

Support onDemand

Description of service

Our Support On-Demand service is designed to provide your organisation with ad-hoc support when those unexpected issues or urgent requests appear. This service provides you with access to highly qualified people that are familiar with diagnosing and fixing issues with solutions that are more than just band-aids.

This benefits of using this service are:

- Low-cost, immediate support via phone, 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
- Options to have the support onsite or remote

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
- Trouble shooting of complex problems
- Medium and advanced configuration changes
- Fixing Workflow and Validation rule problems
- Fixing of any configuration, and coding issues
- Access to technical experts to discuss or explain any issues specific to your Salesforce instance

This service works best as an add-on to our Admin OnDemand service that means our team is already familiar with your Salesforce instance and can rapidly get to the heart of an issue.

Costs: Time and Materials (based on \$95. per hour)

Timeframe: Within 8 Hours

What do I get?

“Peace of mind” your Salesforce instance is well supported by a team of experts ready to support you within minutes of your call.

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