



EC

Evolving-Consulting

**Reach your business &
technology goals
without any budgetary
distress.**

Service Cloud Package

Quick and easy implementation, you will receive a tailored setup based on industry best practices, guidance from our experts, training session and support during Go-Live.

Scope Breakdown	Hrs	Cost in CAD
Project Management	4	\$560.00
Case Management	10	\$1,400.00
Omni channel Configuration	8	\$1,120.00
Service Console Configuration	3	\$420.00
3 MACROs	2	\$280.00
Web-to-Case / Email-to-Case	4	\$560.00
Reports & Dashboards	4	\$560.00
Training	2	\$280.00
Go Live & Post Live Support	5	\$700.00

Total Hours: 42

Total \$5,880.00

What is included?

- ❑ **Project Management & updates**
- ❑ **1on1 Requirement Gathering sessions & walk-thru**
- ❑ **Case Management Setup:**
 - Object setup, Custom fields, record types, layouts and validation rules.
 - Web-to-Case form
 - Email-to-Case
 - Up to 3 case escalation and auto-response rules
 - Up to 3 Email templates
 - 3 standard quick actions (Case closed, spam case closure & update case)
 - Case Routing (Round Robin or Criteria Based)
 - List views
- ❑ **Account & Contact Management Setup:**
 - Object setup, Custom fields, record types, layouts and validation rules.
 - List views
- ❑ **Service Console Setup**
- ❑ **Task Management Setup:**
 - Object setup, Custom fields, record types, layouts and validation rules.
 - List views
- ❑ **Customer Satisfaction Survey Setup**
- ❑ **Omni Channel Setup**
- ❑ **3 standard MACROs**
- ❑ **Reports and Dashboards:**
 - Evolving-Consulting out of the box reports
 - Evolving-Consulting out of the box Service Dashboard
- ❑ **Security Setup (Profiles)**
- ❑ **Data Upload**
- ❑ **2hrs of custom training**
- ❑ **5hrs of post - Go Live support**



What's Next?

When you are ready to work with us, let us or your Salesforce Account Manager know. We will then send you the following documents:

- ☐ ***Service Agreement***
- ☐ ***An invoice for 50% of the estimate.***

Once we receive a signed service agreement and proof of payment we will schedule a Kick-off call to start our project.

