

DEEP DESK

The DEEP DESK is an outreach & capacity building team that supports the promotion and training of the DEEP platform through proactive outreach, user engagement and scalable remote secondary data analysis support. The team provides technical support and training with the goal of strengthening the capacity of field-based coordination and operations for more effective use of DEEP and better analysis as basis for operational and strategic decision-making.

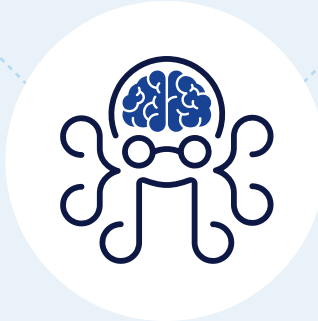
ZENDESK

Zendesk is DEEP's main assistance portal where users can find different options to solve their issues, suggest improvements to the platform, get assistance from the DEEP Desk or take a brief tour of the main utilities of the platform. Zendesk's services and content include the DEEP User Guide (available in English, French and Spanish), an overview of DEEP, the bug reporting service and a suggestion box for improving the platform, as well as the DEEP community.

DEEP DEMOS AND CAPACITY-BUILDING SESSIONS:

DEEP's Desk and Capacity Building team are available to potential and current users of the platform. The services available are:

- Monthly public online demos to initiate users in the use of deep
- Ad-hoc demos for organizations or users upon request.
- Training sessions upon request for users or organizations
- One-to-one support as required



DEEP TRAINING PAGE IN KAYA

DEEP is part of the Humanitarian Leadership Academy's partners network. On its learning portal, Kaya, DEEP will offer several free and online certificate courses. Upcoming courses are: Introduction to DEEP; Design, creation and maintenance of an Analytical Framework; Ethics and AI in the humanitarian sector. The Desk and Capacity Building service is available at support@thedeep.io

theDEEP.io

DEEP IS GOVERNED BY:

Admin Host

Primary Donor

Tech Lead