

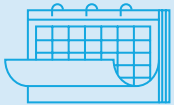
Rapid Series

Rapid Deploy for Service Cloud

AN IDEAL INITIAL LAUNCH OPTION



QUICK TO VALUE | LEVERAGE BEST PRACTICES | DESIGNED RIGHT THE FIRST TIME



5-7 weeks
from
start to finish



Basic or
advanced
package options



- Best practices
- Accelerators
- Rapid process



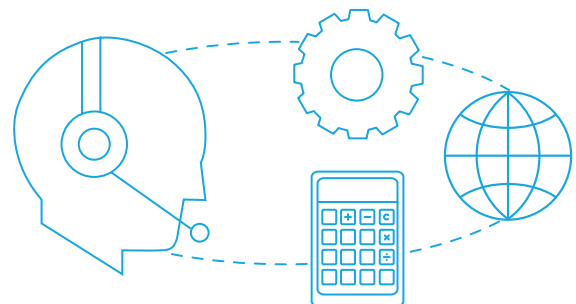
Service
Cloud

The smart quickstart

RSM's Rapid Deploy for Service Cloud is designed to get you up and running and delivering value quickly. The goal of the Rapid Deploy engagement is a successful quick launch that provides many key benefits, including:

- All case management process flows are mapped to native Salesforce
- System has been architected using best practices to take full advantage of platform
- Users are trained and fully using the system
- Dashboards and reports provide full visibility
- You are able to own administration going forward
- A clear road map for future growth

Designed for a successful Phase I launch, the Rapid Deploy framework creates the initial launch you can build on for continued growth.



Rapid Deploy for Service Cloud

- Case management process
- Case assignment rules
- Case inputs (web, email, phone)
- Account creation and management
- Contact creation and management
- Chatter collaboration
- Basic data migration (up to 10K records)
- Reports and dashboards
- Service cloud console

Advanced Rapid Deploy for Service Cloud

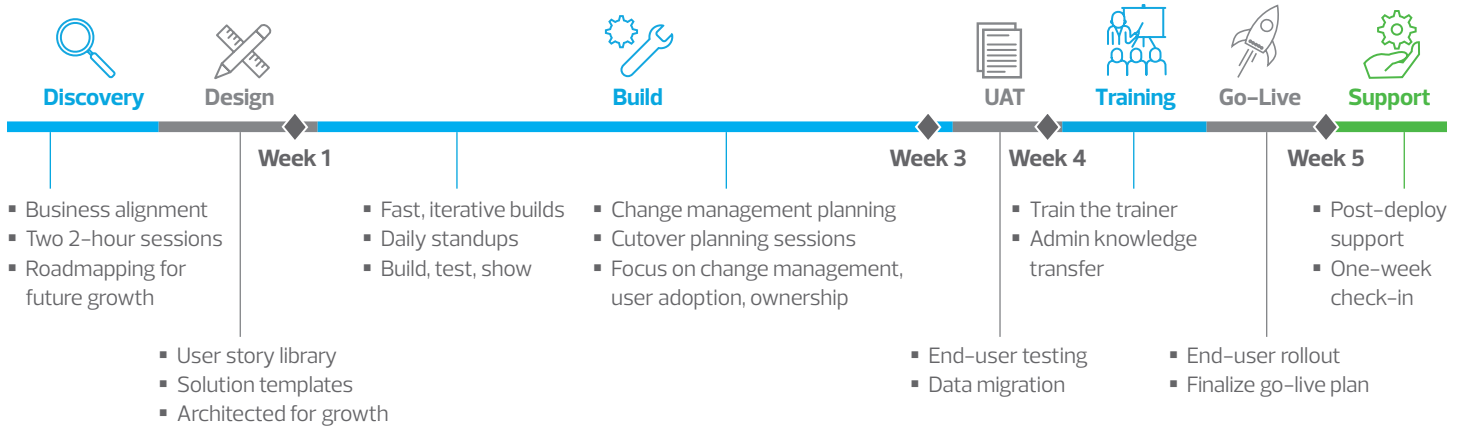
- Case management process
 - Case assignment rules
 - Case inputs (web, email, phone)
 - Account creation and management
 - Contact creation and management
 - Chatter collaboration
 - Basic data migration (<10K records)
 - Reports and dashboards
 - Service cloud console
- Omnichannel routing
- Case types (five)
- Escalations (5)
- Macros (5)
- Security configuration
- CTI integration (screen pop)
- Digital engagement

Additional Add-ons

- Service-level agreements
- Asset management
- Service contracts
- Integrations
- Work orders
- Data migration



The Rapid Deploy process



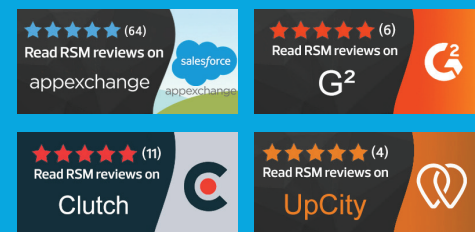
700+
clients



4.83/5
CSAT rating

Other Rapid Deploys

- Service Cloud Voice
- Customer Experience Cloud
- Partner Experience Cloud
- Digital Engagement
- Field Service
- Sales Cloud



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