CloudHaven

SALESFORCE SUPPORT SERVICES

Salesforce Advisors. Remarkable Solutions.
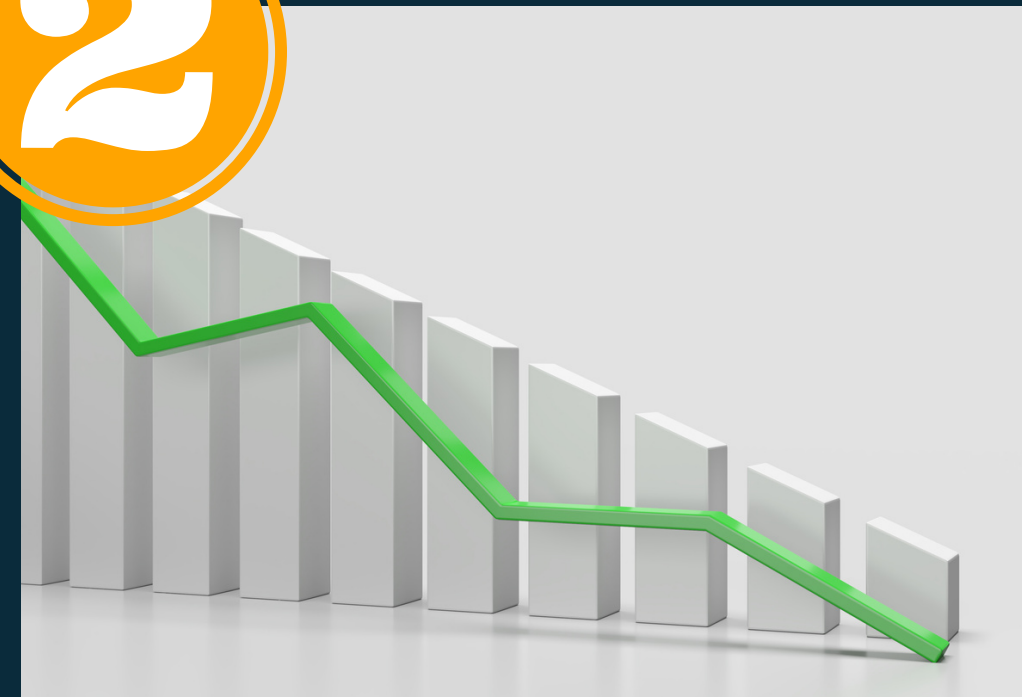
IS THIS YOU?

1 AN ACCIDENTAL ADMIN?

2 TOO MUCH OVERHEAD OR NOT ENOUGH RESOURCES?

3 STRUGGLING WITH THE VOLUME OF INTERNAL SUPPORT?

What are Cloud Haven's Support Services?

Cloud Haven's Support Services provides custom development, consulting, administrative, and architectural Salesforce solutions. Your team will gain access to a customer success portal & other helpful Salesforce resources!

How does it work?

Support Services Process

Our vision is to be an extension of your internal team to help effectively manage, accelerate & enhance your team's use of the Salesforce platform!

01 Contract Execution

- **Receive Contract**
- **Select your support tier**
- **Contract Signature**

02 Onboarding

- **Access Granted to Client Success Portal**
- **Client onboarding**

03 Start Submitting Requests

- **We're ready to support you!**

Customer Success Portal

The Success Portal gives you the ability to submit support requests that will be aligned with the appropriately skilled individual on the Cloud Haven team. This will also provide your team with helpful Salesforce resources.

- 24/7 Request Submission
- Request Status Updates
- Request Boosting
- Helpful Salesforce Resources
- Customized Release Tips

Support Tiers

STANDARD
- Dedicated support portal
- Skilled solutions for all support levels including: Consultant, Administrator, Developer, Technical and Solutions Architects
- Best effort response time/ best effort resolution time

STANDARD PLUS
- Includes Standard
- Annual Technology Roadmap Review
- Custom Release Tips
- 2 Business day Response/ 4 Business day Fix

PREMIUM
- Includes Standard Plus
- Bi-Annual Technology Roadmap Review
- Complimentary Code Backup
- Same Business Day Response/ 2 business Day Fix

