diagnosis of the root cause of the issue. With issues like I-can-hear/see-others-but-they-cannot-hear/see-me, it is useful to have multiple people file reports. This helps us analyze the situation from different vantage points.

2.4. System Outage Notifications

We will post announcements for any system outage or planned maintenance here: www.sococo.com/status

You can subscribe to email notifications to be alerted whenever there is a system outage (very rare) and get updates on its resolution. We recommend subscribing right now—and encouraging your help desk and users to do it, too, as part of your onboarding instructions.

3. Plan the Move

You wouldn’t physically move your office location without having carefully considered the disruption moving makes to your workers’ daily routines. Moving teams into Sococo requires the same thoughtfulness and planning. In fact, we encourage you to think about introducing Sococo as a “move” rather than a new



system or tool implementation. To realize full value on your investment, everyone on the team must show up for work in Sococo, just as they would the first day in a new office location. So do take care to plan the move.

3.1. Key Roles for a Smooth Move

A few key roles are defined here to help you identify the big buckets of moving-in responsibilities to delegate. For smaller companies, all roles and tasks are assumed by the same person wearing multiple “hats”. For large enterprises introducing Sococo to thousands of employees, these roles are likely assigned to multiple people, and possibly even a Program Management Office (PMO) or Center of Excellence to direct tasks and communications.

3.1.1. Executive / Business Sponsor

The Executive / Business Sponsor is responsible for:

- Communicating the rationale for the move and big-picture vision for success tied to strategic business goals
- Identifying and tracking success criteria to ensure the move to Sococo is delivering the desired return on investment

3.1.2. Move Manager

The “Move Manager” (aka Implementation Lead) is responsible for:

- Creating the **Moving In Plan** and getting buy-in from all stakeholders
- Confirming technical setup tasks are completed (network configuration etc.)
- Selecting and training “Sococo Champions” to configure spaces and onboard teams

- Confirming spaces are properly configured
- Directing “Move In Day”
- Supporting Sococo Champions to encourage ongoing team engagement
- Sharing best practices across teams

3.1.3. IT Lead

The IT Lead is responsible for technical set up, including:

- Configuring the network
- Integrating with SSO/SAML and third party applications, such as Slack
- Ensuring end user technical readiness
- Training the internal help desk

3.1.4. Sococo Champion(s)

Each Sococo Champion (who might also be the Scrum Master) is responsible for:

- Configuring the space(s)
- Inviting team members
- Onboarding the team(s)
- Monitoring and encouraging team engagement

3.2. Define & Communicate Goals and Success Metrics

Let's face it, while Sococo is super intuitive and easy to use, you're introducing a change in the way your teams currently work. So acknowledge change and guide people through it. Communicate clearly and often the rationale for the move as it ties to strategic business imperatives.

Facilitate conversations to help people understand how your teams work today (the AS IS) so you are able to compare performance, before and after. Agree upfront on some on desired outcomes to describe what success will look like (the TO BE). Identify the metrics and the methodology you will need to use to track progress and compare results.

3.3. Example Move In Plan

Here's a high-level plan to help organize your move. Subsequent sections in this guide provide how-to details for tasks and checklists.

Strategic Set Up			
Task	Owner	Status	Due
Create Why Sococo? messaging/communication plan			
Assign roles & tasks, determine timeline & milestones and secure buy-in for Move In Plan from stakeholders			
Identify "Sococo Champions" to configure spaces & onboard teams			
Schedule training & standing check-ins with Champions			
Post supporting Sococo resources on intranet (link out to Sococo knowledge base)			
Technical Set Up			
Task	Owner	Status	Due
Configure network			
Integrate with SSO/SAML and third party applications			

Confirm user technical readiness			
Train internal Help Desk			
Sococo Set Up			
Task	Owner	Status	Due
Plan & deliver training to Sococo Champions			
Configure space(s)			
Create process for requesting new spaces			
Move In Day!			
Task	Owner	Status	Due
Build buzz in advance of Move In Day (work with team leaders and Scrum Masters to do this)			
Provide logistical info to teams about Move In Day			
Invite teams to create Sococo user accounts to join spaces - <i>unless using other authentication, such as SSO</i>			
Onboard team(s) on Move In Day			
Track & Encourage Engagement			
Task	Owner	Status	Due
Monitor usage			
Help team(s) set norms			
Showcase success stories & share best practices			

4. Technical Set Up

When you move into new office building, you expect the lights to turn on and your phone and computer to just work. Moving into Sococo, teams expect the same. They expect to turn on their mics and cameras and the media to flow. To ensure good meeting experiences, follow the network configuration guidelines. Information is also provided for integrations.



