Salesforce Support Packages

Protect your business with our flexible, affordable,
and dependable Salesforce support.

With so many processes depending on Salesforce, it's crucial to keep your CRM stable, secure, and high-performing. Our experienced Salesforce support team provides that peace of mind so you can focus on what matters: growing your business.

Why rely on our Salesforce support?

- entrust your system to a Salesforce Partner with 10 years' experience
- get issues investigated and resolved within pre-agreed time frames
- choose from pay-as-you-go support or a fully managed support service
- ensure security and performance with regular system reviews

Choose your Saleforce support package

Our clients often choose pay-as-you-go support initially, before moving to managed service support when they're ready. With the managed service, you benefit from pro-active support and monthly meetings to assess usage and suggest improvements.

Pay-as-you-go

Days	1	2-4	5+
Price per day	£900	£850	£750

Managed service

Service level	Bronze: 16 hours per month	Silver: 24 hours per month	Gold: 48 hours per month
Price (month/quarter)	£1,650/£4,950	£2,400/£7,200	£4,350/£13,050

To find out more about our Salesforce Support Packages, please contact us at
contact@influentialsoftware.com or call 0203 507 1728.

www.salesforce-influential.com

Salesforce support features

Both pay-as-you-go support and our managed service provide first-, second-, and third-line support. These packages include a managed helpdesk service and ticketing system, prioritised issue investigation and resolution, maintenance commitments, reporting and SLA monitoring, availability monitoring and service level commitments, and regular vulnerability assessments. For a full breakdown of support features, see the list below.

- user administration tasks including the setup of new users, assistance with Salesforce password resets, username issues and lockouts

- chatter administration such as changes to public and private group settings

- dashboard and report maintenance and scheduling

- changes to role and profiles page

- layout amendments

- list view management

- history tracking

- analysis and debugging of Force.com, Apex, JavaScript, Lightning and VisualForce

- Salesforce API error message and troubleshooting and analysis

- deployment of changes to pre-production and production environments

- ensuring code coverage of at least 75 percent for all code Influential Software may deliver

- debugging of workflows, approval processes, and validation rules

- creation of sandbox environments

- admin and user training

- assistance with AppExchange packages (limited to best endeavours only)

- providing an impact assessment for any enhancement requests which:

  - occurs from a change to a business process or user journey

  - is likely to require more than half a day of effort to implement, test, and deploy

  - is expected to have wider implications which may carry a risk to the existing implementation

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