



Salesforce Service Cloud Package: Smart Flow  
Accelerate your journey to Salesforce success  
with the Salesforce Partner you can trust

brysa



# brysa

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Of Spanish origin meaning "Breeze".  
A Personalisation, Operational automation,  
and Salesforce modernisation company.



## Our Expertise

At Brysa, we specialise in enabling organisations to unlock the full potential of Salesforce. Our quick start packages are designed to help you get up and running swiftly and cost-effectively.

## Our Approach

We understand the importance of seeing a return on your investment quickly. Our structured methodology eliminates the uncertainties often associated with traditional engagements.

## Our Promise

Exceptional quality, tailored to your needs, delivered on time and within budget.



## Resolve customer issues, smarter and more efficiently with the **Brysa Service Cloud Package: Smart Flow**

The ideal tool for organisations new to Salesforce.

Completed implementation with a fixed cost.

Ongoing support to ensure staff training for long term success.

**£4,500 excl Tax**



## What is included in this Service Cloud Package



### Object Configuration

Accounts	□
Contacts	□
Cases	□
Activities	□
Service Process	1

### General Configuration

Security	□
Email Integration (Outlook/Gmail)	□
Chatter Setup	□

### Service Configuration

Email-to-Case	□
Omni-Channel	□
Service Console	□
Knowledge Base	□
Case Queues	□
Case Assignment Rules	3
Case Escalation Rule	1



## What is included in this Service Cloud Package



### Data Migration

- Accounts ☐
- Contacts ☐
- Cases ☐

### Automation

- Automation Flow 1
- Web-to-Lead ☐
- Lead Assignment Rules ☐

### Analytics

- Reports 5
- Dashboards 2

### Post Go-Live Support

#### Training / Enablement

- Design Document ☐
- User Training (Days) 1
- Super User Training (Hours) 2

#### Ongoing Support

- 30 days of post Go-live Support (up to 16 hrs) ☐

## What is not included?

While our package is comprehensive, some elements are **outside the scope**.

However, for these additional features, our team can work with you to create custom solutions.

## Features that are not a part of our Quick Start Package:

- Leads, Opportunities, Campaigns
- Advanced customisations (eg Apex, Visualforce or Lightning Components)
- Integration with external systems
- Marketing, Sales, Configure Price Quote (CPQ), Field Service, Experience Cloud, or Agentforce features
- Multiple record types
- Data cleansing
- Service Contracts & Entitlements (For SLA Management), Entitlements, Milestones, Assets & Products (For Managing Customer-Owned Items), Web-to-Case





To ensure a smooth implementation, we require

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Signed Statement of Work (SoW) with **Brysa**.

A new, clean Salesforce instance with appropriate licences.

