

Experience. Accelerated.
Service and Support Accelerator



We leverage the Salesforce platform, key ISV Partners and our exclusive accelerators to provide you with a futureproof solution that will transform the experience of your users and your customers

Maximise Success Rates

Accelerate Development

Enhance User Adoption

| Feature | Starter | Intermediate | Advanced |
|----------------------------------|---------|--------------|----------|
| Onsite Discovery Session | ■ | ■ | ■ |
| Solution Design Documentation | ■ | ■ | ■ |
| Account, Contact Configuration | ■ | ■ | ■ |
| Case Config | ■ | ■ | ■ |
| Assignment & Escalations | ■ | ■ | ■ |
| Web-to-Case | ■ | ■ | ■ |
| Email-to-Case | ■ | ■ | ■ |
| Chatter | ■ | ■ | ■ |
| Work Queues | ■ | ■ | ■ |
| Access & Security | ■ | ■ | ■ |
| Reports & Dashboards | ■ | ■ | ■ |
| Email Integration | ■ | ■ | ■ |
| Data Migration | ■ | ■ | ■ |
| Train the Trainer | ■ | ■ | ■ |
| Comprehensive Training Manual | ■ | ■ | ■ |
| Omni-Channel Workload Management | | ■ | ■ |
| Case Entitlements | | ■ | ■ |
| Case Milestones | | ■ | ■ |
| Automations & Validations | | ■ | ■ |
| Knowledge | | | ■ |
| Chat | | | ■ |
| Social Customer Service* | | | ■ |
| Custom Processing | | | ■ |
| Files Migration | | | ■ |
| Approval Processes | | | ■ |

Minimum Technical Requirements: Service Cloud Licenses

Optional Extras



Training Video



Data Services



Go-Live Floor Walking



System User Guide



Bespoke Services

To find out more visit www.adapt-iq.com/accelerators or contact us at info@adapt-iq.com / 0208 624 0007