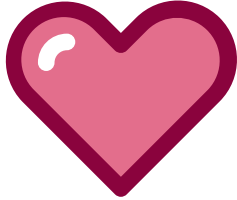


Experience. Accelerated.

Service Cloud Quick Start



We help our clients leverage the power of Salesforce to deliver great omni-channel customer experiences

Maximise Success Rates

Accelerate Development

Enhance User Adoption

Feature	Starter	Intermediate	Advanced
Discovery Workshop	■	■	■
Solution Design Documentation	■	■	■
Data Migration	■	■	■
Train the Trainer	■	■	■
Comprehensive Training Manual	■	■	■
Basic CRM Configuration	■	■	■
Case Management	■	■	■
Case Assignment & Escalations	■	■	■
Custom Reports & Dashboards	■	■	■
Web-to-Case	■	■	■
Email-to-Case	■	■	■
Access & Security	■	■	■
Chatter	■	■	■
Email Integration	■	■	■
Work Queues	■	■	■
Knowledge Article Management		■	■
Case Entitlements		■	■
Case Milestones		■	■
Automations & Validations		■	■
Approval Processes		■	■
Omni-Channel Routing			■
Live Agent			■
Einstein – Article Recommendations			■
Files Migration			■

Minimum Technical Requirements: Service Cloud Professional Edition Licenses

Optional Extras



Training Video



Data Services



Go-Live Floor Walking



System User Guide



Bespoke Services

To find out more visit www.adapt-iq.co.nz