



SERVICE CLOUD QUICK START

4C

NAME	DESCRIPTION	TIME (DAYS)
✓ Requirements Gathering	<ul style="list-style-type: none">Time dedicated for a requirement gathering scoping session at project onset with a business analyst and technical salesforce consultant.	1
✓ Requirement Documentation	<ul style="list-style-type: none">Write up of the detailed requirements defined during the scoping sessions into a Statement of Work (SoW) including solution design, architecture, user stories and time estimates.	0.5
✓ Case Management	<ul style="list-style-type: none">Time allocated for case management of logged issues to allow proactive management and prioritisation of tickets/customer requests. <p>Includes set up of: Queues Auto response rules Escalation rules Web to case Email to case SLAs Milestones</p>	4
✓ Service Console	<ul style="list-style-type: none">The setup of a custom view designed for service cloud users. <p>Combining cases, knowledge, solutions and live agent into one screen (all customisable to suit your users and their needs).</p>	0.5
✓ Onsite Training	<ul style="list-style-type: none">Training on best practice usage of Salesforce Service Cloud functionality to get your users up and running.	0.5
✓ Project Management	<ul style="list-style-type: none">Total time dedicated to all calls, emails, meetings and ongoing communication throughout entirety of project alongside project management activities such as: <p>Requirement documentation Sprint planning & reviews Creating and maintaining the project plan Weekly update reports Showcases</p>	
✓ UAT	<ul style="list-style-type: none">Time allocated to UAT that will be completed prior to user training. UAT will cover any time required for tweaks and reworks to the solution to ensure a strong deployment.	0.75
TOTAL DAYS		9.25

OPTIONAL EXTRAS

TASK	COMMENTS	
Knowledge Base	<ul style="list-style-type: none">Equipping your service team with the answers to recurring questions by building out the Knowledge base on given articles for easy case resolution.	2