



Supercharge your customer service with a \$6,000 Service Cloud Quickstart package

Intended Users

- Current Sales Cloud customers
- Brand-new Service Cloud implementation
- Migrating from Service solution to Service Cloud



The App Solve team has been exceptional on many levels through all phases of our Salesforce migration and customization. The knowledge base, commitment to service, and professionalism from discovery to implementation and follow-up have been second to none. Their can-do approach and swift performance have exceeded our organization's expectations at each interval of project deployment. We will continue to build on the groundwork they have paved for our infrastructure - a great partnership for us to date!



Jessica Pratti, Director of Account Management & Design - Alliance Exposition

CSAT score of 9.85 / 10 on Salesforce's vendor review community, AppExchange

Decrease in Support Costs 22%

Customer Retention +26%

Agent Productivity +28%

Faster Case Resolution +31%

**Overall Customer
Satisfaction
+35%**

This package is designed to ensure you hit the ground running with Service Cloud. Our package kicks off with a BPR (Business Process Review) session the first day, where we determine exactly how you we will optimally deploy the Salesforce.com Service Cloud system. Following the BPR session, our Salesforce.com certified consultants will ensure that the software is configured to your needs and will assist you in driving the project to meet your defined business and project objectives. Our package will achieve the following objectives:

Improve Agent Productivity

- Set up Console in either Lightning or Classic
- Home Tab configuration
- Accounts & Contacts configuration
- Cases configuration
- Activities (Tasks, Events and Emails)

Customer Retention

- Data import
- Communications - 4 Branded Email Templates

Faster Case Resolution

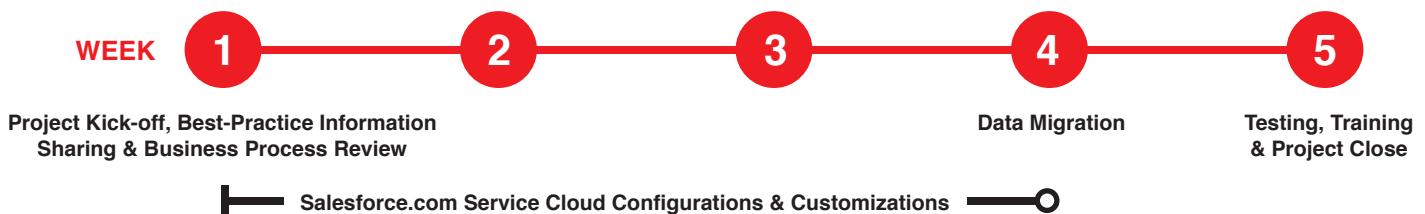
- Email-to-Case & Web-to-Case
- Case Escalation
- Case Queue and Case Assignment Rules - 5 routings

Decrease in Support Costs

- Analytics - Up to 12 custom Reports and 2 custom Dashboards

Training

- End-User focused Training
- Adminsrtator-Level focused Training



Customer Satisfaction

App Solve has an average rating of **5 stars out of 5** based on AppExchange customer reviews - Salesforce's eco-system of certified applications and partners.

With the **#1 CRM** in the world, make the move today and automate your daily routine tasks so you can spend more time on developing relationships that matter.

Schedule a free evaluation on our website, email us at sales@appsolve.com or call 800.539.7501