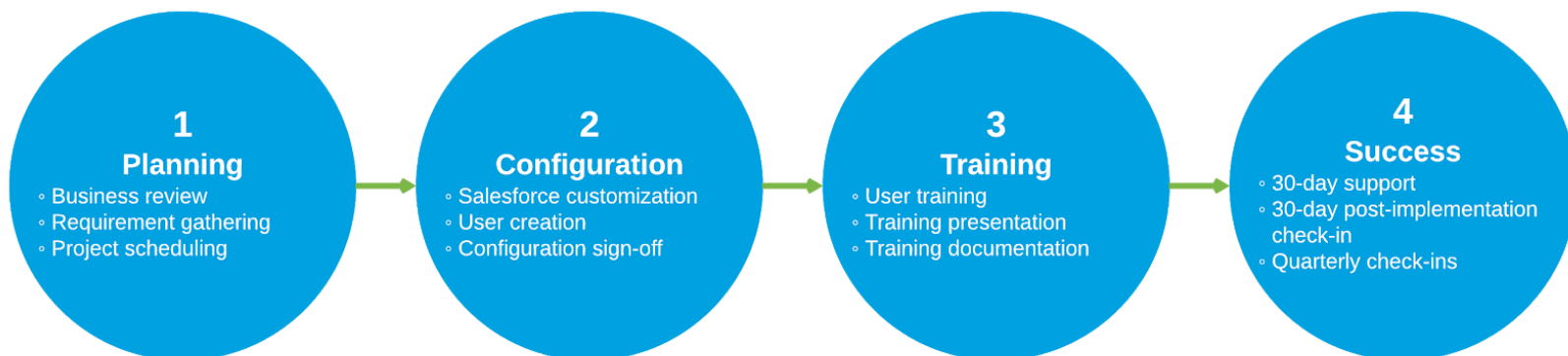




## Quick Start Comparison



### Planning

Our Service Cloud quick start packages begin with understanding what, how and why you service what you service. Defining project milestones and key dates in preparation for your system go-live.

### Configuration

We translate your business requirements into Salesforce solutions that will help your service teams deliver a world class customer service experience. Partner with Budson to build a 360 degree view of your customer.

### Training

All of our packages include training, which consists of a virtual and recorded training session, as well as a technical solution document.

### Success

Adoption is essential when launching a new system, our Adoption Program ensures that you get the post-implementation support you need to be successful. All of our packages include 30-day post-implementation support, 30-day post-implementation check-in, and quarterly check-ins.

Feature	Essentials \$5,950	Professional \$8,950	Enterprise \$12,950
Custom Company Branded App	✓	✓	✓
Custom Salesforce Domain	✓	✓	✓
Chatter Configuration	✓	✓	✓
Chatter Feed Tracking	✓	✓	✓
Chatter Groups	Up to 2	Up to 5	Up to 10
Custom Email Templates	Up to 2	Up to 3	Up to 5
Training (Train the Trainer)	✓	✓	✓
Custom Profiles	x	Up to 2	Up to 5
Custom Reports	x	Up to 2	Up to 5
Dashboards	x	Up to 1	Up to 2
Process Builder	x	Up to 2	Up to 5
Validation Rules	x	Up to 2	Up to 5
Custom Record Types	x	Up to 2	Up to 8
Page Layouts	x	Up to 2	Up to 8
Custom Fields	x	Up to 10	Up to 20
Account Import	Up to 5,000	Up to 10,000	Up to 20,000
Contact Import	Up to 5,000	Up to 10,000	Up to 20,000
Assest Import	Up to 5,000	Up to 10,000	Up to 20,000
Case Import	Up to 5,000	Up to 10,000	Up to 20,000
Email Integration (Outlook or Gmail)	x	\$	✓
Multi-Currency	x	\$	✓

<b>State &amp; Country Standardization</b>	<b>x</b>	<b>\$</b>	<b>✓</b>
<b>Order Configuration</b>	<b>x</b>	<b>\$</b>	<b>\$</b>
<b>Case Configuration</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
<b>Omni Channel Configuration</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Web-to-Case Configuration</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
<b>Email to Case Configuration</b>	<b>x</b>	<b>✓</b>	<b>✓</b>
<b>Service Contracts &amp; Entitlements Configuration</b>	<b>x</b>	<b>✓</b>	<b>✓</b>
<b>Work Order Configuration</b>	<b>x</b>	<b>\$</b>	<b>✓</b>