



CLIMAAX

climate ready regions

Deliverable D5.4 - Helpdesk back-office for FSTP procedures

WP5 – Implementation of the methodological framework and toolbox in >60

region/communities

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1. Document History

Deliverable Title	Helpdesk back-office for FSTP procedures
Brief Description	The deliverable will describe the helpdesk back-office created to support beneficiaries of the CLIMAAX Open Call. The support provided on the helpdesk for administrative, financial and legal potential difficulties.
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Table of Contents

1	The helpdesk back-office	2
1.1	Discord tool	2
1.1.1	How to use Discord?	3
2	CLIMAAX back-office helpdesk	4
3	Helpdesk experience in the CLIMAAX Project	6

Tables of Figures

Figure 1	CLIMAAX 1st Open Call Helpdesk	1
Figure 2	CLIMAAX helpdesk back-office joining process	4
Figure 3	CLIMAAX back-office on Discord Platform.....	5
Figure 4	CLIMMAX 1st Open Call Helpdesk Register	6

Executive summary

This deliverable elaborates on the establishment of the Helpdesk back-office specifically tailored for Financial Support for Third Parties (FSTP) procedures. Choosing the right app can be a critical business decision to assure effective communication and build peer-to-peer relationships between CLIMAAX Consortium Partners and Third Parties. Relying on the experience of the consortium partners, Discord has been selected as the designated platform to provide administrative, financial, legal, and technical support, among others, to the Third Parties.

The document offers a comprehensive overview of the established process and the functionalities of the chosen tool, highlighting the associated advantages it brings to our operational framework, such as:

- unlimited messages;
- audio calls;
- video conferencing
- file sharing in a robust and easy to use app.

Based on the experience from the CLIMAAX 1st Open Call, FBA observed that the helpdesk tool on the FundingBox Spaces Platform was not used by applicants, as no questions were asked on this platform (see figure 1). Consequently, the CLIMAAX Consortium Partners decided to switch to a more accessible tool and chose Discord, since many people already have accounts there and may be more inclined to use it.

