

RAPID Series

Rapid Deploy for Service Cloud

**THE BEST INITIAL
LAUNCH OPTION****QUICK TO VALUE | LEVERAGE BEST PRACTICES |
DESIGNED RIGHT THE FIRST TIME****5-7 Weeks
from
Start to Finish****\$29,000 to
\$60,000****Best Practices
Accelerators
Rapid Process****The Smart Quickstart**

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

- All case management process flows are mapped to native Salesforce
- System has been architected using best practices to take full advantage of platform as you need to
- Users are trained and are fully using the system
- Dashboards and reports provide full visibility
- Customer is able to own administration going forward
- 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.



Salesforce Service Cloud **RAPID** Deploy

- Case Management Process
- Case Assignment Rules
- Case Inputs (Web | Email | Phone)
- Account Creation and Management
- Contact Creation and Management
- Chatter Collaboration
- Basic Data Migration (up to 10K records)
- Reports and Dashboards
- Service Cloud Console

Salesforce Service Cloud **Advanced RAPID** Deploy

- Case Management Process
 - Case Assignment Rules
 - Case Inputs (Web | Email | Phone)
 - Account Creation and Management
 - Contact Creation and Management
 - Chatter Collaboration
 - Basic Data Migration (<10K records)
 - Reports and Dashboards
 - Service Cloud Console
- Omnichannel Routing
- Case Types (5)
- Escalations (5)
- Macros (5)
- Security Configuration
- CTI Integration (Screen Pop)
- Digital Engagement

Additional Add-Ons



625+
Customers



9.6
CSAT Rating

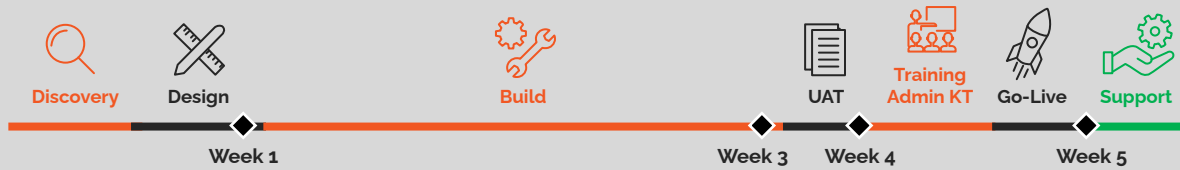
Other **RAPID** Deploys

- Digital Engagement
- Customer/Partner Experience Cloud
- Service Voice
- Field Service
- Sales Cloud

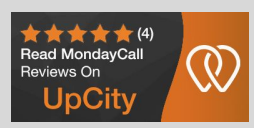
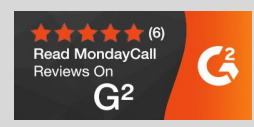
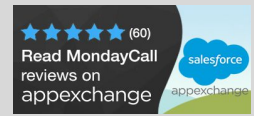


"MondayCall conducted a requirements gathering process (and extensive calls) to make sure we built our Salesforce instance the way that would most benefit our team ... offering suggestions and real-world applications to make sure we got the most out of our tool."

The **RAPID** Deploy Process



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

- <http://www.mondaycall.com>
- 866-958-6936
- sales@mondaycall.com