PREMIUM SERVICE
SUPPORT & HELP

Give Your Request a Boost

Do you have critical functions in your org that impact clients or business operations? With request boosting you can choose to escalate an individual request to move up in the queue*.
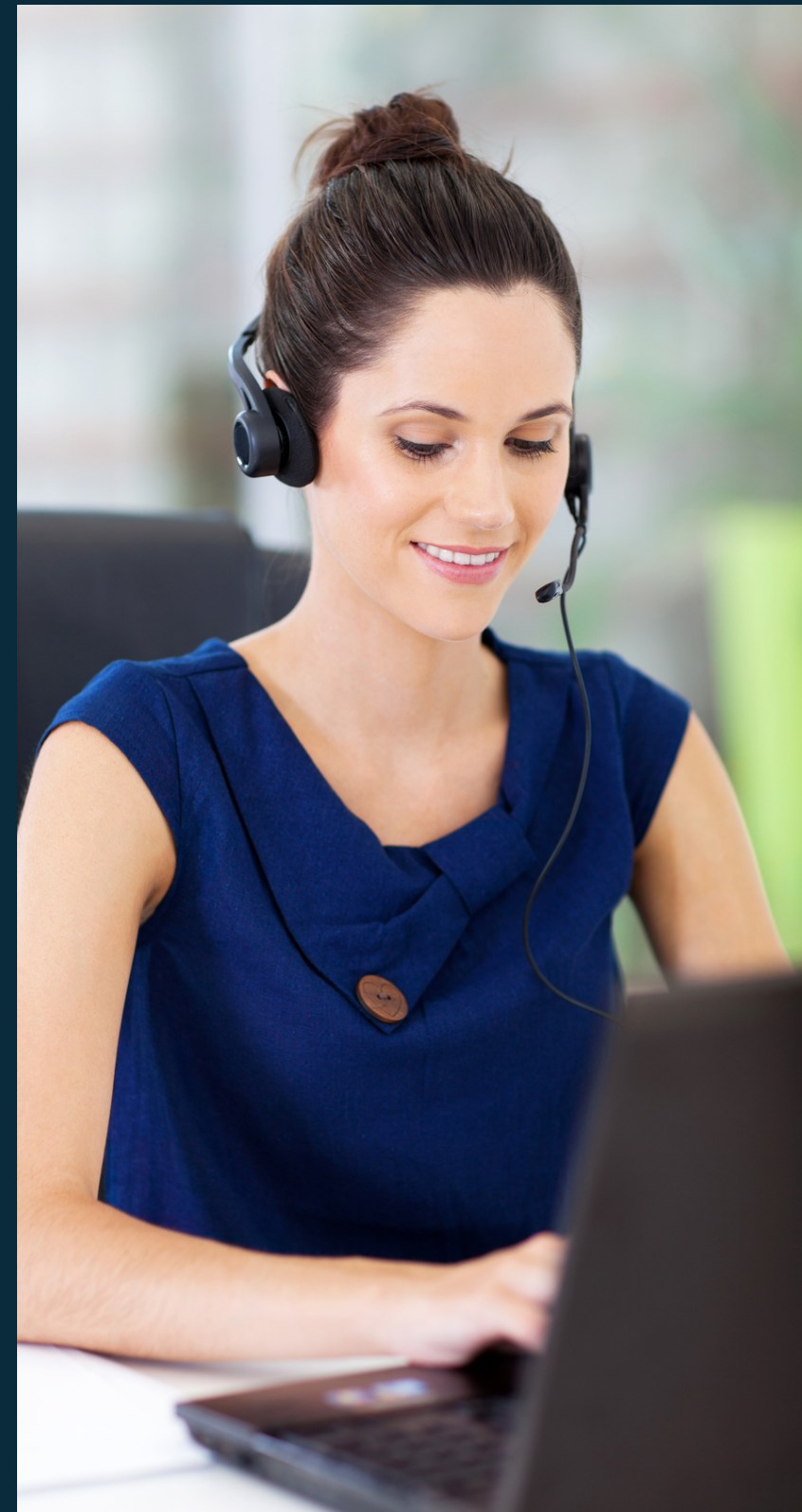
01 Request Submission

Upon request submission of the request you can choose this option to escalate the your request in the queue if it is time sensitive and you want a faster response.

02 Request Status

Each request will receive a status within the response time listed in the SLA on your account. Upon receipt of the status you will have an option to boost if you want to escalate based on status to fix.

03 Needed Guaranteed SLA's for Response / Fix?

Select our Standard Plus or Premium for guaranteed SLA Response / Fix time on your contract.

PARTNERSHIPS:

salesforce

PLEDGE **1%**
pledge1percent.org
PROUD MEMBER

EXPERTISE:

- Healthcare
- Financial Services
- Retail & Consumer Goods
- Manufacturing

CLOUD CONSULTING:

- Service Cloud
- Marketing Cloud
- Integration Services

- Sales Cloud
- Community Cloud
- Health Cloud

Certified Expertise.

CERTIFIED Administrator

CERTIFIED Advanced Administrator

CERTIFIED Platform Developer I

CERTIFIED Platform App Builder

CERTIFIED Experience Cloud Consultant

CERTIFIED Service Cloud Consultant

CERTIFIED Sales Cloud Consultant

CERTIFIED Tableau CRM and Einstein Discovery Consultant

CERTIFIED Nonprofit Cloud Consultant

CERTIFIED Field Service Consultant

CERTIFIED Pardot Consultant

CERTIFIED Pardot Specialist

CERTIFIED Marketing Cloud Consultant

CERTIFIED Marketing Cloud Email Specialist

CERTIFIED Marketing Cloud Developer

CERTIFIED Application Architect

CERTIFIED System Architect

CERTIFIED Integration Architect

CERTIFIED Identity and Access Management Architect

CERTIFIED Technical Architect

CERTIFIED Data Architect

CERTIFIED User Experience Designer

CERTIFIED CPQ Specialist

salesforce **NAVIGATOR** SPECIALIST I
Marketing Cloud Engagement (Pardot)

salesforce **NAVIGATOR** SPECIALIST I
Health Cloud

salesforce **NAVIGATOR** SPECIALIST I
Providers

salesforce **NAVIGATOR** SPECIALIST I
Medical Devices & Diagnostics

salesforce **NAVIGATOR** SPECIALIST I
Developer & Integration Services

salesforce **NAVIGATOR** SPECIALIST I
Service Cloud

salesforce **NAVIGATOR** SPECIALIST I
Sales Cloud

SALESFORCE SUPPORT SERVICES

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CUSTOMER SUCCESS PORTAL

- 24/7 Request Submission
- Request Status Updates
- Request Boosting
- Helpful Salesforce Resources
- Customized Release Tips

TICKET BOOSTING

Each request will receive a status within the response time listed in the SLA on your account. Upon receipt of the status you will have an option to boost if you want to escalate based on status to fix.

contact us at sales@cloudhaven.com to get started with our support services today!