Gauri

Great Value. Delivered with Passion.

Salesforce Service Cloud
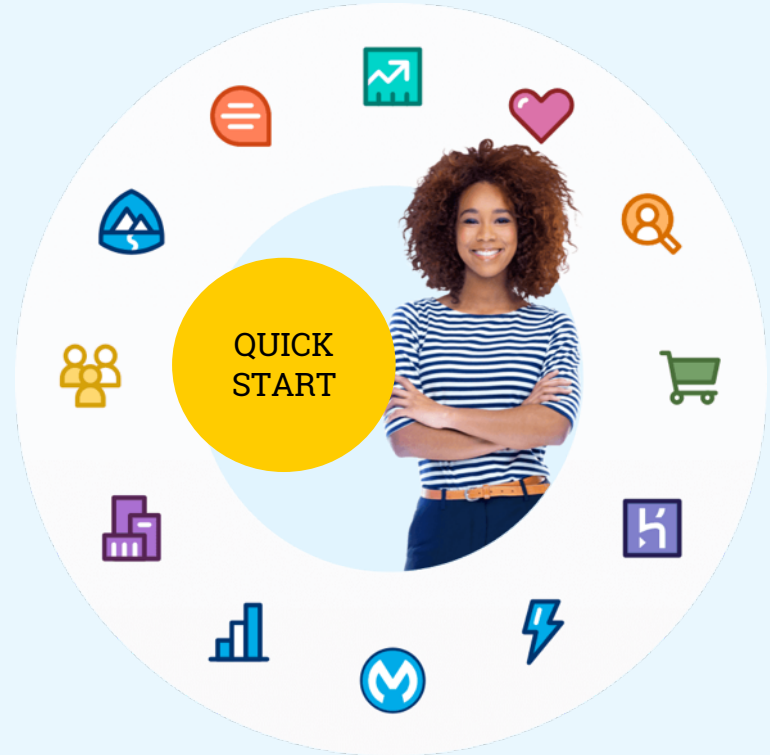
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Drive customer satisfaction and build long term relationships

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QUICK START

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Why Salesforce Service Cloud is right for you?

As your business grows and your requirements evolve, Salesforce can easily adapt to meet your needs. Leverage the powerful features of Service Cloud by integrating Marketing Cloud, Sales Cloud or Community Cloud or choose from over 5000 powerful third-party apps on the Salesforce AppExchange, the world's largest business applications marketplace.

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Effective Case Management

Resolve cases faster by combining streamlined processes with easy access to the full details, context, and history of every case and customer interaction.

Service Analytics

Make your team and business smarter with prebuilt dashboards and apps and AI powered insights and predictions.

Knowledge Base

Drive quick case resolution and maximize agent productivity with recommended articles and optimised article search.

Telephony Integration

Integrate with most popular CTI systems. Log notes instantly when customers call and manage calls within the console without touching the phone.

Omni-Channel Routing

Deliver smarter service by automatically matching cases to the agent with best skill set to solve them.

Service Process Automation

Customise and automate any service or approval process with drag and drop simplicity using Lightning Flow.

Automation with Macros

Free up your support agents by automating common, repetitive, multistep tasks to resolve customer issues more efficiently.

Unified Customer View

Connect service cases with customer orders and individual products, to obtain deep insight on product-specific issues to improve customer service levels.

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About QuickStart Solution by Gauri

Gauri's QuickStart packages have been tailored to help you get up and running quickly on the Salesforce Service Cloud platform.

Our QuickStart packages cover all aspects of configuring Salesforce Service Cloud to ensure you get great value from your licenses from the off.

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You get:

End-user Training

During the planning stage, we will create a customized training plan based on the features and functionalities to be activated. Our Lead QuickStart expert will provide detailed on-site training to your end-users once the system is configured and ready for use.

Your end-users can also refer the provided customized user guides to quickly lookup solutions to any queries or issues they face while using the system.

Choice of QuickStart Implementation Options

You can select either of the timeboxed and modular implementation packages: Essentials (Time: 1 week) and Advanced (Time: 2.5 weeks) based on your specific business needs to get up and running on Salesforce Sales Cloud platform.

Dedicated Team

A dedicated team of specialists would be working with you to make your idea become a reality. They will be contactable via multiple channels and on hand to answer any queries you might have throughout the project.

On-Site Presence

Lead Salesforce Quick Start Expert will conduct on-site discovery workshops to understand your requirements and provide personalized End-user training.

Project Management & Solution Design Documents

During the planning stage, we will produce your personalized implementation plan that will give you a more collaborative and transparent view of your project. We will provide you with a complete set of design documents that will specify all the nitty-gritty of the solution implemented.

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Five-step QuickStart Approach

1 Kick-off, discovery and scoping

Gauri's Salesforce expert will work with you to map out the scope of Sales Cloud implementation by understanding your requirements and defining clear actions.

2 Solution Setup & Documentation

At this stage, our team will start setting up your Salesforce Sales Cloud and configure the product to match your business requirements.

3 Show & Tell

We will demo the software features as it is taking shape, take your feedback and make necessary adjustments and refinements.

4 Data Load and Testing

We migrate your data from existing systems and perform comprehensive tests to ensure your application performs as intended.

5 End-user Training & Go-Live

We train your users so they're up and running quickly. You can always count on us for any support backed by robust SLAs for complete peace of mind.

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Salesforce Service CRM

Our QuickStart Options

Salesforce Objects (Features and Functionalities)

You get:

Salesforce Objects	Essentials	Advanced
o Account	Yes	Yes
o Contacts	Yes	Yes
o Case	Yes	Yes
o Activities	Yes	Yes
o Products	-	Yes
o Assets	-	Yes
o Service Contract Management	-	Yes
	-	Yes
o Custom Objects	-	Yes
o Knowledge Management	-	Yes

Our QuickStart Options

Automation and General Configuration

You get:

Automation and General Configuration	Essentials	Advanced
○ Process Builder	2	6
○ Web To Case	Yes	Yes
○ Case Assignment Rules	Yes	Yes
○ Approval Process	-	2
○ Email to Case	Yes	Yes
○ Email Integration (Office 365/Gmail)	Yes	Yes
○ Chatter Set Up	Yes	Yes
○ SLA/Milestone	2	5
○ Reports	7	20
○ Dashboard	2	5
○ Security: Role Hierarchy	-	Yes
○ Security: Custom Profiles	2	5

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Our QuickStart Options

Data Migration and End-User Training Services

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You get:

Data Migration and End-User Training (Services)	Essentials	Advanced
o Case	Yes	Yes
o Account	Yes	Yes
o Contacts	Yes	Yes
o Assets	-	Yes
o Activities	Yes	Yes
o Products	Yes	Yes
o Service Contract Management	-	Yes
o Custom Objects	-	5
o Design Document	Yes	Yes
o Super User Training	½ Day	1 ½ Days
o Customised Training	-	Yes

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About us

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We're Experts in CRM Solutions.

Gauri are leaders in implementing and supporting CRM Solutions for Sales, Marketing, Customer Support and Field Services. We help our clients transition to Cloud and achieve a true Customer 360 on the world's leading CRM platforms.

We have seen CRM evolve since the 1990's and have worked on emerging CRM technologies such as Salesforce since then. Our years of cumulative experience and QuickStart Solutions have delivered results for our clients. Please call us for sound advice on choosing the right CRM for your business.

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