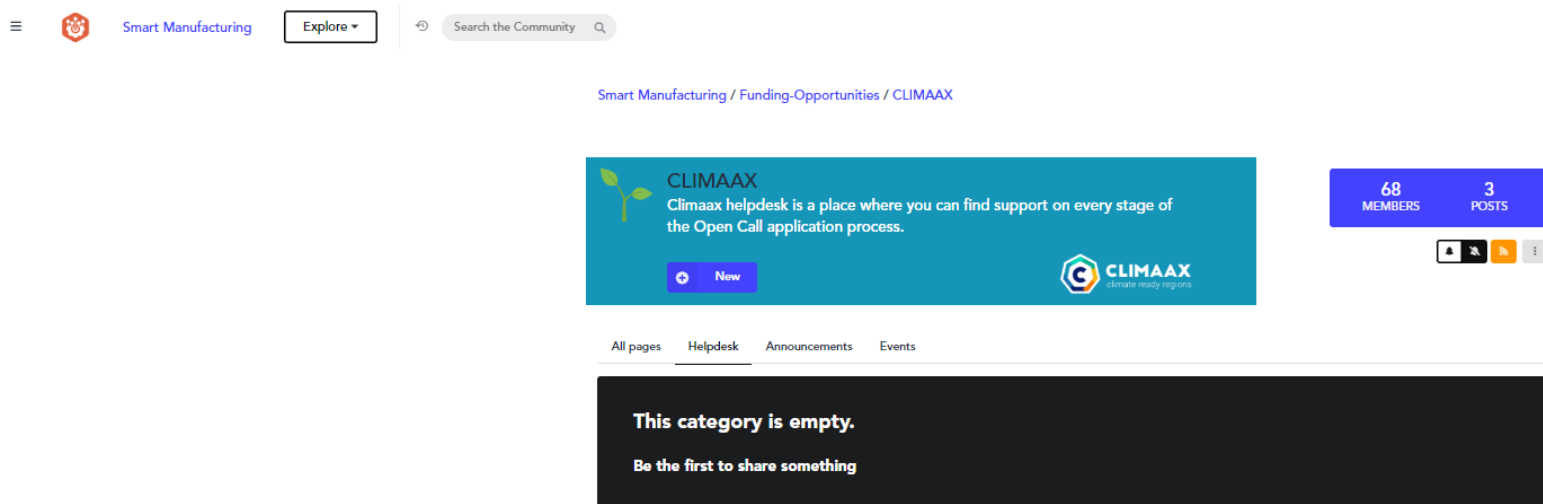


Figure 1 CLIMAAX 1st Open Call Helpdesk

1 The helpdesk back-office

The establishment of the CLIMAAX helpdesk back-office was initiated with the primary objective of providing comprehensive support to selected beneficiaries of the CLIMAAX Open Calls. Given the diverse challenges related to the execution of the FSTP projects, the CLIMAAX Consortium Partners are dedicated to supporting beneficiaries. This dedicated support extends across various aspects, including **administrative, financial, and legal** domains related to SubGrant Agreements and FSTP payments. CLIMAAX Consortium Partners aim to familiarize beneficiaries with a framework of guidance and resources, allowing them to navigate the difficulties and challenges of project execution with confidence and clarity.

Given the rigorous processes inherent in FSTP project operations, the CLIMAAX Consortium Partners will assist in addressing potential obstacles that may arise along the way. Through active engagement and tailored support, the CLIMAAX Consortium Partners endeavour to support the efficient realization of FSTP project objectives. By leveraging our collective expertise, knowledge and resources, CLIMAAX Consortium Partners aim to foster collaboration and innovation among beneficiaries, driving forward progress in sustainability and environmental conservation.

Through the establishment of the helpdesk back-office, CLIMAAX Consortium Partners underscore their commitment to the correct implementation of FSTP projects and our dedication to supporting the success of the beneficiaries and the CLIMAAX Project. It is our firm belief that by providing fundamentals of assistance, CLIMAAX Consortium Partners can empower beneficiaries to overcome challenges and achieve impactful outcomes of the FSTP projects.

1.1 Discord tool

[Discord](#) has over 150 million active users, making it one of the most popular communication platforms in the world. This large user base provides a ready-made audience for our tech communities, enhancing the chances of attracting new members and encouraging active engagement. Furthermore, the expected development trajectory of Discord promises a bright future for CLIMAAX communities, assuring their continuous relevance and expansion, while being GDPR (General Data Protection Regulation) compliant.

The unique aspect of the Discord solution is the ability for users to access information and data not just through a web browser, but also on various devices such as computers, tablets, and smartphones. Each server owner has the autonomy to determine the access rules for the knowledge and information stored on these resources. The platform owner does not interfere with the micro-community on Discord.

This approach brings knowledge sharing, thought and idea exchange, closer to the concept of decentralized registers, similar to blockchain technology. Discord's solution safeguards the community against any interference from the platform owner in terms of displayed content and manipulation of messages.

Discord's unique features, such as its customizable channel structure, integrated voice and text chat, and configurable roles, allow for the construction of really live and engaged communities. CLIMAAX Consortium Partners will use these features to enhance project collaboration, build meaningful connections among our tech enthusiasts, and offer engaging activities making it an ideal platform to cultivate thriving tech communities that drive innovation and collaboration. Discord already hosts very successful tech communities like [TechSource Club](#) with almost 200.000 members and the platform growth expectation reaches more than 600 million users estimated by 2025.

1.1.1 How to use Discord?

The Discord Helpdesk provides general advice and tips on how to use the tool. Basic information and answers can be found in the Guide available on <https://support.discord.com/hc/en-us/articles/360045138571-Beginner-s-Guide-to-Discord>. In case of problems or doubts regarding the dedicated channel, FundingBox will support all applicants.

