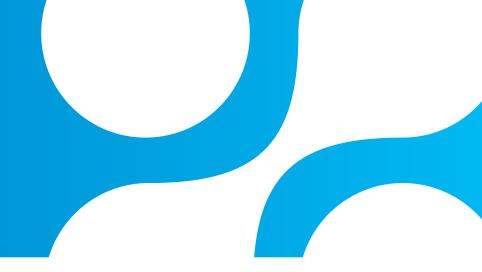# QUICKSTART

SERVICE CLOUD

You've acquired Salesforce Service Cloud and now you're ready to get your team up and running quickly. Our team is here to help. With our team you get an experienced partner with enterprise level experience and knowledge to you and your team quickly maximize the value of your investment. Our QuickStart package is a pre-defined project for up to 10 users that focuses on implementing your solution in 30 to 60 days.

PLANNING AND ANALYSIS

You will receive a dedicated product manager and analyst who will kick-off your projct with a workshop to understand your requirements and service process. With our QuickStart you will receive:

A dedicated Project Manager and Analyst

A kick-off and requirements call for up to 2 hours

An implementation plan for your project

TECHNICAL SETUP

Once we have your requirements our team will get to work.
With our Salesforce QuickStart you will receive the following configurations:

Standard Object Configuration for Accounts, Contacts, Cases, Case Comments, Emails, Activities and Knowledge:
- Up to 15 custom fields per object
- Up to 2 validation rules per object
- Up to 5 Workflows and 5 Email Templates

Core Service Configurations:
- 1 Email-to-Case Address
- 1 Web-to-Case HTML
- Up to 4 Queues for Case Assignment
- Up to 4 Case Assignment Rules
- 1 Service Console Layout
- 1 Support Process
- 2 Case Escalation Rules
- 12 Reports and 2 Dashboards

Data migration of Accounts and Contacts

TRAINING

Following the technical setup of Salesforce our team will provide 2, 2-hour end-user training sessions for your team and 4 hours of administrator training or configuration support for up to 2 weeks.

PRICE: $10,000 (TIMELINE: 4-6 WEEKS)