



COMMONTERI
SERVICES

Trusted Guides on Your Salesforce® Journey

Makers of



ESSENTIAL SUPPORT PLAN

Salesforce® managed services plan for nonprofits

salesforce

PARTNER

salesforce

available on
AppExchange

Essential Support Plan Highlights



Daily Office Hours

Essential Support Plan customers get their Salesforce questions answered in real time during daily CTS Office Hours.

Essential Support Plan customers have access to one-on-one, real-time help from our Salesforce expertise 5 days a week in CTS Office Hours. There's no limit to how many times a week you can come to Office Hours. Come to get your problem solved, and then hang around afterwards to listen in as other organizations bring their challenges to the team.



Helpdesk

Got a problem that's too big for Office Hours? Need something automated? Helpdesk is here to save the day!

On-Demand: Sometimes roadblocks happen. When you need a problem fixed right now, Helpdesk On-Demand is here for you! You'll have a nonprofit Salesforce expert working to solve your problem with billing in quarter-hour increments. On-Demand Helpdesk hours are available to all Essential Support Plan members. Up to 5 hours a month. Subject to availability.

Sprints: If you need help outside of Office Hours that will require more than 5 hours of billable time, we offer Solution Creation Sprints. Sprints are designed to be budget-conscious and are charged at a flat rate based on an estimate of hours needed for the work. See the 2021 Nonprofit Price List for pricing.

Essential Support Plan Highlights



Maintenance

Just like your organization, Salesforce is constantly evolving and improving. Regular maintenance is necessary. We offer Guided or Provided Maintenance to keep everything running smoothly.

Guided: To keep your data in great shape, keep your Salesforce instance humming, and to make sure that your connected integrations are up to date, regular maintenance is needed. But what should that include? With the Essential Support Plan, we'll guide you through recommended maintenance tasks with regular checklists.

Provided: Don't have time to do maintenance yourself? With Provided Maintenance, we'll do it for you.



Support Community

As an Essential Support Plan customer, you'll have access to our online Support Community where you can ask a question 24/7, find resources, and connect with other Essential Support Plan customers who can share insights and tips.

Our CTS Customer Community is an amazing bunch. When you join our Support Community, you'll have 24/7 access to the collective wisdom and experience of our customers as well as a wealth of Knowledge Articles and videos to help you troubleshoot your issues and level up your Salesforce knowledge. The CTS Support Community is truly the embodiment of "better together".

Next Steps

With the CommonTeri Services Essential Support Plan, you aren't getting a Salesforce "person", you're getting a Salesforce department! We'll partner with you to make sure your processes are delivering your mission and that your data tells the stories of your success.

Your Next Steps:

- Determine whether you need Guided or Provided Maintenance
- Determine how many memberships you will need
- Estimate how much work you'll need us to do outside of Office Hours (if any)
- Determine whether you need Guided or Provided Maintenance
- Let us know when you'd like to get started
- Focus on your mission and know your Salesforce support is in good hands

Our Next Steps:

- Send you a Service Agreement with itemized costs, terms and start date
- Schedule a kick-off meeting to go over all of your needs
- Set up your recurring case management tasks
- Wow you with how great your Salesforce instance can be!

Product	Details	Rate
Essential Support Plan	Includes 2 memberships to Essential Support Plan services	\$250 per month
Provided Maintenance	Add-on to Essential Support Plan	\$250 per month
Essential Support Plan Additional Member	Up to 2 additional memberships available per organization	\$75 per month
Helpdesk On-Demand	Up to 5 hours of adhoc hourly work each month (subject to availability)	\$195 per month