

Multi-Channel Self-Service Enablement

Diversify revenue generation engines with Salesforce RLM

Business Outcomes



Long-term Roadmap

Future-state vision leveraging Salesforce RLM 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

RLM 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

Commercials



Contact Derik Quinn,
Client Success VP, at
derik.quinn@argano.com

Deliverables



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