

Salesforce Community Cloud[®] Services

BUILDING BRAND RELEVANCE WITH SALESFORCE[®] COMMUNITIES

Online Communities are a reliable and powerful way to exchange information and enable self-service. They are widely hailed as providing the much-needed digital connect in this age of digitization.

A branded online community is the right way to:

- Connect with your customer via a customer community
- Build a deeper relationship with partners via a partner community
- Empower employees by providing them the information and apps they need to become more agile via an employee community

If you are planning to get a branded community on Salesforce Community Cloud[®], our experts can help you make the best use of your license.

The following are the Community Cloud services we offer:

- **Strategy:** We learn your business objective(s), identify your target users, perform gap analysis, and build a business case for using Salesforce[®] Communities by estimating ROI.
- **Implementation:** We dive deep into your processes and use patterns and systems to implement an instance in phases. We also help you come onboard, streamline operations, and produce outcomes that your business needs.



Our approach is simple and effective. It involves selecting a:

- Community Type
- Package type
- Readymade template or getting a custom one
- Integrating community with third-party systems
- Maintenance, Upgrades, and Support

- **Design:** Our goal is to increase adoption and make design choices that are most suitable. Our UI/UX experts study your target customers, identify key usage trends, and benchmark performance against the competitors to suggest opportunities for optimization.
- **Mobile Experience:** We elevate the experience of your users on mobile phones. We identify usage patterns for each demographic to provide mobile-friendly solutions for your community.
- **Customization:** Our teams customize Community Cloud to match your current needs and help you meet your future strategic and tactical goals. We have the experience and expertise to add new components and functionality to leverage the best in your instance—while adhering to your brand guidelines.
- **Integration With Third-Party Systems:** Our experts utilize APIs and custom-built connectors to provide swift, flexible, and secure integration with other systems, such as CMS, LMS, support tools, search console, and analytics.
- **Migration to Salesforce® Communities:** We help you move from Jive, Lithium, or other platforms to Lightning Communities with zero data loss, no UX/UI break, and comprehensive QA testing.
- **Upgrade to Lightning Communities:** We unlock Lightning experience your organization in as few as four weeks. We enable quick and swift migration of data, content, and custom VF pages to Lightning Communities.
- **Leveraging Chatter:** We plan, design, deploy, customize, and maintain Chatter in Classic and Lightning Experience. We also help you migrate to Chatter Questions from Chatter Answers.

Some of Our Customers



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About Grazitti Interactive

Grazitti Interactive is a digital innovation leader with extensive experience. Salesforce® services are just one of Grazitti Interactive's vital bailiwicks. We have Salesforce®-certified quality engineers who have hands-on expertise in all Salesforce® products, including Sales Cloud, Services Cloud, Marketing Cloud, Community Cloud, CRM, and CPQ. Visit our website to learn more.