The CLIMAAX helpdesk back-office is exclusive for CLIMAAX Open Call beneficiaries and CLIMAAX consortium partners. In this community, beneficiaries will find the newest information about the project and also share thoughts about the process. CLIMAAX helpdesk back-office is also a place to discuss issues found and get help from the consortium partners. In order to join, beneficiaries and CLIMAAX Consortium Partners have to log in with their Discord account. The joining procedure is depicted in Figure 2.

Join the CLIMAAX community









-  Click this link: <https://discord.gg/faZY2Fm8>.
-  Log in or create your account.
-  Enter your email and password, then follow the steps to create your account.
-  Check your inbox for a confirmation email and click on the link to confirm your account.
-  Accept the invitation from “eu.DEEPTECH (Power by FundingBox)”.
-  Choose your interests in the “What are you interested in” section, and select any initiative from the list of projects.
-  When you're logged in, send your user name to the address marta.dziarnowska@fundingbox.com.
-  We will add you to our exclusive CLIMAAX community.



Figure 2 CLIMAAX helpdesk back-office joining process

2 CLIMAAX back-office helpdesk

The Discord platform allows users to communicate via text and voice channels. Text channels are used to type messages, while voice channels allow for voice conversations. Figure 3 presents the view of the CLIMAAX back-office helpdesk, which includes:

- **HEADER:** name of the helpdesk.
- **CHAT WINDOW:** This is the main window where users can view and send text messages or observe voice conversations.
- **FIRST WELCOME POST:** published by FundingBox Member.

