

# Service Process Design

An Inbound Consultant will provide a clearly established and effective customer service process. You will have a clear understanding of how to improve and implement your new service process.

## Our approach to achieving your outcome

### Phase 1: Discovery

*Week 1-2*

- Discuss your current service process design
- Review issues within the current design
- Understand how Service Hub & Conversations are utilized
- Understand the metrics used to measure success

### Phase 2: Configuration

*Weeks 3-5*

- Your consultant will audit your current customer service process and prepare a presentation of the results and recommended new design.

### Phase 3: Readiness & Deployment

*Weeks 6-9*

- Your consultant will present and share the results
- Your consultant will explain how to implement the recommended new design

### Phase 4: Close-out

*Week 10-11*

- Review Service Process Design and additional resources shared
- Receive call recordings
- Your consultant will share recommended next steps

# Do you struggle with having a streamlined customer service experience?

## If the following apply, this consulting block is a great fit

### Typical fit:

- You have clearly identified and accept there is a gap in your Service design process
- You have the resources to position your customers first with a long term view on their development
- You have access to Service Hub and want to get more from it
- You are not looking to improve service design to see short-term sales goals
- You are customer-centric rather than simply sales-focused

### Requirements for service delivery:

- You have already completed the core technical set up for Service Hub
- You have a basic understanding of HubSpot
- You are responsible for implementing any recommendations
- You are already using HubSpot as your customer service tool

## What to expect from us

Your Inbound Consultant will provide guidance and recommendations to produce the service outcome.

In delivering the outcome we may provide:

- A project plan
- Planning templates
- Recordings of consulting calls
- One service-specific deliverable

## What we expect from you

Your team will act on the guidance and recommendations of your Consultant, leveraging our Customer Support team for any "how to" questions.

Your team's stakeholders will be available to complete the service within 75 days.

You have sufficient resources to commit to at least 2 hours per week to execute on assigned tasks throughout the project.

Duration:  
Up to 10 hours

USD: \$3,000  
EUR: €2,800

GBP: £2,500  
AUD: \$4,400

SGD: S\$4,200  
JPY: ¥360,000

COP: 9,000,000  
CAD: \$3,900