



Solution Set: Service Cloud – Knowledge QuickStart

Description: Our Quick Start is designed to enable you to deploy an ideal set of company and product information organized in a searchable format, so that support agents and customers can quickly and easily find answers to important questions. The program is for existing Service and Support customers who need assistance with the initial setup of Knowledge to support their employees and/or customers.

Customer Value/ROI:

- Reduce Service Costs
 - High-Quality One and Done
 - Optimize and Streamline the Case Resolution Process
- Increase Agent Productivity, Ramp up time and Effectiveness
- Receive best practices for customer and agent knowledge adoption & change management
- Increase Customer Satisfaction

Services to be Provided:

The Knowledge Quick Start Service includes the following:

- ✓ A two day analysis phase to preliminarily define, assign and structure content for the solution design workshop
- ✓ A solution design workshop (maximum of three days)
- ✓ A best practices training presentation for the Article Manager
- ✓ Up to one day of training using “real life” scenarios for as many as 20 users per session delivered live or via web conference

Excluded from this QuickStart are content loading and public exposure of Knowledge

Schedule:

Our QuickStart is a two-week service that can be expanded depending on scope and complexity

Services Investment:

Starts at \$20,000