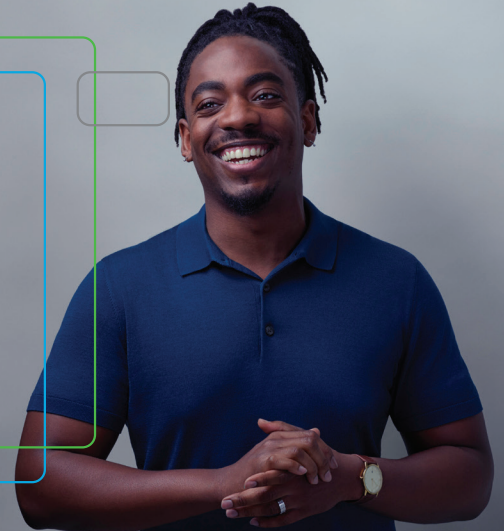


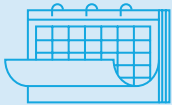
Rapid Series

Rapid Deploy for Digital Engagement

THE BEST INITIAL LAUNCH OPTION



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



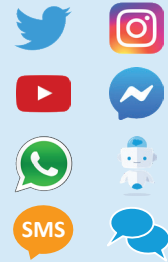
5-6 weeks
from
start to finish



- Best practices
- Accelerators
- Rapid process



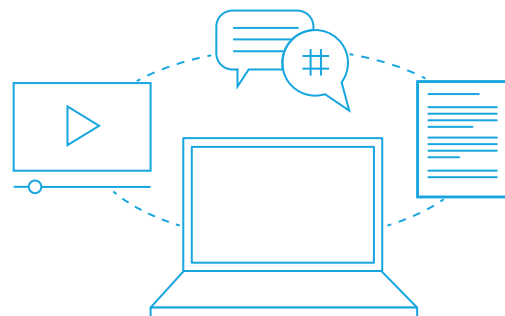
Digital
Engagement



The smart quickstart

RSM's Rapid Deploy for Digital Engagement 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:

- Inbound messaging (SMS, WhatsApp, Facebook Messenger)
- Outbound messaging (SMS)
- Chat
- Chatbots
- Social customer service (Facebook, Twitter, Youtube, Instagram)
- 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 Digital Engagement

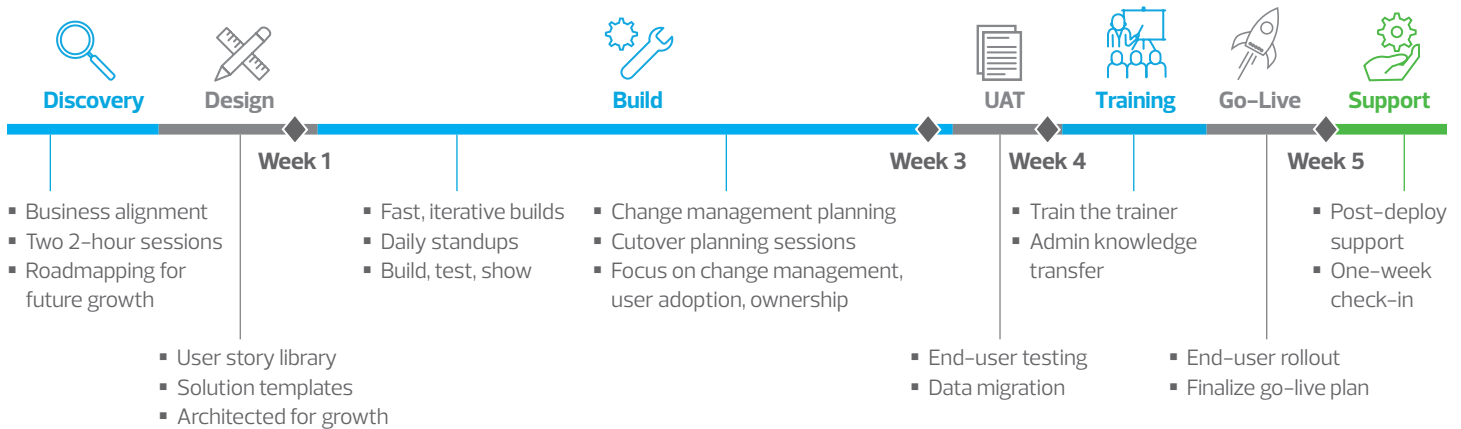
- Security users – permissions
- Inbound messaging (one channel)
 - (SMS, WhatsApp, Facebook, Messenger)
- Outbound messaging
 - SMS
- Chat
- Basic chatbots (one chatbot)
- SMS support
- Social customer service (one channel)
 - (Facebook, Twitter, YouTube, Instagram)
- Integration with service and sales console

Additional Add-ons

- Advanced chatbot
- Omnichannel routing
- Integration with Customer 360
- Service Cloud Voice
- Case management optimization
- Self-service customer portal



The Rapid Deploy process



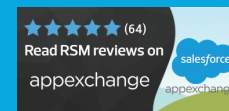
700+
clients



4.83/5
CSAT rating

Other Rapid Deploys

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



+1 800 274 3978

rsmus.com

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