

Service Cloud Quick Start

Objective: To quickly customise and implement Salesforce Service Cloud for your business so your users enjoy the benefits immediately.

Quick Start Package:

Item	Summary
Business Understanding	So we can understand your business and objectives
Requirements Gathering	So we can understand your business processes and requirements
Requirements Write-Up	We write up objectives, personas, solution design & user stories
Service Cloud Configuration	We will customise and test your system
.CSV Data Migration	Upload of your existing .csv records into the system
Automation	Creation of simple flows and approval processes
User Acceptance Testing	You test the system so it is ready for deployment
Deployment	We deploy the system from sandbox to production
Train the Trainer Session	We train your nominated lead on the system setup
Hypercare	We stay to fix any issues and answer queries following deployment
Project Review Session	A chance for you to provide feedback and discuss further requirements
Project Management	Simpala team member manages the project to meet timeline & budget

Deliverables:

- Requirements Write-Up
- Customised Salesforce Service Cloud Org

Pricing: £9,995 + VAT

Additional consultant days can be purchased on a requirement basis