Get Better Outcomes with Renellac's Crawl-Walk-Run Framework:

A structured, step-by-step approach to ensure smooth execution leading to greater adherence and outcomes.

4 Weeks Start to Finish

1 KICK OFF & DESIGN
- ➤ Use case design
- ➤ Platform review
- ➤ KPI & objectives
- ➤ Data mapping

2 BUILD & DEMO
- ➤ Platform configuration
- ➤ Support process
- ➤ Email integration
- ➤ Reporting

3 DATA & TESTING
- ➤ Sample data load
- ➤ User acceptance testing
- ➤ Feedback updates
- ➤ Final testing
- ➤ Signoff

4 TRAIN & DEPLOY
- ➤ Sales user
- ➤ Admin user
- ➤ Deployment
- ➤ Final data load
- ➤ Check-in

Packages at: $5,600.00

salesforce **PARTNER** SINCE 2021

Best Practices Client Engagement.
Implementation done right, done fast.
Our team has implemented over 100 Service Cloud projects ranging from QuickStart to multi- cloud complex architectures with external system integrations. We are ready to create customer success through Salesforce for your team.

Big Priorities First, Smaller Details Next.
Omni-Channel Support
Service Cloud offers a seamless omnichannel experience, enabling service teams to manage customer inquiries from various channels (e.g., phone, email, chat, social media) in a single platform, improving response times and ensuring a consistent customer experience.

Automation with AI (Einstein AI)
Service Cloud uses Salesforce's AI, Einstein, to automate tasks, predict customer behavior, and provide recommendations, reducing workload, boosting productivity, and enabling proactive support.

> "We were concerned with scope creep from a past experience. Rednellac provided us with cost certainty with a clear definition of what our starter package would include and they delivered.
>
> Tim Speno
> VP North America
> North American ContractorLink

Comprehensive Case Management
The platform provides powerful case management tools, enabling agents to track, manage, and resolve cases efficiently while handling case histories, escalations, and SLAs for timely issue resolution.

Self-Service Options
Service Cloud enables businesses to create self-service portals and knowledge bases, empowering customers to resolve issues independently and reducing the workload on service agents.

Integration with Other Salesforce Products
Service Cloud integrates with other Salesforce products, providing a 360-degree view of the customer's journey, purchases, and interactions. This allows for more personalized service, making it a powerful tool for enhancing service efficiency and customer satisfaction.

Improve Your Customer Experience.
Enhance customer experience with Salesforce Service Cloud through seamless support, AI automation, self-service options, and a complete customer view for efficient, personalized service.

To learn how Rednellac can improve your use of Salesforce call us at 262.229.9577. Or visit us at rednellac.com.

Rednellac
Building Salesforce for Builders