Services Packages

Response Management Onboarding

A seamless process to ensure success begins with business requirements and process gathering

Once established, the recommended solution is given

Built and staged in a Salesforce sandbox

Once validated, the application will be installed in your production org

GATHER REQUIREMENTS → RECOMMEND SOLUTION → BUIILD → VALIDATE → DEPLOY → TRAIN

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Campaign Attribution Onboarding

Installation & Configuration Session: 1-hour call to guide you through installation.

Reports & Dashboards Starter Pack: Out-of-the box templates to immediately monitor and measure KPIs

Analysis & Model Recommendation Session: 1-hour call to answer questions about functionality, initial data and optimizing reports

INSTALLATION & CONFIGURATION → STARTER PACK → ANALYSIS & MODEL

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Matchmaker Onboarding

Self Installation & Configuration: Access to instructions and documentation in Community along with the forum and a repository of education and articles

Reports & Dashboards Starter Pack: Out-of-the box templates to immediately monitor and measure KPIs

SELF INSTALLATION & CONFIG → STARTER PACK

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Response Management Support Packages Overview

|	SILVER	GOLD	PLATINUM
Online Community	✖	✖	✖
Phone / Email Support	✖	✖	✖
Application Troubleshooting	✖	✖	✖
New Team Member Training		✖	✖
Dedicated CS Team Member		✖	✖
Quarterly Account Review		✖	✖
25 Annual Hours Consult. Service			✖
Annual Success Plan			✖
	Included with purchase	$7,500 per year	$12,000 PER YEAR

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Silver Support

Your success is our top priority.

Included in your subscription is access to our online library of documentation, our online success community, 24-hour response turnaround for your submitted cases, and phone support.

Gold Support
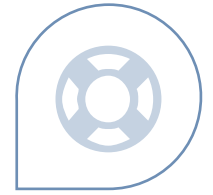
In addition to the basic Silver Support with your subscription, some teams may want to purchase additional service.

Our Gold package includes

- Training: Two 90-minute training sessions for new members joining your team (up to 3 employees)

- Support: A dedicated support contact

- Account Review: A quarterly 1-hour account review including your data consumption, best practices, tips for underutilized features and techniques to get the most out of your reporting

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Platinum Support

For those companies that require sustained engagement, our Platinum package offers the highest level of support.

Inclusive of Gold and Silver packages, Platinum also offers

- Annual Success Plan: A 90-minute session with the output of a customized strategic plan for capturing data and building reports

- Consulting Services: 25 hours annually to use as you please. Potential use includes: training, analysis, model development, insights

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Marketing Analyst Service

For those companies that would like to outsource their marketing analyst role, our Marketing Analyst Service offers the collective experience of the Full Circle team.

Included in the Marketing Analyst Service:

- Value Review: A 90-minute session with a product overview, business marketing goals review, a Full Circle instance review, and recommendations

- Weekly Dashboard Review: A 60 minute session per week to review Quick Dash dashboards.

- Ad Hoc Reporting and Dashboard Development: As needed.

- Staffing: Named Strategic Consultant and Technical Consultant

- Up to 240 hours per year: 20 hours per month

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