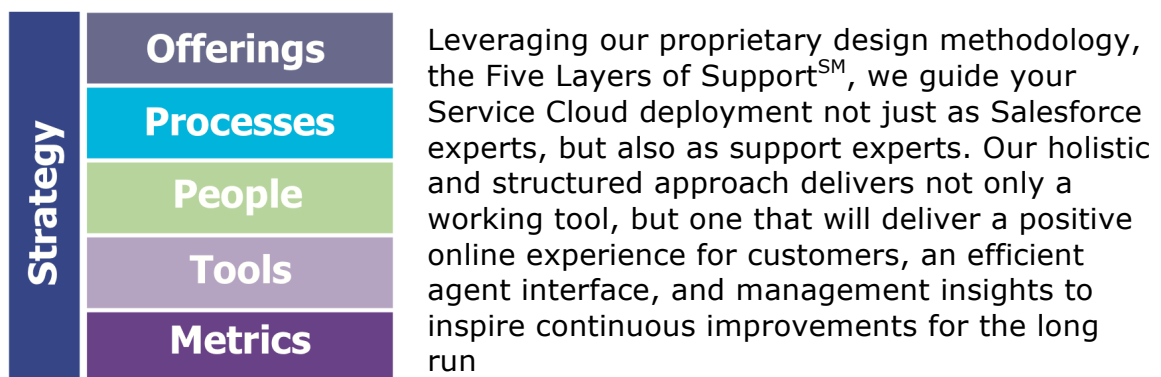


Smarter Service Cloud Implementation

Thinking about implementing Service Cloud? Already rolled out, but experiencing issues? Wanting to improve the customer experience with the Community Cloud? We can help.

The Process



We can guide you through the entire implementation process or just the steps you need help with, a la carte:

- **Creating a list of key requirements.** We conduct a process workshop to design, revise, or confirm case resolution and knowledge management workflows and help separate the needs from the wants. We also perform a technical review of existing systems to gather integration and other technical requirements. Finally, we define a list of requirements for the implementation.
- **Attaining executive alignment.** We help you craft a budget and recommendation for the project, including a schedule and ROI analysis.
- **Assisting with the purchase.** We define specific licensing requirements for the project and can negotiate the most advantageous contract terms.
- **Solution design.** We guide you through the detailed customization choices and create detailed enhancement requirements. We create a list of use cases to structure the functionality testing process. We define metrics and dashboards that meet best practices as well as your specific management challenges.

- **Implementation.** Depending on the requirements this may include customizing Service Cloud, implementing Community Cloud, integrating Salesforce with other applications such as Jira, and creating a custom website that integrates the Salesforce portal with other functionality you'd like to display together. Our team of Salesforce experts can handle all aspects of implementation. If needed, we can also provide resources for user acceptance testing (UAT) and rollout support.

We can also assist with specific improvements for already-deployed systems.

- **Technical audit** of your current Salesforce instance to review the soundness of the implementation and any additional integration requirements. By the end of the process we can verify that Service Cloud is the right solution for you – and what changes and additions in the Salesforce solution you need.
- **Community Cloud implementation.** If you are using the older customer portal you will want to explore this superior user experience.
- **Automatic dashboards** to replace manual metrics. No more pivot tables! No more tedious hours massaging the data into pretty charts! No more waiting days to know whether a new initiative is bearing fruit!
- **Comprehensive support website.** We integrate the Salesforce portal with other functionality such as order status, downloads, training registration, etc. to deliver a seamless customer experience.

About FT Works

FT Works provides consulting, training and coaching services to the support organizations of technology companies.

- Because our only focus is support we fully master **industry best practices** for support teams of all sizes supporting all types of products. Most Salesforce partners are experts on the tool – not the all-important underlying work processes.
- We have a knack to work with all the stakeholders inside and outside the support team so we can **build consensus for tool projects.**
- We have plenty of experience so we can **deliver results quickly** and lower the risk for your initiatives.
- We have no allegiance to any particular group or vendor so we can provide your team with **unbiased recommendations.**
- As a boutique firm we rely on a **flexible, targeted approach** that maximizes your return on investment.

For more information or to purchase this package, please contact info@ftworks.com or 650 559 9826.