

# HOW TO: SERVICE CLOUD:

## Deploy Live Agent

**Start using Live Agent to satisfy customers with immediate, online support.**

Give your customers instant, online support with live chat. This Accelerator will show you how to get started with Live Agent. You'll learn how to set up the feature to help your service reps engage customers effectively and close cases quickly.

### What it can do for you.

- Increase service rep efficiency
- Reduce service response time
- Reduce time to close cases

### How it works.

A Certified Specialist will guide you through the process via four calls totaling 7 hours over 2 to 3 weeks:

#### Discovery

- An overview of the Accelerator
- Assess and understand key use cases for Live Agent Analysis
- Align your chat use cases with out of the box features through admin setup of Live Agent
- Develop design brief for a complete Live Agent implementation in sandbox, including one button and one invitation to your web page

#### Outcomes

- Basic Setup in Sandbox
- Provide best practices for pre-chat and integration of chat within your self-service processes
- Utilize ITest Chat Pages that can be launched locally from desktop, speed up the design, build and QA for LiveAgent implementation
- Provide standard reports and dashboards for managing and maintaining Live Agent going forward
- Provide an unmanaged package to configure Live Agent (optional)

#### ADDITIONAL INFORMATION

##### PREMIER OR SIGNATURE

Time you will spend on this Accelerator: 7 hours

##### GOAL

Achieve faster ROI.

##### INTENDED USER

You are not using Live Agent or are moving from other services provider to Live Agent but want to start driving up agent productivity with Live Agent.

##### PREREQUISITES

- Must have Premier or Signature Success Plan
- Must have Service Cloud licenses in use
- Real time access to Support teams via customer portal/community
- Declarative configuration of Salesforce Live Agent; no integration with external systems or data
- Admin access to a Sandbox IT team to migrate recommendations to production org
- A Service leader/executive who is engaged and committed to the session and outcome

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To schedule your 1-on-1 Accelerator, [visit our Help Portal](#), or contact your account executive or success team today!

#### Corporate Headquarters

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