

What is included?

1on1 Requirement Gathering session

Case Management Setup:

- Object setup,
- 10 Custom fields
- 1 Page layout
- List views
- One email-to-case
- 2 Automated emails:
 - Auto response
 - Case closure
- 2 Email templates

Account & Contact Management Setup:

- Age layout update to relate cases

Service Console Setup

Reports and Dashboards:

- Evolving-Consulting out of the box reports
- Evolving-Consulting out of the box Sales Dashboard

Security Setup (Profiles)

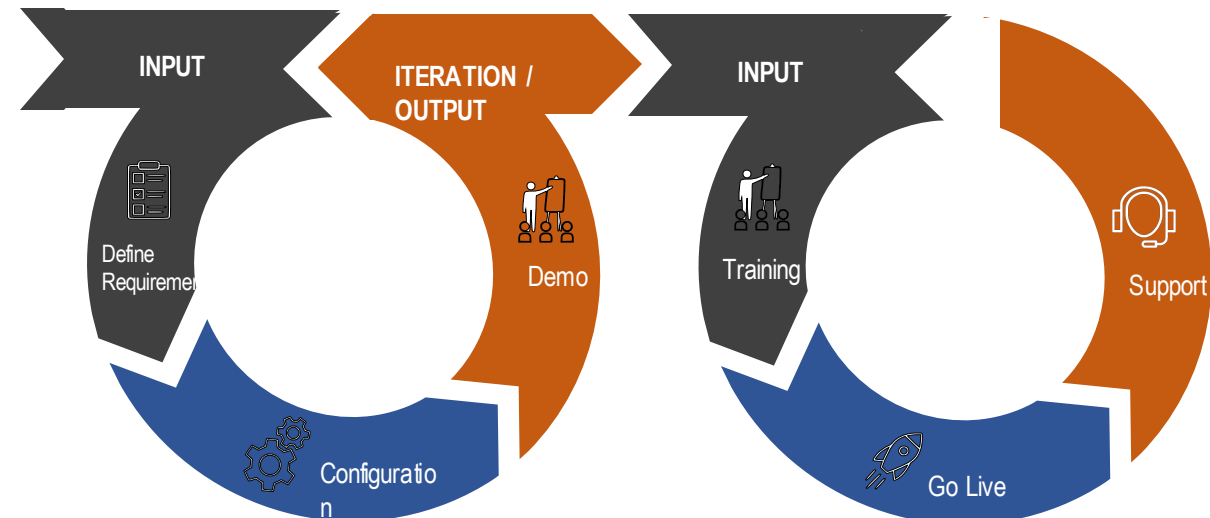
2hrs of custom training

SERVICE CLOUD JUMPSTART : Essentials

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.

 3 Weeks

PRICE: \$2,500



Not In Scope: Process Automation - Approvals, Workflows, Process Builders, Flows; 3rd Party Integrations; Advanced Features such as Products, Price books, Quotes configurations; Work or Training in Sandbox Environment; Custom Code - Apex Triggers, Apex Code