

# CapVentis



Premier  
Partner

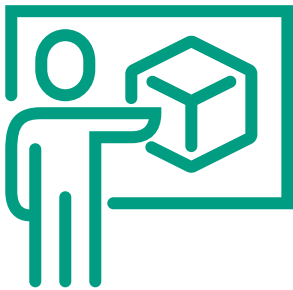
**Zendesk Support**  
Core Launch Package

# Core Launch Package

We guide, we build together. Our implementation technology is based on 30 years of delivering outstanding customer experiences across hundreds of successful customers. We have developed proven methods for providing quality and on-time deployments regardless of where you are in your customer service journey or the complexity of your

## 1. Learn

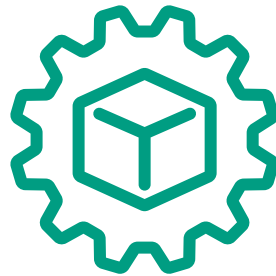
Understand your goals and requirements



- Design workshop
- Understand your workflows
- Blueprint design document
- Map technology to the business goals

## 2. Create

Implementation and validation



- Zendesk collaborative configuration
- Expert guidance on best practices
- User Acceptance Testing (UAT)
- Solution checkpoints and review

## 3. Launch

Prepare your organisation for Go-Live



- Train your teams
- Go Live readiness preparation
- Final checkpoint review
- Post Go Live support



## Manage

Ensure your project stays on track and manage change within your organisation. Includes a project plan with regular project status updates.

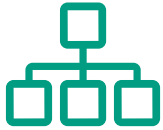
# About Capventis



Track Record of success with 20+ years' experience and over 1000 CRM/CX projects delivered



Works with you to understand your business and design a solution



Experts at integration



Helps you deliver a differentiated customer experience



Support available at all stages of implementation, deployment and post launch



Makes it easy for your team to improve employee efficiency and satisfaction

Capventis has worked with some of the world's largest brands in delivering integrated solutions around Analytics, Customer Engagement and eXperience Management.



*"Capventis has been a valuable partner during a phase of hyper growth in our company. Their assistance with our scalability from a Customer Support perspective has driven our satisfaction scores and reaction times to new heights. Their knowledge on Zendesk and CX in general is second to none - I would recommend them without hesitation."*

David Ramsey, Head of Customer Support, Phorest

## For more information, get in touch:

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