

**BOOST YOUR END USER ADOPTION RATE
& UNLOCK REVENUE GROWTH**

VALUE DELIVERED:

- Organizations can focus on their core competency of selling and servicing their customers
- Leverage Jolt experience and best practices honed from 300+ Salesforce technology engagements PLUS our unmatched domain expertise
- Companies can maximize the value they can realize from Salesforce



PARTNER

4.8 Million
Customer interactions improved (annually)

2%
Recognized by Salesforce as top 2% of partners into Partner Service Success Program

300+
Salesforce projects successfully completed

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Industry research has found that adoption is THE critical factor to realize significant value from a Salesforce investment. User adoption continues to be a struggle for companies as evidenced by the leading research firms:

- Less than 40% of CRM customers have end-user adoption rates above 90% (CSO Insights)
- 22% of all reported problems to successful CRM implementation were people-related or linked to user adoption (Forrester Research)

Jolt Consulting Group's **KnowledgeJolt** provides a user adoption solution after go-live for companies leveraging a Salesforce solution.

How It Works

There are three tiers* of the **KnowledgeJolt** - Bronze, Silver and Gold - each offering includes:

Feature	Bronze	Silver	Gold
End User Training	3 Hours Remote Training	Two (2) – 1/2 Day Remote Workshops	Three (3) – 1 Day Remote Workshops
<u>1</u> : 1 Coaching	30 Days of Unlimited 1 on 1 Coaching	45 Days of Unlimited 1 on 1 Coaching	90 Days of Unlimited 1 on 1 Coaching
Customer Portal Access for Logging/Scheduling Coaching Requests	Included	Included	Included
End User Training Documentation (PPT)	-	Included	Included

*All features are for each individual user within your organization using the application.



ABOUT JOLT CONSULTING GROUP

Jolt Consulting Group specializes in helping organizations improve customer interactions. Through a broad spectrum of strategic and technology centric offerings, we enable organizations to connect more deeply with their customers. We accomplish this through strategic organizational assessments, effective change management, and by helping with the selection and deployment of enabling technologies. Jolt's team is comprised of industry veterans who each year have improved over 4.1 million customer experiences.