Salesforce Managed Support Services & Staff Augmentation

All Our Offerings Begin with a Complimentary
"FREE TWO WEEKS DISCOVERY SESSION"

Sign Up Now!

Salesforce Managed Support Services & Staff Augmentation Model for Existing Salesforce Customers

Salesforce Marketing Cloud

- Production Support
- Custom development on SFMC
- Functional, Configurational and Administrative Support
- Data Model Design
- Email & Journey Design
- Customer Preference Center
- Customer Surveys
- Mobile Studio SMS Center
- WhatsApp Integration
- Interaction Studio Implementation and Development
- Documentation

Salesforce Sales Cloud

- Production Support
- Custom development on Sales Cloud
- Functional, Configurational and Administrative Support
- Data Model Design
- Pre-Built Rules for assigning leads to the Sales Agents
- Customized Banner Screens for Important Messages
- Customer Surveys
- Customized Lead Score Widget for Tracking Leads in an efficient way
- Store Multiple Addresses of Customers along with Primary and Secondary Addresses
- Pre-Built Reports for Leads, Customers, Opportunities and Agent Performance
- CPQ
- Documentation

Salesforce Service Cloud

- Email to Case
- Web To Case
- Track time on Case in Minutes, Seconds and Hours instead of Days
- Live Agent
- Chat Bot
- Skill & Queue Based Routing
- Reports (Agent Performance)

Salesforce Experience Cloud

- Live Agent
- Web To Case
- Login With Verification code instead of Password
- SSO Login
- Customized Theme

Our Success Stories

San Diego State University   **Omega Engineering**   **Bramble Berry**   **Westmarine**

Our Jumpstart Packages

Royal Cyber Quick Launch Packages for Non-Salesforce CRM Customers

Marketing Cloud   **Sales, Service & Experience Clouds**

We also Provide Implementation and Support Services for
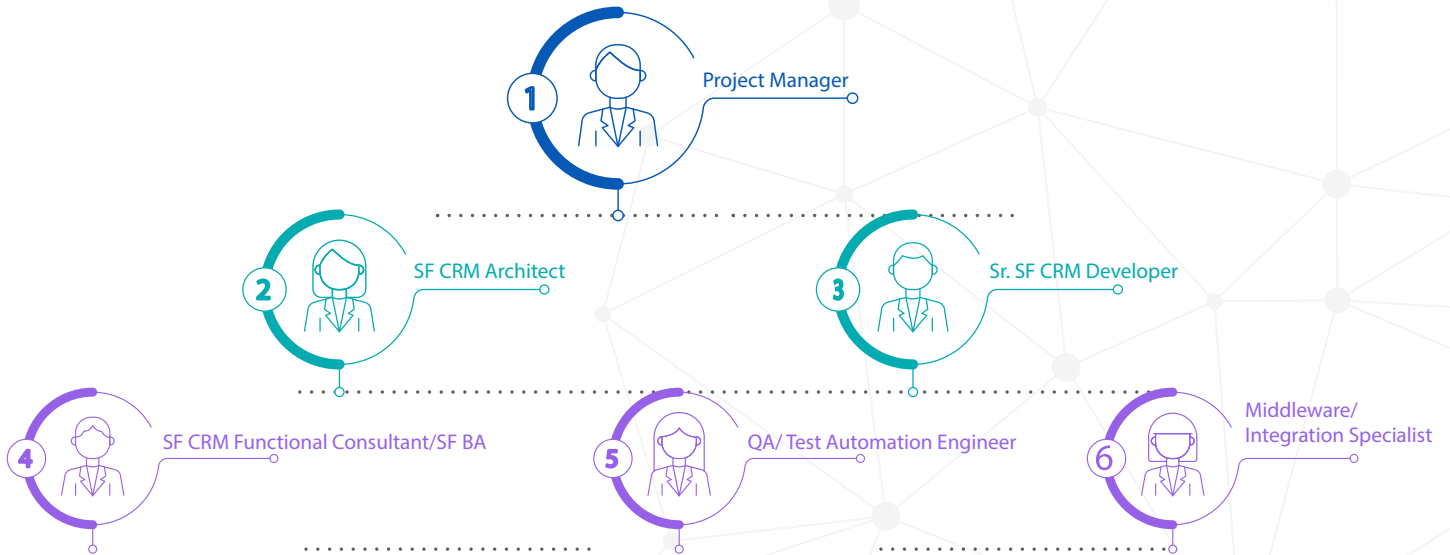
| Financial Cloud | Health Cloud | Manufacturing Cloud | Consumer Goods Cloud | Automotive Cloud |

Staff Augmentation Models

1. Project Manager
2. SF CRM Architect
3. Sr. SF CRM Developer
4. SF CRM Functional Consultant/SF BA
5. QA/ Test Automation Engineer
6. Middleware/ Integration Specialist

Our Clientele

TJC
Indigo

BRAMBLE BERRY
HANDCRAFT PROVISIONS
1-800Lighting
Part of the Capitol Lighting Family

SHOP LC
DELIVERING JOY
Syndigo

TRUE RELIGION
Wawanesa
Insurance

YDesign Group
SHOP LC
DELIVERING JOY

Value Added Services

- ✓ Analysis & Solution Design.
- ✓ Solution Patching.
- ✓ Confluence for Documentation and Jira as a ticketing tool to manage and maintain delivery processes.
- ✓ Testing and Automation services.

- ✓ Industry Best Practices.
- ✓ Code Review.
- ✓ Release and Deployment processes using DevOps best practices and tools.

salesforce

FREE **2 Weeks Discovery Phase**