

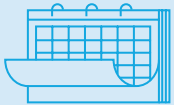
Rapid Series

Rapid Deploy for Service Cloud Voice

AN IDEAL INITIAL LAUNCH OPTION



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



4 weeks
from
start to finish



Up to
25 agents



- Best practices
- Accelerators
- Rapid process



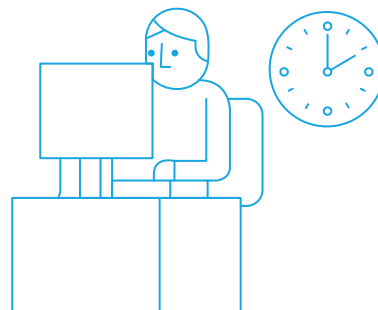
Service Cloud
Voice

The smart quickstart

RSM's Rapid Deploy for Service Cloud Voice 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:

- Set up of on-call experiences for up to 25 agents, 10 supervisors and three administrators
- Configured for standard hours of operations, queues, prompts, presence, contact flows and routing
- Create up to 20 QuickConnects
- Configure voice call recording, click to call and call playback
- Reporting and dashboarding (real-time and historical)
- System architected using best practices to take full advantage of the Salesforce and Amazon platforms

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



Rapid Deploy for Service Cloud Voice

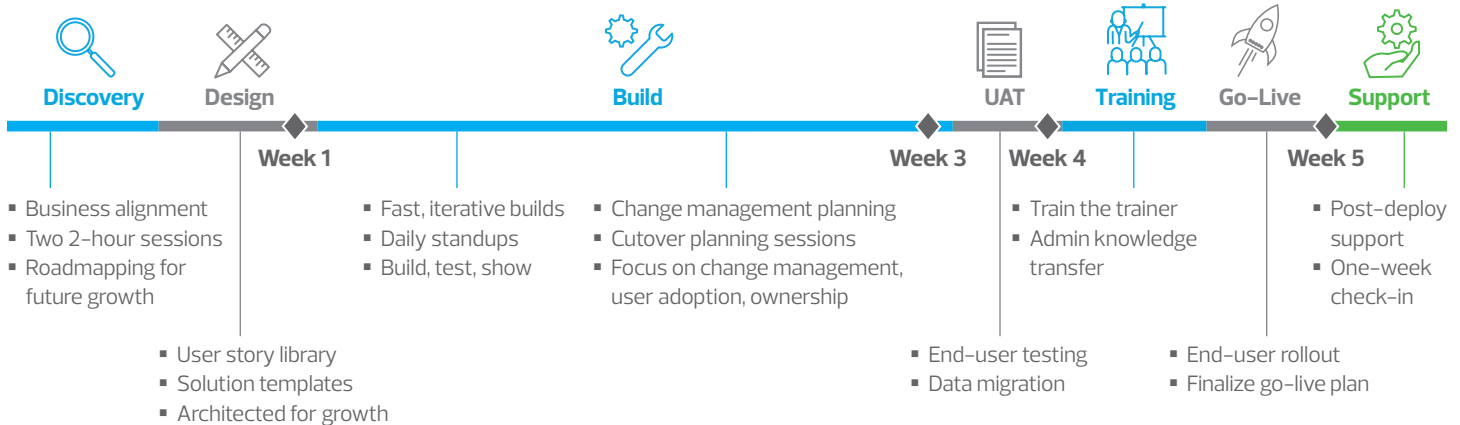
- Configure 2-4 inbound and outbound numbers for production
- Manage telephony carrier porting time (4-6 weeks)
- Configure and set up on-call experience options (supervisor, presence, click-to-call, call playback)
- Reporting and dashboards (out of the box)
- Train the trainer, documentation, admin training
- Post-first day of go-live
- Instance set-up
 - Trunking requirements
 - Data streaming
 - Data storage
 - Contact flow logs
 - Encryption
 - CloudWatch monitoring

Additional Add-ons

- Contact center customization
- Advanced analytics
- Additional training time
- Voicebot by Amazon Lex contact flow
- Dial by extension
- Auto Case creation
- Estimated wait time
- Keep place in queue
- Voice prompt recording
- Custom contact matching
- Advanced voicemail features



The Rapid Deploy process



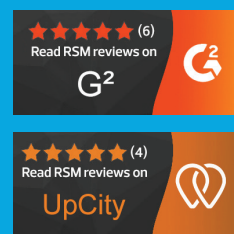
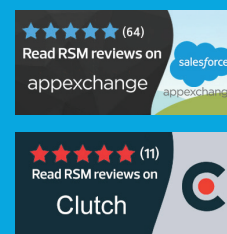
700+
clients



4.83/5
CSAT rating

Other Rapid Deploys

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



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