

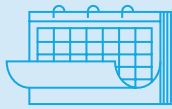
## Rapid Series

Rapid Deploy for Customer Experience Cloud

# AN IDEAL INITIAL LAUNCH OPTION



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



4-7 weeks  
from  
start to finish



- Best practices
- Accelerators
- Rapid process



Customer  
Experience Cloud  
(formerly Community Cloud)

### The smart quickstart

RSM's Rapid Deploy for Customer Experience Cloud (formerly Community 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:

- Self-service with searchable knowledge base and customer forum capabilities with Q&A and ideas
- Branded self-service portal with custom UI and URL
- Customer case management
- Dashboards and reports providing full visibility
- System architected using best practices to take full advantage of the Salesforce platform
- 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 Customer Experience Cloud

- Branding—standard templates
- Home page
- Case submission and management
- Searchable knowledgebase
- Topics and featured topics
- Management reports and dashboards
- Unique URL configuration
- Security

## Advanced Rapid Deploy for Customer Experience Cloud

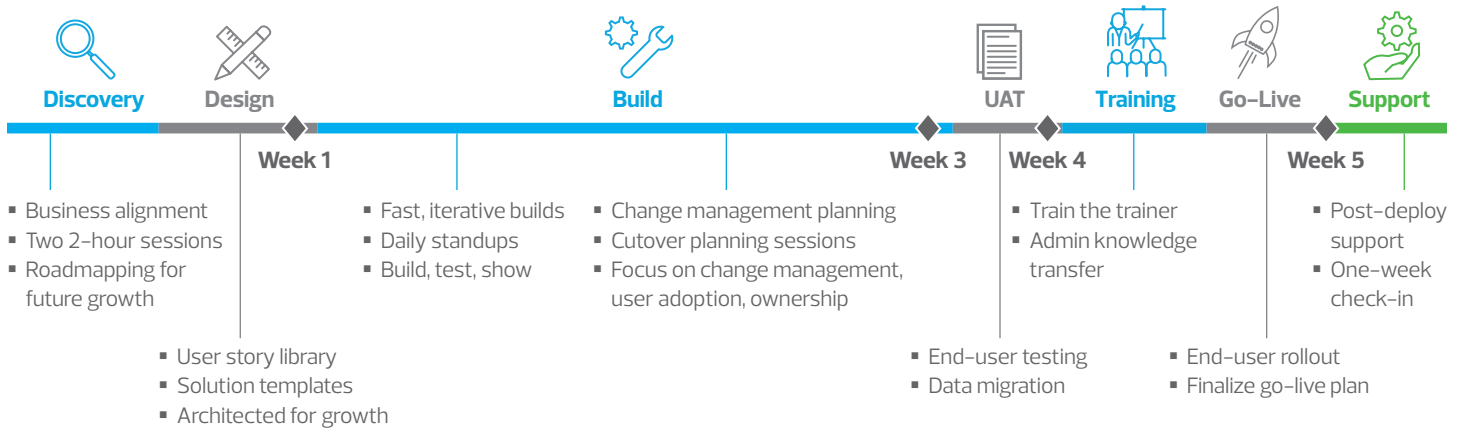
- Branding and home page
  - Custom lightning components (three)
- Case submission and management
- Searchable knowledge base
  - Knowledge base security (two-tier)
- Topics and featured topics
- Management reports and dashboards
- Unique URL configuration
- Security
- Discussions
- Chatter questions
- Files/file management

## Additional Add-ons

- Data migration
- Single Sign-on (SSO)
- Additional custom pages and flows
- Chat
- Integrations
- Custom ideas components



## The Rapid Deploy process



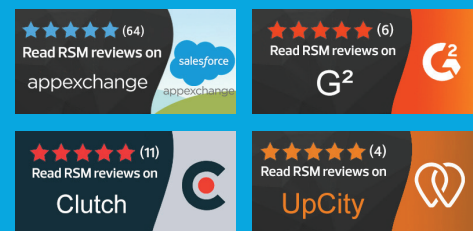
**700+**  
clients



**4.83/5**  
CSAT rating

## Other Rapid Deploys

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



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