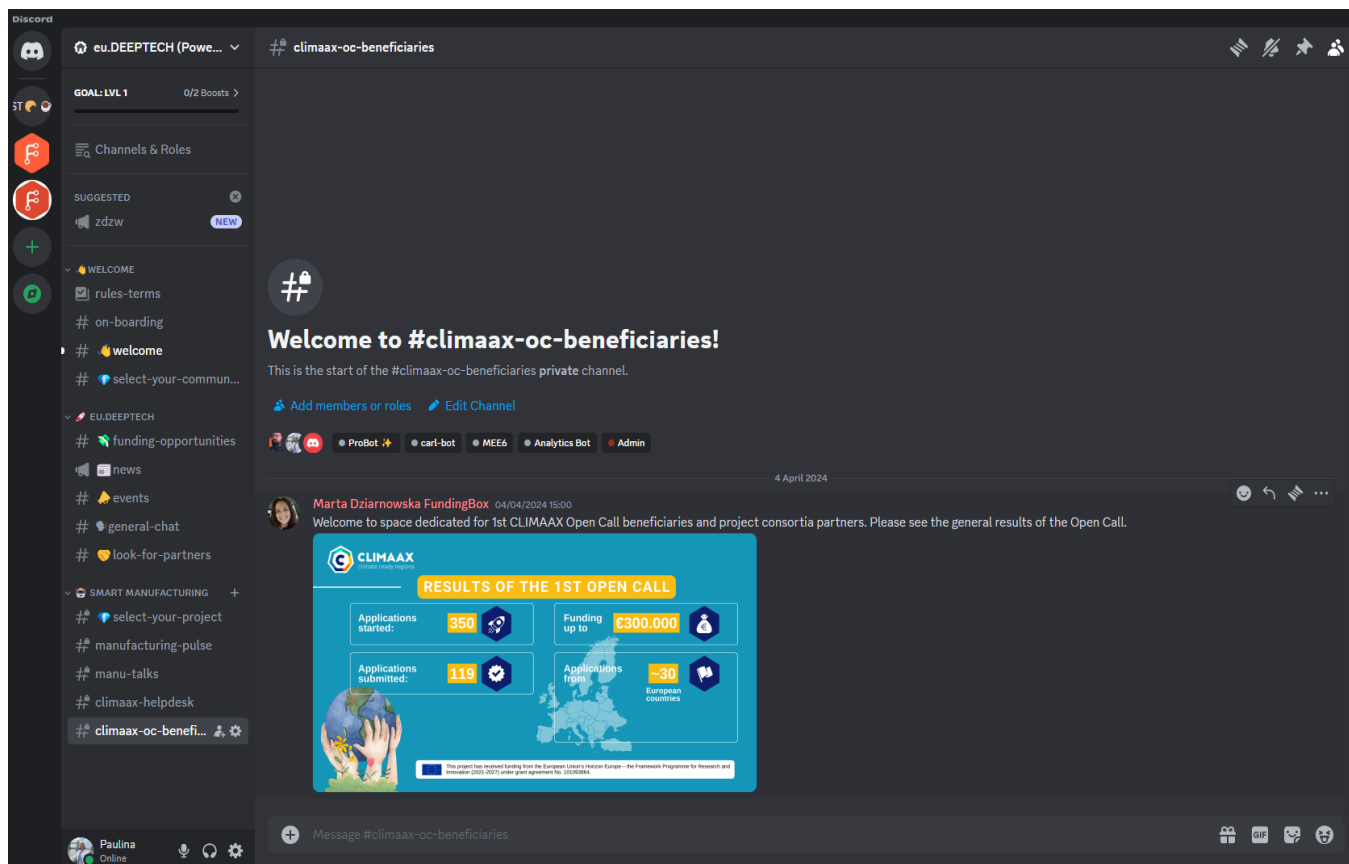


Figure 3 CLIMAAX back-office on Discord Platform

When the final list of beneficiaries is announced, the finalists will be informed via email by the FundingBox team about the Discord Helpdesk Group, along with instructions on how to create an account. The finalists will share their usernames with the FundingBox team, and all members will be added to the CLIMAAX helpdesk back-office.

3 Helpdesk experience in the CLIMAAX Project

For the CLIMAAX 1st Open Call, FundingBox established a dedicated helpdesk for the applicants ([on the Spaces Platform](#)), facilitating questions from interested applicants. However, CLIMAAX Consortium Partners observed that all inquiries were directed to the helpdesk's email address. Throughout the CLIMAAX 1st Open Call, a total of 180 emails were received, containing approximately 300 questions. Institutions interested in applying for the CLIMAAX 1st Open Call had very detailed and specific questions and predominantly chose to communicate via the mailbox. CLIMAAX Consortium Partners speculate that the preference for this mode of communication between applicants and Consortium Partners may stem from its perceived confidentiality and personalized nature. Nevertheless, a lot of questions were related to the same matter and could be asked publicly on the Spaces Platform.

Below, the Excel file documenting all questions posed by applicants and answers provided by CLIMAAX Consortium Partners (see Figure 4.) is presented.