4.1. Network Configuration

Sococo uses the industry standard WebRTC (Real Time Communication) and tries first to send video over UDP, but will automatically switch to TCP when UDP traffic is being blocked. [As TCP is a much less desirable protocol, the user experience can degrade running over TCP. Unblocking UDP, and confirming proxy and firewall settings, will assure a higher quality and more consistent Sococo user experience.](#)

[Click to download the Network Configuration Guide](#) to read about proxy and firewall settings, as well as network bandwidth and latency requirements.

4.2. Integrations

Today Sococo supports integrations that include Single Sign On (SSO) with SAML and Slack for messaging. Additional integrations are planned for the future.

4.2.1. SSO/SAML Integration

Sococo supports Single Sign On (SSO) integration with SAML. Users can log in to Sococo via any SAML2 compliant identity provider set up for their organization (e.g., Active Directory, Okta, OneLogin...).

[Click to read this knowledge base article to learn how to integrate SSO/SAML.](#)

4.2.2. Slack Integration

When you integrate Slack with Sococo, Sococo's native chat is replaced with Slack messaging. Private, group and Slack channel messages are accessible in both apps; and chat messages are archived and searchable in Slack. One or more Sococo spaces are associated with your Slack team. The entire Slack team, accessible from Sococo via the People pane, can be messaged or invited to

meet in Sococo. You can issue “Gets” from Sococo to pull Slack team members into meetings, and, working from Slack, use the **/sococo** command to do the same. Also, users can log in to Sococo using their Slack credentials.

[Click to read this knowledge base article to learn how to integrate your Sococo space with Slack.](#)

5. User Technical Readiness

A key preparation step to ensure an overall good team experience is to confirm each team member satisfies the technical readiness requirements outlined here.

5.1. Basic Sococo User (Client) Requirements

- **Basic computer hardware and network connection**
 - Any quad-core processor
 - Integrated laptop camera or USB web camera
Note: Other devices, like virtual cameras, may not work
 - Connection to the network with adequate bandwidth
- **Supported Operating Systems**

Sococo supports the current version and the 2 previous major releases of these operating systems:

 - Mac OS X
 - Windows
 - Linux (any modern distribution that is supported by Google Chrome)

- **Supported Web Browsers**
Sococo supports the current version and 1 previous major release of Google Chrome.
- **Camera & microphone access**
A user must “allow” Sococo to access his/her microphone and camera when using video and audio for the first time.
- **Screen share extension**
The first time a user tries to share their screen, he/she will be prompted to install a Chrome extension.

5.2. Speed test

Anyone working from home may need help running a network speed test to confirm the quality of their home network connection. There are many network speed tests available. One we like is:

<http://www.att.com/speedtest/>

Encourage everyone, home-based workers especially, to run this test and report the results. At the very minimum, Sococo requires a download speed of 5 Mbps and upload speed of 2 Mbps. Faster speeds are better!

5.3. Headsets, please!

Echo can be very distracting for everyone in a meeting. Echo can be caused by a number of things, but the best way to reduce echo is to wear a headset. *We highly recommend all users wear headsets or use an echo-cancelling speaker puck.*

5.4. Chrome Browser

Sococo runs best on the current version of the Chrome browser. Encourage all users to keep Chrome automatically updated.

5.5. Sococo Desktop App

Users need not always run Sococo from their browsers. Sococo has a Desktop App for the following operating systems that can be downloaded from here: <https://app.sococo.com/a/download> :

- Mac OS X
- Windows
- Windows (64bit)
- Linux 64-bit (DEB)
- Linux 64-bit (RPM)

5.6. Sococo Mobile App

Sococo mobile apps allow you to connect to your Sococo office on-the-go and participate in meetings via audio. The room list provides visibility into your team's activity. You can get or join teammates, knock to enter rooms and send chat messages.

