SERVICE CLOUD QUICK START

Premium

SIMPLION
Great Results. Always.

This package is a rapid implementation solution designed for companies with up to 25 Service Cloud user licenses. Our experts will work with you to develop a solution that addresses the unique needs of your business and will get you up and running within 10-15 days.

DURATION	PRICING
10 - 15 DAYS	US $6999[†]

100% MONEY BACK GUARANTEE

OUR GUARANTEE

We offer a 100% money back guarantee.

We have perfected our implementation and quality control process, thereby ensuring outstanding services for our clients. In a highly unlikely event if you're not completely satisfied with our services for any reason, just let us know by the end of first milestone and we will refund all your money paid to us.

WHAT'S INCLUDED

PRE-ENGAGEMENT

→ 1-hour expert session

SERVICE CLOUD SETUP

→ Project kickoff call
→ Business Process Review (BPR) session
→ Basic organization setup
→ Setup of up to 25 users
→ Custom profiles, roles and queues (up to 5 each)
→ Sharing rules and public groups (up to 5 each)
→ Account and Contact setup
→ Case management and Solutions setup
→ Service cloud console setup
→ 5 HTML email communication templates

SERVICE CLOUD CONFIGURATION

→ 5 formula fields
→ 8 validation rules
→ 4 auto-response rules
→ 5 assignment rules, 2 escalation rules
→ 4 workflow rules, 2 approval process
→ Web-to-case, Email-to-case setup

ANALYTICS

→ 10 custom reports
→ 2 dashboards with up to 4 components each
→ User adoption dashboard

POST-CONFIGURATION

→ 2-hour review session
→ Rapid changes (up to 4 hours)

TRAINING[‡]

→ 2-hour user training session
→ 2-hour admin training session

WHAT'S NOT INCLUDED

→ Custom objects and apps
→ Apex, Triggers, Visualforce pages
→ Data migration, cleansing, transformation and de-duplication
→ Any other services not listed in "What's Included" section

SAMPLE DELIVERY PLAN

DAY ① Project kick-off
→ BPR Session

DAY ③ Milestone #1
→ Service Cloud Setup
→ Client Review Session

DAY ⑤ Milestone #2
→ Service Cloud Configuration
→ Client Review Session

DAY ⑦ Milestone #3
→ Analytics
→ Client Review Session

DAY ⑧ Milestone #4
→ Post-Configuration
→ Rapid Changes

DAY ⑩ Milestone #5
→ Training