Multi-Channel Self-Service Enablement

Diversify revenue generation engines with Salesforce Agentforce Revenue Management (ARM)

COMMERCIALS

Project Duration: 6 weeks

Get in touch for a customized quote!

BUSINESS OUTCOMES

Long-term Roadmap
Future-state vision leveraging ARM features and capabilities

Integration
Ability to integrate with a Billing engine and/or Commerce platform

UX Blueprints
Defined personas and user experience flows to support multi-channel strategy

KEY OBJECTIVES

Plan to Expand
Blueprint to expand into multi-channel and/or self-service model

ARM implementation plan with timeline and estimates

UX Optimization
Understand the ideal user experience by personas and supported use cases

Process Automation
Define order management strategy to support automated provisioning and/or fulfillment

Tie order events to an invoice and payments against an invoice

DELIVERABLES

- Technology Readiness Readout
- Current/Future State Gap Analysis
- UX/UI Wireframes
- Change Readiness Assessment
- Roadmap, timeline, and estimates

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