Deliver omnichannel experiences without the headache.

Digitize and expand your customer engagement processes across channels with Salesforce's Digital Engagement solutions.

Eide Bailly's Simply Salesforce Digital Engagement Accelerator is designed specifically to get organizations up and running quickly with a focused six week implementation. Our initial implementation provides organizations with a foundational Digtal Engagement instance to serve your team's basic service needs and provide a scalable infrastructure to allow for future customization. To keep costs low and fixed, our award-winning team follows a tested approach and set scope of work. The result is increased productivity, utilization, and connected engagements for your organization and your customers.

How It Works

Analysis & Design

Discovery and review of your organization and core business processes, and its alignment to the design of your Salesforce Digital Engagement tools.

Configure

Focused implementation of your core Digital Engagement tools, including: Customer Community, Omnichannel, Knowledge, LiveAgent, LiveMessage, and, optionally, Einstein Bots.

Enable

Education and training for your Salesforce Administrator to ensure adoption and successful project hand-off.

What You Get

Customer Community

- Profiles and permissions with login and registration rules for appropriate access to information.
- Lightning templates and confugred home page layouts for a branded look and feel.
- Streamlined user experience and consistent brand story to improve digital experiences across channels.

Omnichannel & Knowledge

- Skills-based routing for efficient customer service and case management.
- Categorized Knowledge articles to facilitate customer self-service on the Community platform.

LiveAgent & LiveMessage

- Real-time web-based chat to connect seamlessly with your customers where they are.
- Defined channels for appropriate request and response routing.

SALESFORCE CERTIFIED
Community Cloud Consultant

salesforce
PARTNER SINCE 2009

$25,000
6 weeks

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