



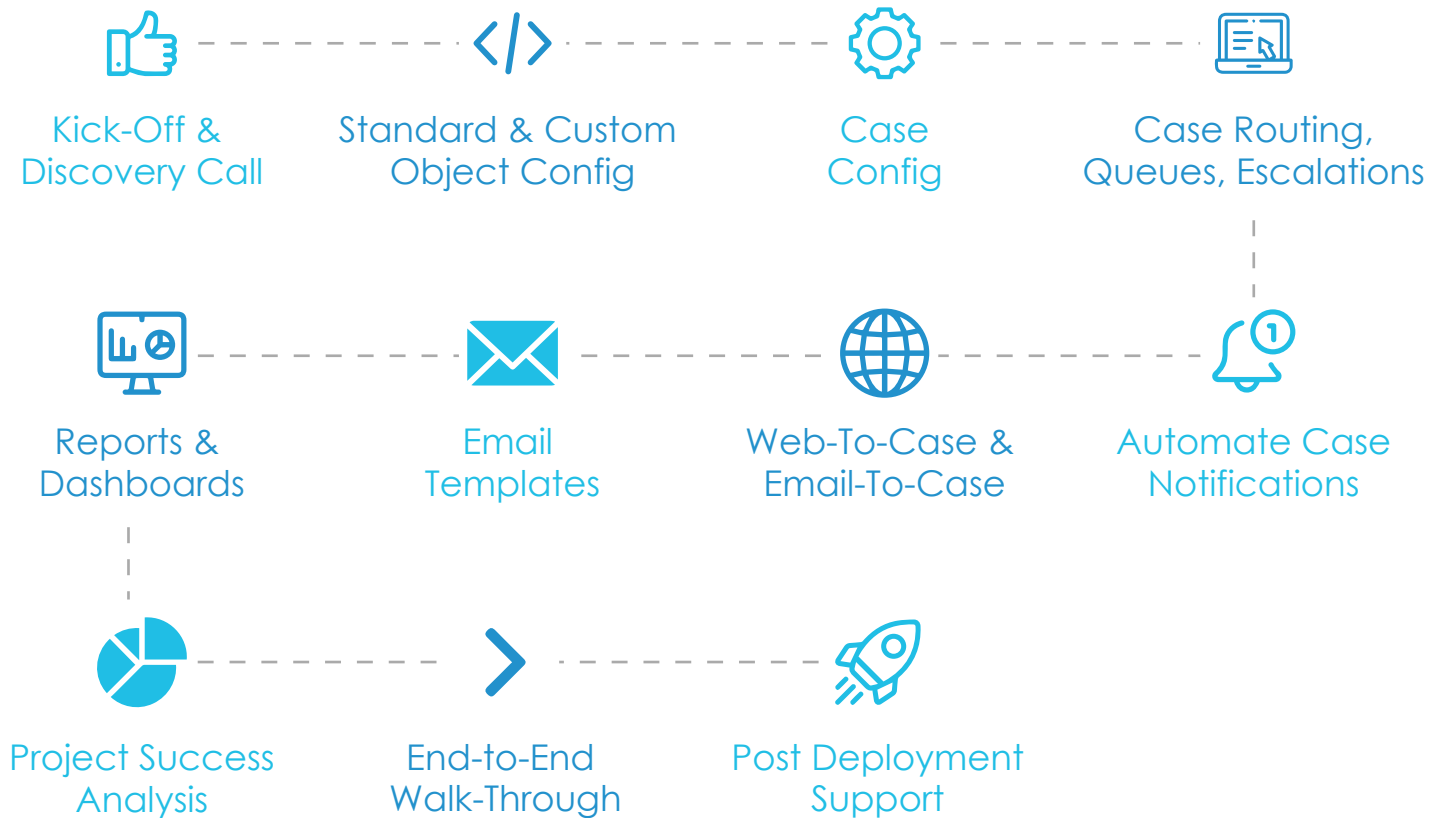
## SERVICE CLOUD

Personalize service experience for your customers with digital engagement and, streamline your customer support operations.



## SERVICE CLOUD QUICKSTART PACKAGE

Service Cloud is a platform for customer service and support, allowing you to save time by automating service processes, streamlining workflows, & support agents with AI-powered predictions, recommendations & case routing.



PRICE  
**\$5,000**



DURATION  
**2-WEEKS**

## PREREQUISITES

- Org login access
- Install email-to-case agent
- Business overview and configuration understandings
- Around 8 hours of meeting time for Salesforce resources with your key business stakeholders

## Two Weeks Project Duration Components

<b>Discovery &amp; Solution Designing</b>	Requirement gathering and comprehensive solution design
<b>Implementation</b>	Features to help you start your service cloud flow
<b>User Acceptance Testing</b>	Functionalities approval
<b>Deployment</b>	Deploying functionalities to the production environment
<b>Training &amp; Documentation</b>	One complimentary remote training session with documentation
<b>Post Deployment Support</b>	Post go-live support

## What's Included?

Setup security (Profiles, Roles and Sharing Rules) and Service Cloud user license assignments

Up to 5 case record types & 5 page layouts with 5 case list views

Configure and customize accounts, contacts, and cases with limited custom fields (10) and validation rules (5)

Configure 1 custom object and associate it with case

Setup service console - enable chatter, comments & configure the lightning page

3 case queues and case routing/assignment rules with 3 case escalation and auto-response rules

6 email templates with email notifications to the owner on case assignment & closure

3 Standardized quick actions (Case closed, Spam case closure, & Update case)

Set up web-to-case and email-to-case (Configuration only)

Advisory/guidance for data migration, omni-channel, & knowledge, and 1 MACROs (Case Closure Macro)

Custom Service Cloud 5 reports & dashboards

## ADDITIONAL ITEMS

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Integrations with  
3rd Party Systems



Custom Code  
(Automation using Lightning  
Components, More Apex Triggers)



Einstein Chat Bot  
Implementation



Case Aging using  
Infoglen Pulse App



Complete  
Data Migration