



STARTER

\$4,500 USD OR \$6,500 CAD

Fast case management launch

📅 2-3 WEEKS

Up to 4 Users



GROWTH

\$9,000 USD OR \$12,500 CAD

Structured support operations

📅 4-6 WEEKS

Up to 4 Users



ADVANCED

\$16,500 USD OR \$22,500 CAD

Scale service operations

📅 6-8 WEEKS

Up to 10 Users

- ✓ Case management with standard Case setup
- ✓ 1 Email-to-Case routing configuration
- ✓ 1 basic HTML email/template setup
- ✓ 1 assignment rule, 1 status update, 1 queue
- ✓ Queue routing for up to 2 users
- ✓ 1 basic console view configuration
- ✓ Up to 3 reports and 1 dashboard
- ✓ Up to 2 case update automations
- ✓ Up to 2 email notifications and 3 templates
- ✓ Basic Knowledge setup with up to 10 articles
- ✓ 1 basic SLA / entitlement setup
- ✓ Security setup for up to 4 users
- ✓ Up to 15 fields, 5 layouts, 1 record type/object
- ✓ Migration up to 10,000 records across 4 objects
- ✓ 3 business days UAT, user training and hypercare

- ✓ Case lifecycle configuration and support process setup
- ✓ 1 Email-to-Case routing configuration
- ✓ HTML template with required fields
- ✓ Up to 2 assignment rules and 1 new status/stage
- ✓ Up to 2 queues and routing for up to 4 users
- ✓ 1 optimized console configuration
- ✓ Up to 3 reports and 1 dashboard
- ✓ Case update automation using Salesforce Flow
- ✓ Email and bell/in-app notifications; up to 5 templates
- ✓ Basic Knowledge setup with up to 25 articles
- ✓ 3 SLA configurations with milestones/entitlements
- ✓ Security setup for up to 4 users
- ✓ 25-40 fields, up to 10 layouts, 2 record types/object
- ✓ Migration up to 50,000 records across 8 objects
- ✓ 1 week UAT, Train-the-Trainer and Admin Training

- ✓ Advanced case lifecycle and support process setup
- ✓ Up to 2 Email-to-Case routing configurations
- ✓ Up to 2 HTML templates with required fields
- ✓ Up to 4 assignment rules and 3 status/stage updates
- ✓ Up to 5 queues and routing for up to 10 users
- ✓ Up to 2 console configurations
- ✓ Up to 10 reports and 3 dashboards
- ✓ Up to 6 case update automations
- ✓ Up to 8 email/in-app notifications and templates
- ✓ Expanded Knowledge setup with up to 50 articles
- ✓ Up to 5 SLA configurations with escalation/milestones
- ✓ Security setup for up to 10 users and sharing if required
- ✓ 50-75 fields, up to 15 layouts, 3 record types/object
- ✓ Migration up to 100,000 records across 10 objects

Required Licenses

Pro Suite or Service Cloud Enterprise	Service Cloud Enterprise recommended	Service Cloud Enterprise or Unlimited
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OUT OF SCOPE

- Complex Apex development
- Any kind of integrations, including ERP, SAP, middleware, social, CTI, accounting, or third-party applications
- Chatbot configuration
- Field Service / FSL Cloud configuration
- Complex approval, warranty, RMA, replacement, or return processes
- Complex SLA hierarchy or multi-region/multi-brand escalation model
- Advanced territory management
- Digital Engagement, WhatsApp, SMS, live chat, or Omni-Channel messaging setup unless separately scoped
- Third-party AppExchange app license cost or vendor configuration unless separately scoped
- End-user adoption program beyond included training sessions
- Custom LWC development
- MuleSoft, Boomi, Zapier, Workato, or any integration middleware setup
- Experience Cloud / Customer Portal / Partner Portal
- Revenue Cloud / CPQ configuration
- Complex entitlement logic beyond stated package limits
- Large-scale, unstructured, or API-based data migration
- Service Cloud Voice / CTI implementation
- Knowledge article writing, content strategy, or bulk content cleanup beyond stated article limits
- Ongoing managed services after hypercare
- Data cleansing, enrichment, or manual deduplication beyond stated package limits

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