



Full Circle  
INSIGHTS®

# 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



# Campaign Attribution Onboarding



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

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

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

INSTALLATION &  
CONFIGURATION

STARTER PACK

ANALYSIS  
& MODEL

# Matchmaker Onboarding



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

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

SELF INSTALLATION  
& CONFIG



STARTER PACK

# 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

# Silver Support



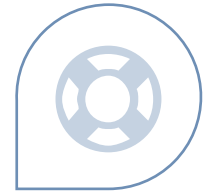
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**Your success is our top priority.**

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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



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

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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

# Platinum Support



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

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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



# Marketing Analyst Service



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**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.**

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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