



## Salesforce Design and Consulting Services from All Covered

Having the right tool is only part of getting the job done. Getting and keeping a tool in top shape and knowing how to use it also play large roles in the ultimate effectiveness of an organization. Many companies either don't have or don't properly use the right technology for managing relationships with their clients, vendors and other business partners. As the speed of business increases, having the right tools becomes even more important for businesses of every size.

# Customized Solutions

Salesforce is a fully customizable, hosted customer relationship management (CRM) solution that is scalable for any size business. All Covered's Salesforce design and integration team can help you get the most out of this tool by working with you to customize data fields, workflows and reporting to ensure that you have the information you need to track opportunities and move your business relationships forward.

Sales Cloud	Service Cloud	Community Cloud
<p>All Covered's team of Salesforce experts work with you to structure Salesforce so you can track all your customer information and interactions in one place.</p> <p><b>Contact management</b> – offers a complete view of your customers, including activity history, key contacts, customer communications and internal account discussions.</p> <p><b>Opportunity management</b> – allows you to track your company's deals, including stage, productions, competition, quotes and more, allowing you to stay connected to the people and information needed to close every sale.</p> <p><b>Custom reporting and dashboards</b> – allows you to view sales pipeline, deal status, deals by salesperson and other custom reporting and views so you have key information at your fingertips.</p> <p><b>Salesforce Engage</b> – allows you to connect your customers to personalized marketing campaigns in one click. You will be able to see how prospects are engaging with your campaign.</p> <p><b>Sales Collaboration</b> – powerful social tools are built into Salesforce so that sales teams can collaborate.</p> <p><b>Sales Performance Management</b> – using Work.com, you can set metrics based goals, give coaching notes and provide continuous feedback to your salespeople.</p> <p><b>Lead Management</b> – track leads from start to finish while continually optimizing campaigns.</p> <p><b>Marketing Automation</b> – create, deploy and manage effective online campaigns with Pardot Marketing Automation.</p> <p><b>Partner Management</b> – build your partner network with a Partner Community. Communicate directly with channel partners to share goals, objectives and activities in a secure, branded location.</p> <p>Additional features of Salesforce allow a business to extend its relationships with clients and business partners.</p>	<p>Customizable support portal so you can provide customers with the support they need.</p> <p><b>Console for Service</b> – manage cases faster in a unified agent experience.</p> <p><b>Knowledge</b> – set up easily searchable knowledge base for agents as well as customers.</p> <p><b>Live Agent</b> – set up live chat to give customers personalized, real-time help.</p> <p><b>Social Customer Service</b> – deliver service to customers on social media channels.</p> <hr/> <p><b>Desk.com</b></p> <p>An all-in-one customer support app that helps small businesses quickly offer personalized service on every channel.</p> <p><b>Help customers faster</b> – Desk.com works out of the box so that you can get your customer service desk up and running quickly, manage cases and help your customers.</p> <p><b>Make better decisions</b> – Get the insights needed to improve your customer support team, build better products and make smart business decisions.</p> <hr/> <p><b>Marketing Cloud</b></p> <p>Build and manage your 1-to-1 customer marketing campaigns.</p> <p><b>Journey Builder</b> – guide customers on 1-to-1 journey across sales, service, marketing, and beyond – uniting your brand's voice and providing a seamless experience.</p> <p><b>Email Marketing</b> – the marketing cloud offers numerous features to help with any email interaction from marketing to sales and service. Depending on the need, there are multiple tools available.</p> <p><b>Social Media Marketing</b> – Social Studio allows you to build meaningful relationships with customers by harnessing social media.</p>	<p>Connect directly with resellers, distributors and partners to increase sales and help customers help each other and themselves with powerful community software that allows you to create a rich, self-service experience.</p> <hr/> <p><b>Chatter</b></p> <p>Connect every employee with the files, data and expertise they need. Allow them to collaborate on sales, opportunities, service cases, campaigns and projects within Salesforce.</p> <div data-bbox="1094 867 1624 1249" data-label="Image"> </div> <p>All Covered's team of experts can design and optimize your Salesforce solution to meet all the customer relationship data needs for your growing business.</p>

Contact All Covered Toll-Free Nationwide at [866-446-1133](tel:866-446-1133) or visit [www.AllCovered.com](http://www.AllCovered.com)

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