There are mobile apps for both iOS and Android mobile devices. Users can download the iOS mobile app from the **AppStore** and the Android mobile app from the **Google Play Store**.

5.7. Internal Help Desk

Provide your internal Help Desk (if you have one) with the basic information they need to support your user community. Be sure to provide training and documentation for how users will:

- Log on to Sococo
- Download the Desktop App

- Download Sococo mobile app
- Keep current with latest Chrome version
- Run network speedtest
- Get supporting resources and help from Sococo
- Request a new space

6. Sococo User Roles/Privileges

You need enhanced privileges to configure Sococo to get it ready for teams to move in. Multiple members can be granted enhanced privileges. Sococo user roles and privileges are detailed below.

6.1. Administrator

Administrators are Members who are granted full privileges to edit settings impacting all spaces and members in the Organization. Only Administrators can create/delete spaces. Administrators also manage billing information. More than one Member can be granted Administrator privileges.

6.2. Moderator

Moderators are Members who have space-level administrative privileges. For example, they can edit the space (i.e., select the map and set the space name) and add/remove members from the space. Moderators can grant and revoke Moderator privileges to/from other users in the same space. Moderators also have super powers that allow them to right-click on another avatar to send home or force offline (useful for removing from Sococo the team member whose avatar appears in the team room but who's really out on vacation).

6.3. Member

Members are users who are invited to join a space and given full access to move around and interact with the other Members and Guests in the space. Members can belong to more than one space and access all of the spaces they belong to from the drop-down menu in the top navigation bar.

7. Set Up Spaces

Now it's time to think about setting up the online office place to make it comfortable for teams to work in. When preparing to move into a new office building, someone has to configure floor plans, decide where people will sit, pick out office colors and hand out key cards. Related tasks for moving teams into Sococo are creating spaces, selecting maps, and providing log in "keys" to sign on. For larger organizations, setting up Sococo also involves selecting and training Sococo Champions to assist with the space configuration and team onboarding.

Creating the right environment is critical to team productivity. Every team member needs to see this as the place they "go to work" every day. Take time to select the right map and floor plan, one that both enables privacy for heads-down, in-the-zone quiet work, coupled with an environment that encourages collaboration.

7.1. Create New Space

Only Administrators can add spaces to your Organization. To add a new space, from the options panel, select **Space Settings** and click **Add Space**.

Be sure to give your new space a name—unless, of course, you like the default name "New Space"! For small teams and organizations, the space name might be the team or company name. (Our primary space is labelled "Sococo HQ".) Larger enterprises may want to consider establishing naming conventions upfront to make it easier to identify teams within a particular division, for example.

[Click here to read knowledge base article on the Space Settings tool.](#)

7.2. Selecting a Map and Floor Plan

Using the **Space Settings** tool, you can also edit a space and select a map.

There are several maps to choose from, and we are constantly adding more. We have maps ideal for small executive teams, as well as maps supporting the co-location of twelve teams in an Agile Release Train. There are a variety of floor plan options, too, ranging from more traditional private office layouts to open floor plans where teams work together in shared enclaves.

In an open floor plan, the shared team areas are not private; they have no doors (so anyone can drop in) and everyone in the shared area can hear what's going on and sense the comings and goings of each other via sound notifications. (Of course, you can always toggle off your headset and silence notifications via your personal settings.) What we find is that teams like working in shared areas and establish their own etiquette. Ours is if you are talking to one or two others on the team, you move to a breakout room. The only time the shared space is used for a conversation is if the whole team is collaborating together.

Pick a map and floor plan that best suits the way the team(s) or organization works. Also, know that it's easy to change maps at any point. The only "gotcha" when you change maps is that you'll need to relabel room names on the new map. Take a screenshot of the current map (to record room names) before switching.

[Click here to see all currently published maps and the associated room capacities for each floor plan.](#)

7.3. Edit Room Names

Before teams move in, rooms should be labelled. Surely Shirley would love to see her name on her new office! So do put names on individual offices. Use purposeful and familiar names for shared workspaces. Call attention to "water cooler" areas where people can relax and socialize. Most

importantly, make it clear to each team member before Move In Day where they will go to work on day one— even if you temporarily assign room names to shared team spaces and then pass on naming rights to the teams themselves (which is a good thing to do, by the way, so that teams take ownership of their new surroundings).

