

GETTING STARTED:

Service Cloud

Start using Service Cloud to supercharge your customer service.

Get up and running on Service Cloud with help from Salesforce experts. We'll show you how to set up and configure the platform so you can start improving customer experiences right away.

What it can do for you.

- Increase service agent efficiency
- Reduce time to close cases
- Shorten service response times
- Shrink administrative time and cost

How it works.

A Certified Specialist will guide you through the process via four calls totaling 3-6 hours over 2 to 3 weeks:

Discovery

- Overview of Service Cloud, Service Cloud Console, and Case Management Discovery
- Review and agree upon use cases

Analysis

- Configure Service Cloud in Sandbox
- Share best practices and implementation planning resources

Outcomes

- Reduce costs with faster resolution times
- Increase customer satisfaction
- Increase first-call resolution
- Measure your call center activity

ADDITIONAL INFORMATION

Premier or Signature

Time you will spend on this Accelerator: 3-6 hours

GOAL

Achieve Faster ROI

INTENDED USER

- Brand-new Service Cloud customers
- Existing Sales Cloud customers who are bringing a contact center online with Service Cloud
- Customers seeking to migrate from another solution to Service Cloud
- Customers who are evaluating competitive call center/service solutions

PREREQUISITES

- Must have Premier or Signature Success Plan.
- Must have Service Cloud licenses
- Commitment by your team to drive initiative
- Familiarity with case management capabilities
- Executive email signoff at the end of the Accelerator

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

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