

# Capventis



Premier  
Partner

**Zendesk Support**  
Starter Launch Package

# Starter Launch Package

We guide, you build

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

## 1. Learn

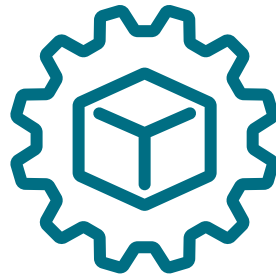
Understand your business goals and requirements to inform our approach



- Understand your business priorities
- Review key milestones
- Project timeline for launch

## 2. Create

Provide best practices and configuration guidance to setup your business instance



- Train your project-team on Zendesk features
- 4x Zendesk configuration calls
- Provide best practice recommendations

## 3. Launch

Prepare your organisation for a successful go-live



- Optimisation guidance
- Conduct final review
- Prepare for launch
- Post go-live support

# 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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