By default, any Member (no special privileges required) can edit room names from the map view by right-clicking on a room and selecting **Edit [room-name]**.

Some teams love the freedom of allowing anyone to edit room names and actually encourage using room names creatively to inspire esprit de corps or indicate what the team is working on. However, if you prefer to only allow Moderators to edit room names, contact Sococo Support. They can turn on the more restrictive space policy for you.

7.4. Space Policy Exceptions

Over time, we have received requests for exceptions to our default space policies. If you want to turn on one of these exceptional policies (listed below), please contact Sococo Support. Provide a list of space names in your Organization requiring exceptional policies and someone on our Support Team will set them for you:

- Only Moderators Can Invite New Users
- Only Moderators Can Edit Rooms
- Disable Guest Access
- Disable Local Chat History
- Ignore Room limits

7.5. Deleting a Space

Deleting spaces is also easily done using the **Space Settings** tool. Only

Administrators can delete spaces.

[Click here to read the knowledge base article on the Space Settings tool.](#)

8. Manage Members

The **Member Management** tool is available to Administrators to use, providing a view and ability to edit Sococo membership across all spaces in the Sococo organization.

Moderators who manage membership for particular space(s) can use the **Space Settings** tool to view and edit membership for the spaces they moderate.

8.1. Add Members

Using the **Member Management** tool, an Administrator can add new Members to the organization and invite them to create a user account to join one or more spaces. You can choose to invite by email, or, invite via another application if that choice is presented to you because your space is integrated with another application, such as Slack.

Moderators of a space can add new Members using the **Space Settings** tool.

[Click here to read the knowledge base article on the **Member Management** tool.](#)

[Click here to read the knowledge base article on the **Space Settings** tool.](#)

*Note: if your organization has integrated with SSO/SAML, or is using some other authentication method, you will **not** need to invite users to create Sococo user accounts. Your “invite process” will be to provide new members with instructions for how to log in.*

8.2. Promote Member to Administrator

You may want to grant Administrator privileges to the IT Lead working with IT to configure the network or establish an Administrator for each division to create new spaces upon request.

Using the **Member Management** tool, an Administrator can search by name for the member they want to promote to Administrator. Click the pencil icon by the user's name to edit. From the next screen you can grant Administrator privileges to someone who currently has "None" by selecting Administrator from the drop-down list.

8.3. Promote Member to Moderator

An Administrator can grant anyone responsible for setting up a space and onboarding teams (aka "Sococo Champions") with Moderator privileges using the **Member Management** tool. Moderators need Moderator privileges for each space they manage.

A Moderator of a space can grant Moderator privileges to any other Member of the same space using the **Space Settings** tool.

8.4. Remove Member

An Administrator can remove any member from the organization using the **Member Management** tool.

A Moderator of a space can remove a Member from the space using the **Space Settings** tool.

8.5. Bulk Editing

The **Member Management** tool has a bulk edit feature. In one fell swoop, an Administrator can **Expire Passwords**, **Remove from Organization** or determine the **Space Access** rights (Moderator, Member or None).

Bulk editing is especially useful for:

- Adding members to multiple spaces
- Expiring passwords for all or large groups of users (to force changing passwords upon next sign on)
- Removing multiple contractors at the end of a project

9. Move In Day!

As we've been suggesting all along in this guide, we highly recommend you invest in building passionate support for your move to Sococo. Plan a formal launch day for your teams—we're calling it "**Move In Day**". Call it whatever you like, but bottom line is this: don't leave success to chance. The level to which your teams embrace this new way of working will define the level of success you realize. Commit to a formal launch so that everyone knows how important this is and you get the majority up and running from the start.