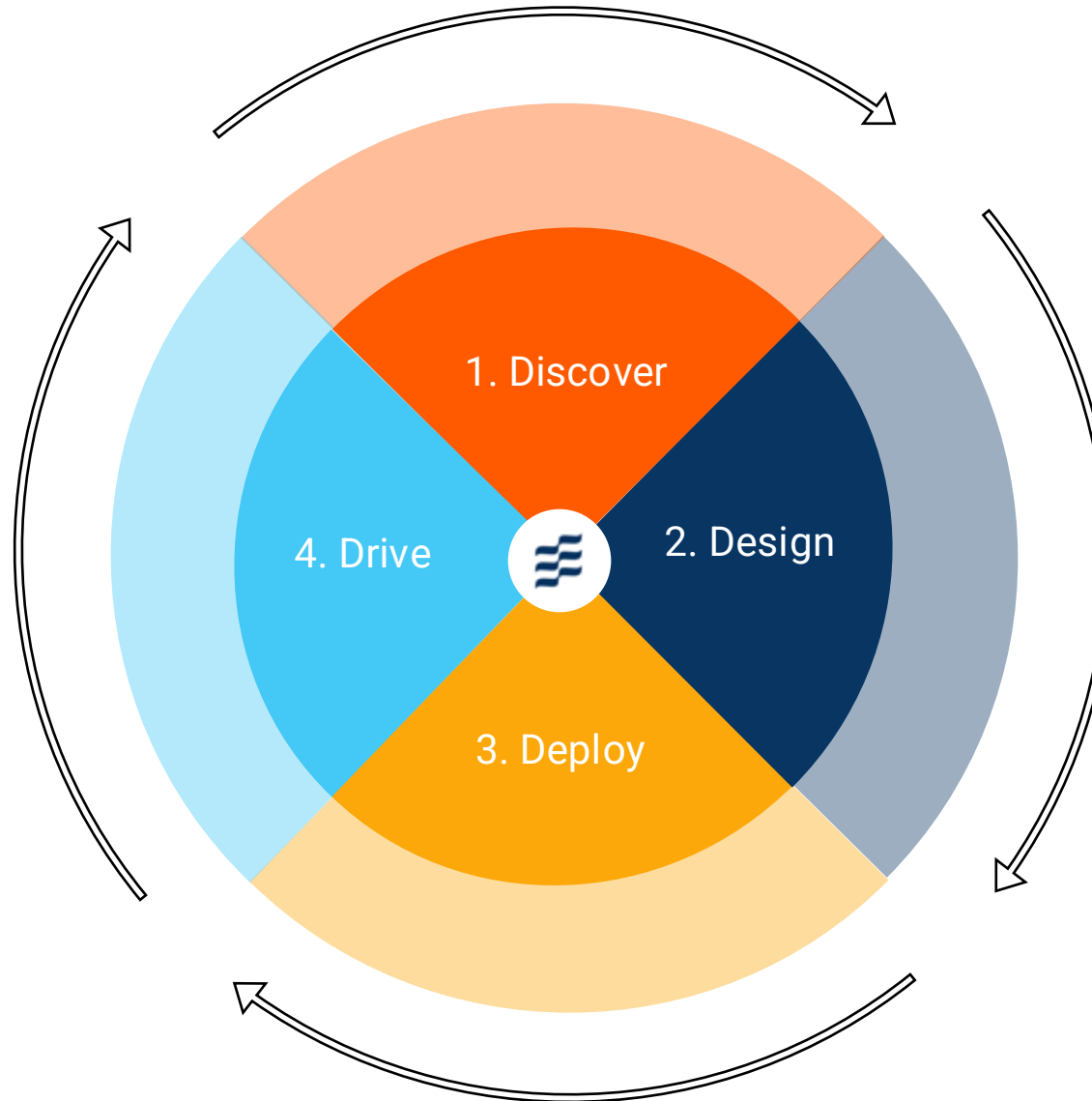
Clean data, provided in the right format.





## Process

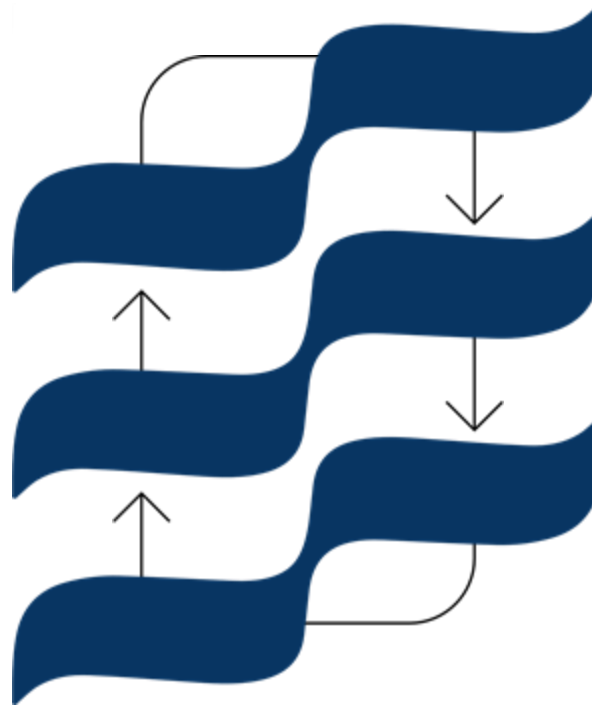
# The Brysa Way



As trusted Salesforce experts, Brysa is committed to delivering excellence.

Our experienced consultants coupled with a client focused approach make us the partner of choice for organisations looking to achieve Salesforce success.

We call this the  
**Brysa Effect.**



Automated operations.  
Systems harmonised.  
Technical debt reduced.  
And employees in **flow**,  
embracing an AI-powered world.

Who Am I?



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