salesforce service cloud

Resonant Cloud Solutions

SALESFORCE QUICK START IMPLEMENTATION PACKAGE

From Resonant Cloud Solutions

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Summary

Resonant Cloud Solutions (RCS) offers new Salesforce clients the option of using our Quick Start Implementation Package (QSP) for Service Cloud.

The goal of the QSP is to empower customers to take ownership of their Salesforce instance and support them in configuring the system in the correct manner, ensuring that the system will achieve the clients goals.

The package is available to Enterprise and Professional Edition Customers.

Project Process

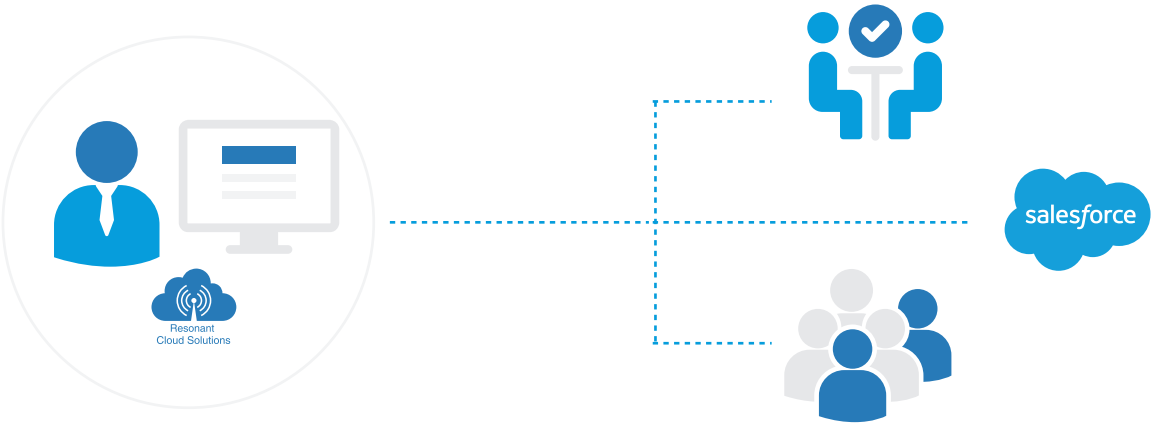
An RCS business analyst / Salesforce consultant will conduct a series of virtual meetings with the customer, supported by a member of the RCS Advanced Admin team.

Each meeting will focus on a new area of the Salesforce System and guide the client through a structured process in configuring and managing their system.

The client will be required to complete 'homework' between the sessions which will include.

- Requirements Planning
- Trailhead Session
- Salesforce Configuration

The Package includes up to 36 hours of support to the client from the RCS Advanced Admin Team during the first 60 days, the overall system processes will be guided by the RCS BA / Salesforce consultant.



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Topics Covered

The program takes 6 weeks and includes 7 Sessions, each session being 1 week apart.

Day 0 - Session 1	Salesforce Orientation - Admin Basics 1 Hour Video Conference
Day 7 - Session 2	Service Cloud Basics 1 Hour Video Conference
Day 14 - Session 3	Service Console Customisation and Components 1 Hour Video Conference
Day 21 - Session 4	Entitlement Management and Case Feeds 1 Hour Video Conference
Day 28 - Session 5	Omni-Channel Basics 1 Hour Video Conference
Day 35 - Session 6	Service Cloud Macros 1 Hour Video Conference
Day 42 - Session 7	Onsite Roll Out 4 Hour Onsite (Sydney, Melbourne, Brisbane, Perth, Wellington*)

Total Pricing **$5500+GST payable upfront**

Additional Services

Support - This package includes up to 36 hours of support time from the RCS Advanced Admin team within the first 60 Days. Additional support hours can be billed separately at $75/hr during that period of following.
Training - Formal training is available at a rate of $1200+GST per day or $600+GST per half day in Sydney, Melbourne, Brisbane, Perth and Wellington.
**Other locations incur additional costs.*

Video Training - a series of training videos can be created and saved to a private storage location. They typically last 2/4 minutes per video and offer a quick point of reference for current and new employees, creating company best practice reference. Videos are charged at $100+GST/Video

Embedding Training into the system - the option is available to embed quick links and buttons along with an internal support function into any page within Salesforce. This creates a source of training and if the users question isn't answered then allows them to log a support case which can be resolved internally or escalated to Salesforce or Resonant Cloud. Cost TBC

Out Of Scope

Importing historical data is out of scope of the RCS services. This service is available at a rate of $75 +GST per hour.