

Salesforce Service Cloud Quick Start

Drive customer satisfaction and build long term relationships

The fastest, safest and most cost-effective route to Salesforce Success by Gauri.

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Gauri

Great Value. Delivered.



About Salesforce Service Cloud

Service Cloud gives your team a single view of every customer, from their first click to their last call. It reduces handling time by consolidating all customer details and interactions on one screen such as account information, case history, purchasing history – you name it. No more asking for the same information again and again.

Benefits of Service Cloud

- Brings customer cases from multiple channels into a single view.
- Drives the automation of repetitive tasks and optimises workflows so your team can focus on keeping customers happy.
- Improves time to resolution by building a knowledge base so your team can find answers quickly.
- Improves customer insights using data analytics and reporting.

Success servicing your customers from only £2,950

What is a QuickStart package and who is it for?

Our QuickStart packages get you up and running faster with a robust scalable Salesforce solution designed to meet the specific needs of your business. It's a great way for small to medium-sized businesses or small sales/service teams to maximise the benefits of Salesforce for a modest investment.

What are the benefits of QuickStart?

- ✓ Be up and running in as little as one week with Service Cloud optimised for your business.
- ✓ Avoid costly mistakes trying to implement Salesforce yourself – We provide the product knowledge and expert guidance to ensure you get the most from Salesforce.
- ✓ Proven results – Better user adoption and return on your Salesforce investment.
- ✓ Low fixed price engagement with a clearly defined scope and deliverables.
- ✓ Adherence to best practices around technical design, usability and data.



A Dedicated Project Team

- 1 x Solution Architect
- 1 x Salesforce Developer
- 1 x Project Manager
- 1 x QA Specialist

Your project will be delivered by a dedicated team of specialists who will guide and support you every step of the way.



Project Plan with a Delivery Timeline

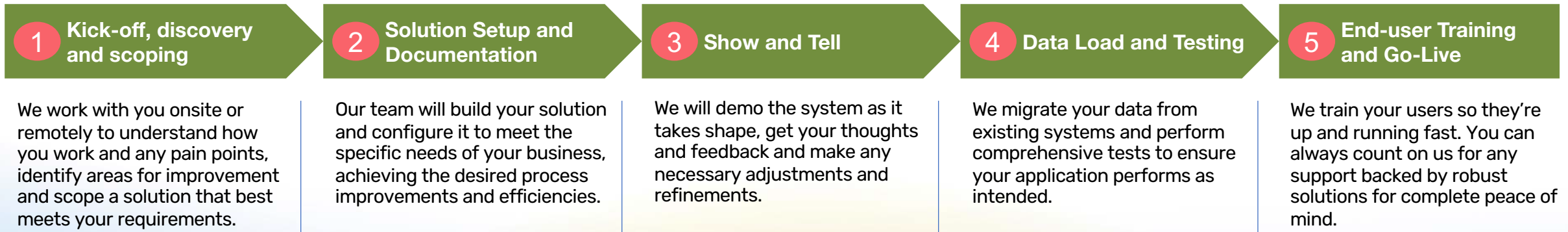
You'll receive a detailed plan containing the project scope and delivery timeline. At project completion, we'll also provide in-depth system design documentation ensuring you are technically secure and self-sufficient.

How QuickStart Works

QuickStart is a proven, best-practice based approach to implementing Salesforce Service Cloud for SMEs.



5 Steps to success with Salesforce Service Cloud





1 Week

£2,950

ESSENTIALS

Providing all the essential features to get you up and running fast and a solid foundation for future enhancement.

3 Weeks

£8,500

ADVANCED

Providing all the bells and whistles for companies needing to leverage the advanced capabilities of Salesforce today.

What you get

QuickStart is a proven, best-practice based approach to implement Salesforce Service Cloud.

Salesforce Object Configuration	Essentials	Advanced	Automation and General Configuration	Essentials	Advanced	Data Migration and End-User Training	Essentials	Advanced
o Account	Yes	Yes	o Process Builder	2	6	o Case	Yes	Yes
o Contacts	Yes	Yes	o Web To Case	Yes	Yes	o Account	Yes	Yes
o Case	Yes	Yes	o Case Assignment Rules	Yes	Yes	o Contacts	Yes	Yes
o Activities	Yes	Yes	o Approval Process	-	2	o Assets	-	Yes
o Products	-	Yes	o Email to Case	Yes	Yes	o Activities	Yes	Yes
o Assets	-	Yes	o Email Integration (Office 365/Gmail)	Yes	Yes	o Products	Yes	Yes
o Service Contract Management	-	Yes	o Chatter Set Up	Yes	Yes	o Service Contract Management	-	Yes
o Custom Objects	-	Yes	o SLA/Milestone	2	5	o Custom Objects	-	5
o Knowledge Management	-	Yes	o Reports	7	20	o Design Document	Yes	Yes
			o Dashboard	2	5	o Super User Training	½ Day	1 ½ Days
			o Security: Role Hierarchy	-	Yes	o Customised Training	-	Yes
			o Security: Custom Profiles	2	5			

* VAT as applicable.

Gauri

Great Value. Delivered.



We are the experts in Salesforce CRM Solutions

Gauri is a fast-growing UK based Salesforce Crest Partner helping businesses like yours implement and leverage the world's no 1 CRM solution for rapid business growth.

We offer end-to-end solutioning and business process optimisation, a mature delivery methodology combined with great value and consultants driven to maximise the return on your Salesforce investment.

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TRUSTED BY LEADING BRANDS

