

RAPID Series

Rapid Deploy for Customer Experience Cloud

THE BEST INITIAL LAUNCH OPTION

**QUICK TO VALUE | LEVERAGE BEST PRACTICES |
DESIGNED RIGHT THE FIRST TIME**



**4-7 Weeks
from
Start to Finish**



**\$15,000 to
\$40,000**



**Best Practices
Accelerators
Rapid Process**



experience cloud

formerly
Community Cloud

The Smart Quickstart

MondayCall's Customer Experience Cloud (formerly Community Cloud) Rapid Deploy is designed to get you up and running and delivering value quickly. The goal of the Rapid Deploy engagement is for a successful quick launch that delivers:

- ❑ Self-service with searchable knowledge base and customer forum capabilities with Q&A and Ideas
- ❑ Branded self-service portal with custom UI and URL
- ❑ Customer case management
- ❑ Dashboards and reports providing full visibility
- ❑ System architected using best practices to take full advantage of the Salesforce platform
- ❑ A clear roadmap for future growth

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



Customer Experience

RAPID Deploy

- Branding - Standard Templates
- Home Page
- Case Submission and Management
- Searchable Knowledgebase
- Topics / Featured Topics
- Management Reports and Dashboards
- Unique URL Configuration
- Security

Customer Experience

Advanced RAPID Deploy

- Branding + Home Page
Custom Lightning Components (3)
- Case Submission and Management
- Searchable Knowledgebase
Knowledgebase Security (2-tier)
- Topics/Featured Topics
- Management Reports and Dashboards
- Unique URL Configuration
- Security
- Discussions
- Chatter Questions
- Files - File Management

Additional Add-Ons

Data Migration

Single Sign On

Additional Custom Pages/Flows

Chat

Integrations

Custom Ideas Components



625+
Customers



9.6
CSAT Rating

Other RAPID Deploys

- Service Cloud
- Partner Experience Cloud
- Service Voice
- Field Service
- Sales Cloud

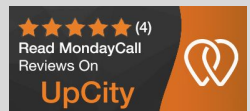
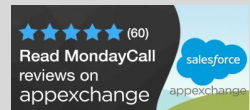


"MondayCall conducted a requirements gathering process [and extensive calls] to make sure we built our Salesforce instance the way that would most benefit our team ... offering suggestions and real-world applications to make sure we got the most out of our tool."

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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