1	DATE	TOOL	EMAIL	CONSORTIUM	QUESTION	REPLY	ANSWER DATE
2	13/12/2023	EMAIL	dvegorina@f	FBA	Dear Bart,	Dear Darya Yegorina,	13/12/2023
3	14/12/2023	EMAIL	rafnan@hap.	FBA	Dear Team, Hope you are well. I am	Dear Rafnan, Thank you for your interest in	14/12/2023
4	11/12/2023	EMAIL	arpad.miklos	FBA (LEGAL)	Hi! Can you give us further information	Dear Árpád MIKLÓS,	19/12/2023
5	15/12/2023	EMAIL	cabinetvp@k	FBA (LEGAL)	Dear Sir/Madam,	Dear Gyergyi Bettina,	19/12/2023
6	12/12/2023	EMAIL	laura.diez@p	FBA	Hello Frederiek,	Dear Laura,	15/12/2023
7	20/12/2023	EMAIL	cabinetvp@k	FBA	Dear Paulina Jankowska!	Dear Paulina,	04/01/2024
8	22/12/2023	EMAIL	laurence.octa	FBA	Hello Miss, Sir,	Dear Laurence,	28/12/2023
9	29/12/2023	EMAIL	jose.rojo@ayt	CIMA (DELTARES)	Good morning and Merry Christmas,	Dear Jose, our Project Coordinator informed	11/01/2024
10	05/01/24	EMAIL	hasse@climat	FBA	Dear,	Dear Hasse, the amount of funding (grant) v	08/01/2024
11	05/01/24	EMAIL	akoutroulis@t	FBA (LEGAL)	Dear CLIMAAX team,	Dear Aristeidis, CLIMAAX Consortium Partne	15/01/2024
12	04/01/2024	EMAIL	laurence.octa	FBA (LEGAL)	Dear Pauline,	Dear Laurence, unfortunately, in the CLIMA	10/01/2024
13	08/01/2024	EMAIL	nellie.sofie.bo	FBA	Hello,	Dear Nellie,	08/01/2024
14	08/01/2024	EMAIL	cpintozeballo	FBA (LEGAL)	Dear Climaax team,	Dear Claudia,	15/01/2024
15	08/01/2024	EMAIL	nellie.sofie.bo	FBA (LEGAL), confi	Dear Paulina,	Hi Nellie, we consulted your question with t	22/01/2024
16	09/01/2024	EMAIL	samuel.evans	FBA	Hello,	Dear Sam,	10/01/2024
17	10/01/2024	EMAIL	samuel.evans	FBA	Thanks Paulina – do you know if there will	Dear Sam,	10/01/2024
18	10/01/2024	EMAIL	suzana.vidmar	FBA (LEGAL)	Dear Sirs,	Dear Suzana, sorry for the late reply, but we	22/01/2024
19	10/01/2024	EMAIL	hasse@climat	FBA	Thank you very much!	Dear Hasse, Overseas countries and territori	10/01/2024
20	11/01/2024	EMAIL	hakanduman@	FBA	Dear Climaax Team,	Dear Hakan,	18/01/2024
21	11/01/2024	EMAIL	j.herian@wbp	DELTARES	Will the toolbox be open after the end of th	Yes, this is what we aim for. However we can	16/01/2024
22	11/01/2024	EMAIL	j.herian@wbp	DELTARES	Could the end of phase 3 of the project be	Yes, this is in line with our expectations. A pr	16/01/2024
23	12/01/2024	EMAIL	climatebg@gn	FBA	Hello Paulina,	Dear Georgi,	12/01/2024
24	12/02/2024	EMAIL	albabegeja@g	FBA	Hi,	Dear Alba,	15/02/2024
25	12/02/2024	EMAIL	jose.rojo@ayt	FBA	Dear Paulina,	Dear Jose,	15/01/2024
26	16/01/2024	EMAIL	Stefan.Kienbe	FBA	Dear CLIMAAX Helpdesk,	Dear Stefan, answering your questions: 1. Th	16/01/2024
27	16/01/2024	EMAIL	Stefan.Kienbe	FBA	Dear Paulina	Dear Stefan,	16/01/2024
28	16/01/2024	EMAIL	vural.yildirim	FBA (LEGAL)	Whow It May Concern	Dear Vural,	18/01/2024
29	17/01/2024	EMAIL	akoutroulis@t	FBA	Dear Paulina Jankowska,	Dear Aristendis, the subcontracting is option	17/01/2024
30	17/01/2024	EMAIL	laura.diez@pa	FBA	Hello, Good afternoon	Dear Laura, sorry for the late reply.	29/01/2024
31	17/01/2024	EMAIL	antonia.vignol	FBA	To whom it may concern,	Dear Antonia,	18/01/2024
32	17/01/2024	EMAIL	akoutroulis@t	FBA	Dear Paulina,	Dear Aristeidis, in the application form, the	22/01/2024

Figure 4 CLIMMAX 1st Open Call Helpdesk Register

For the CLIMAAX 2nd Open Call, FundingBox will establish a dedicated helpdesk for applicants within the Discord platform. The helpdesk for the applicants will be a separate channel, dedicated only to the questions and issues provided by the applicants interested in applying for the 2nd Open Call. This decision was made to ensure consistency in appearance across all institutions expressing interest in the CLIMAAX Open Call. The Consortium Partners of CLIMAAX are optimistic that

applicants will engage more actively with this tool in comparison to the Spaces Platform utilized during the CLIMAAX 1st Open Call.