

Admin onDemand

Description of service

Admin On-Demand provides an organisation with access to a large team of experienced and certified Salesforce expertise to manage complex or technical tasks that your on-site team do not have the capacity or capability to do.

This onDemand service can be delivered locally or with real-time support via email and secure engagement support process. Routine services are usually delivered overnight so there is minimal risk of an impact to your normal operations.

This benefits of using this service are:

- Low-cost, immediate support via email and/or secure Customer Community direct to Relationship support resources;
- Visibility of each issue and request (Case) sent to us and ability to manage and track Cases all the way through the Case lifecycle via a Customer Community.
- Audit reporting of support
- Pro-active advice on how to get the best from your Salesforce solution including on relevant upcoming feature upgrades

Your certified support team will have access to your Salesforce instance to deal with issues and requests such as:

- Managing Salesforce system issues on your behalf
- Password resets and security changes
- General Trouble shooting
- Configuration changes
- Managing Workflow and Validation rules
- Customised Reports
- Customised Dashboards
- General advice (practical and strategic)

What do I get?

- A highly skilled and experience Salesforce certified resource available immendiately

Contact us today to arrange your free, no obligation chat and get more value from your Salesforce investment.

E: info@relationshipunlimited.com Ph: +64 4 479 1326