9.1. Make it an Event!

Set a date for **Move In Day** and promote it in advance. Give teams plenty of notice so everyone can attend. If possible, include an informal fun activity as part of the launch agenda, which immediately helps build a sense of bonding, belonging and being there for each other. Here are some buzz-building ideas:

- If you use Slack or another messaging platform, create a **Move In Day** channel, or discussion thread, that you can use to build excitement by posting a series of fun and informative content in advance of **Move In Day**:
 - Post casual video interviews with key stakeholders
 - Write "3 things you're gonna love about working in Sococo!"
 - Post introductory Sococo video tutorials and how-to info

- Hold a contest to name conference rooms and lounge areas
- Invite team members to come to the launch with a favorite beverage or snack
- Use the opportunity of the move to Sococo to encourage employees to openly appreciate each other's contributions and build a culture of recognition. (We do this in an ongoing way using a fun tool—check out <https://bonus.ly/>.)

9.2. Onboard Teams

Sococo is very easy to use. There need not be a lengthy user training session to onboard teams. In fact, if you stand back and look at this guide, aside from the technical setup and configuration steps, the rest of the guide focuses on helping you shift mindsets and change behaviors through lots of communications and modelling of new ways. Strive to keep the training light during onboarding and instead encourage learning through purposeful application of Sococo's feature set to real work.

Tip: Encourage Sococo Champions to ask everyone to check out their mics and cameras in advance of the team onboarding session to avoid annoying "Can you hear me now?" futzing around during onboarding.

9.3. Moving In Kit

In our knowledge base, we provide a [Moving In Kit](#). It includes this guide, the **Network Configuration Guide**, checklists, a team exercise for setting norms and editable resources to help with onboarding so that you can customize using your own voice and adding relevant info for your teams.

9.3.1. Welcome Email Templates

The two editable Welcome email templates are designed to help Sococo Champions introduce themselves, deliver the Why Sococo? message, assess user technical readiness, and communicate the

onboarding session logistics.

9.3.2. FAQs Template

The editable FAQs document can be used to anticipate and answer questions in advance of the onboarding session. Customize it for your teams. We provide the following examples to get you started:

- What is Sococo?
- Why are we using Sococo?
- How do I sign on?
- How do I move to another room in the space?
- How do I turn on my mic and camera?
- How do I download the Desktop App?
- How do I set my home room?
- How do I get more information to help me use Sococo?

9.3.3. Onboarding Agenda/Slides

The onboarding slide deck contains screenshots of key Sococo features. You can talk through the slides, or better yet, use them as an outline for giving a live demo.

Example: Onboarding Agenda (1 hour):

- **Introductions**
*(Ask everyone to right-click on the room, **select Zoom to [room-name]** and then go around the virtual table to make introductions. Add in something fun like “Describe the beverage or snack you brought to this session” or “What did*



you eat for breakfast today?”)

- **Why Sococo?** message delivered by Team Leader
- **Sococo Overview/Live Demo**
 - **Place:** Map cues online behaviors
 - **People:** Avatars convey presence, availability & work
 - **Connect:** Audio & Video, Screen sharing, Chat, “Get”, Inviting Guests
- **Small Group Breakout Discussions:**
How will we know Sococo is helping our team? What will we see people doing, saying and feeling differently?
- **Discussion Highlights Shared with Entire Team**
- **Next Steps**

9.3.4. Team Exercise: Setting Norms

We provide instructions for facilitating a team discussion about creating operating norms for the team’s use of Sococo.

This exercise help you think about norms using this structure:

Availability: How will we agree to make ourselves available to one another in Sococo so that we can quickly remove any blockers to getting work done?

Meetings: How will we agree to utilize Sococo functionality to enable productive meetings?

Privacy: How will we agree to respect other’s needs for quiet time?

Socializing: How will we agree to informally socialize in Sococo, essential for building strong personal bonds and working relationships?

10. Encourage Team Engagement & Share Best Practices

Making the move to working in Sococo is all about people and their behaviors. Continuously review progress, learnings and successes as teams adopt this new way of working.

10.1. Nudge

It is easy to become distracted working and it is likely that many of the team members will need reminders and nudges in the beginning to change their usual behavior.

- Encourage Scrum Masters to immediately move daily standups, sprint planning, demos, Retrospectives and other Agile ceremonies into Sococo.
- Identify team members who are passionate and demonstrating best practice behaviors to encourage others to follow.
- Establish daily times in the “Lounge” when team members can drop in for informal 15-minute get-togethers.
- Walk the talk: promote spontaneity by dropping in on colleagues.

