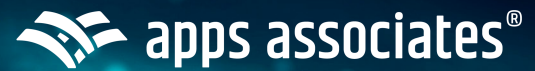


Apps Associates Salesforce Service Cloud QuickStart Offerings



A highly adaptable service platform that can handle:

- Case Management, Service Console, Channels & Digital Engagement
- Automatic Workflows, Knowledge Base, Instant Metrics and Field Service

Salesforce Service Cloud QuickStart Package 1	Salesforce Service Cloud QuickStart Package 2
<ul style="list-style-type: none"> ✓ 8-hour Discovery session/Kickoff ✓ Standard Setup of Accounts, Contacts, and Cases ✓ Standard Service Console Setup ✓ Basic user, sharing and security setup (up to 3 profiles) ✓ Single Support Process ✓ Single Support Queue ✓ 1 Email Communication Template ✓ Standard Reports and Dashboard for Service Cloud (10 reports and 1 dashboard) ✓ Load up to 6 months or 500 records, per objects, via a formatted excel spreadsheet ✓ Single Hands-On End-User Training Session 	<ul style="list-style-type: none"> ✓ 3-days discovery session/Kickoff ✓ Configuration of Accounts, Contacts, and Cases including: <ul style="list-style-type: none"> » 3 Page layouts based on email to case queues » Service Console Setup » 3 record types ✓ Single Support Process ✓ Up to 3 Support Queues, corresponding to email-to-case addresses ✓ Up to 20 Custom Fields per standard service object ✓ Up to 3 Custom workflows, field updates or validation rules ✓ 1 Standard approval process ✓ Up to 3 email to case queues ✓ Basic user, sharing and security setup (up to 3 profiles) ✓ Up to 3 email to case queues ✓ 1 Email Communication Template ✓ Analytics (20 Custom Reports and 3 Dashboards) ✓ Single Hands-On End-User Training Session ✓ Standard deployment of Salesforce knowledge with 10 articles set up ✓ Load up to 1 year or 1000 records, per objects, via a formatted excel spreadsheet

Salesforce Service Cloud Custom Solution

<ul style="list-style-type: none"> ✓ Depending on the complexity of process re-engineering, one to multiple weeks of discovery and design sessions to be held on site or remotely based on travel budget ✓ Custom Configuration of Standard Sales objects: Accounts, Contacts, and Cases ✓ Develop and deploy up to 3 custom objects to support enhanced business process enablement ✓ Multiple Support Processes ✓ Multiple Support Queues ✓ Based on requirements, creation of multiple Custom Fields per object ✓ Creation and deployment of multiple workflows (based on process needs) which may include: <ul style="list-style-type: none"> » Field change » Notifications » Approval processes 	<ul style="list-style-type: none"> ✓ Up to 3 (Three) email to case queues ✓ 1 (one) Email Communication Template ✓ Analytics (20 Custom Reports and 3 Dashboards) ✓ Single Hands-On End-User Training Session ✓ Out of the box deployment of knowledge with limited article set up
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