

RAPID Series

Rapid Deploy for Service Voice

**THE BEST INITIAL
LAUNCH OPTION****QUICK TO VALUE | LEVERAGE BEST PRACTICES |
DESIGNED RIGHT THE FIRST TIME****4 Weeks
from
Start to Finish****\$12,600
(Up to
25 Agents)****Best Practices
Accelerators
Rapid Process**

service cloud

The Smart Quickstart

MondayCall's Service Cloud Voice Rapid Deploy is designed to **get you up and running and delivering value quickly**. The goal of the **Rapid Deploy** engagement is a successful quick launch that *delivers*:

- Set up of on-call experiences for up to 25 agents, 10 supervisors and 3 administrators
- Configured for standard hours of operations, queues, prompts, presence, contact flows and routing
- Create up to 20 QuickConnects
- Configure voice call recording, click to call and call playback
- Reporting and dashboarding (real-time & historical)
- System architected using best practices to take full advantage of the Salesforce and Amazon platform



Designed for a successful Phase I launch, the Rapid Deploy creates the initial launch that you can build on for continued future growth.

Service Voice **RAPID** Deploy

- Config 2-4 In/outbound numbers for Production
- Manage Telephony Carrier Porting Time (4-6 wks)
- Configure and Set up On-Call Experience Options (Supervisor, Presence, Click-to-Call, Call Playback)
- Reporting and Dashboard (OOTB)
- Train the Trainer, Documentation, Admin Training
- Post 1st day of Go-Live
- Instance set-up
 - Trunking Requirements
 - Data Storage
 - Encryption
 - Data Streaming
 - Contact Flow Logs
 - CloudWatch Monitoring

Additional Add-Ons



625+
Customers



9.6
CSAT Rating

Other **RAPID** Deploys

- Service Cloud
- Experience Cloud (Customer/Partner)
- Digital Engagement
- Field Service
- Sales Cloud

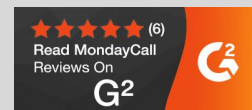
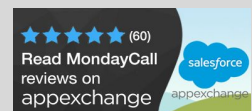


"MondayCall conducted a requirements gathering process [and extensive calls] to make sure we built our Salesforce instance the way that would most benefit our team ... offering suggestions and real-world applications to make sure we got the most out of our tool."

The **RAPID** Deploy Process



- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Business alignment | <input type="checkbox"/> Fast, iterative builds | <input type="checkbox"/> Change mgmt planning | <input type="checkbox"/> Train the trainer |
| <input type="checkbox"/> Two 2-hr sessions | <input type="checkbox"/> Daily standups | <input type="checkbox"/> Cutover planning sessions | <input type="checkbox"/> Admin knowledge transfer |
| <input type="checkbox"/> Roadmapping for future growth | <input type="checkbox"/> Build, test, show | <input type="checkbox"/> Focus on change mgmt, user adoption, ownership | |
| <input type="checkbox"/> User-Story Library | <input type="checkbox"/> End-user testing | <input type="checkbox"/> Post deploy support | |
| <input type="checkbox"/> Solution templates | <input type="checkbox"/> Data migration | <input type="checkbox"/> 1-week check-in | |
| <input type="checkbox"/> Architected for growth | | | |



MondayCall is a leading Salesforce.com Gold consulting partner based in San Francisco and serving customers throughout the United States. MondayCall provides a full range of business, technical and development services on the Salesforce.com platform.

For More Information / Sales Inquiries

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