10.2. Showcase Success Stories

Share early success stories to help break through natural resistance to change. Shine the spotlight on real people, experiences and outcomes. It’s harder to ignore something new when it is being used elsewhere to achieve superior results.

- Conduct a survey—one that is authentic, has clarity and is focused on before-Sococo/after-Sococo team behaviors, sentiment and performance measures.

- Be transparent and share results in an open forum.
- Seek, capture and test new ideas with Scrum Masters on how to improve team and cross-team collaboration.
- Publicly recognize those team members who have helped improve working practices.
- Welcome newcomers. Your team will constantly evolve and you need to ensure new people embrace this way of working from the start. Pair each newcomer with an existing team member.
- Most importantly, celebrate success along the way!

10.3. Extend Impact and Value Across Your Network

Teams are never isolated; there are always significant engagements happening across companies, departments and teams.

- Share what you are doing and what you have achieved with other teams in your company. This will ensure they support your new way of working when engaging your team.
- Encourage your customers, vendors and partners to also embrace this way of working. Invite them to meet you in your online office as a guest. Better connectivity will enhance the value of your relationship, increase responsiveness and lead to even better outcomes.

11. Tell Others

Want to share your experiences and promote the new future of working to others? We would be delighted to share what you have achieved with the broader community!

- Write a case study
- Write a blog post
- Join us on a webinar
- Drop by and visit us in the **Sococo Support Center!**

12. Appendix: Checklists

12.1. Checklist for the Move Manager: Planning the Move



Audience: Move Manager
Objective: Planning the Move

- Create "Why Sococo?" messaging to use in all communications
- Create **Move In Plan** & get buy-in from all stakeholders
- Identify **Sococo Champions** to configure spaces & onboard teams
- Schedule training & standing check-ins with Sococo Champions
- Confirm completion of network configuration and integration tasks
- Confirm user technical readiness
- Deliver training to Sococo Champions responsible for onboarding teams
- Train internal help desk
- Create ongoing process for requesting new spaces
- Provide supporting resources to user community (link to knowledge base)
- Plan and orchestrate **Move In Day** (formal launch) activities
- Monitor usage, collect & share success stories across teams

12.2. Checklist for IT Lead: Technical Set Up



Audience: IT Lead
Objective: Technical Set Up

- Configure Network**
UDP is the preferred method for delivery of live video streams. Sococo's [Network Configuration Guide](#) provides the recommended configuration for UDP ports, firewall & proxy settings, as well as latency and bandwidth requirements.
- (optional)* **Integrate SSO (SAML)**
Sococo supports Single Sign On (SSO) integration with SAML. Users can log in to Sococo via any SAML2 compliant identity provider set up for their organization (e.g., Active Directory, Okta, OneLogin...). [Click to read this Knowledge Base article for help configuring SSO \(SAML\).](#)
- (optional)* **Integrate Slack**
- Confirm User Technical Readiness:**
 - Requisite computer hardware (microphone, camera)
 - Headset
 - Adequate network bandwidth (run speedtest)
 - Running supported operating system (version)
 - Current Chrome browser installed
 - Ability to install Chrome extension for screen share
 - Ability to download Desktop App
 - Ability to download mobile app
- Train Internal Help Desk (if you have one)**

12.3. Checklist for Sococo Champion: Onboarding Teams



Audience: Sococo Champion
Objective: Onboarding Teams

- Attend training sessions for Champions
- Confirm technical readiness of team members
- Configure space(s)
- Build buzz for **Move In Day** - work with team leader(s) & Scrum Master(s)
- Invite team(s) to create Sococo user accounts to join space(s) – *unless using alternate authentication method, such as SSO or Slack*
- Provide logistical info to teams for **Move In Day**
- Ask team members to confirm mic & camera work before onboarding
- Onboard teams on **Move In Day**
- Help team set norms for using Sococo
- Monitor usage, inform teams of new features, tips & tricks
- Address any issues, identify power users & collect success stories
- Attend standing check-in meetings with other Champions and share success stories