Adapt IQ

Experience. Accelerated.
Service Cloud Quick Start

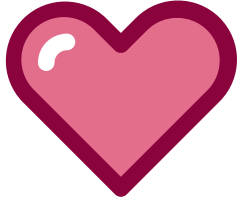salesforce service cloud

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 go to www.adapt-iq.com