

Reference Questions

Expect Solid References. Every company operates differently. Be sure you start a relationship with a Salesforce Commerce Cloud Consulting Partner that has customers willing to speak well on their behalf. Ask lots of questions and be sure they are a fit for your organization. Some example questions:

1. What made you choose the SFCC platform?
2. Does your SFCC Consulting Partner understand your long-term business goals and short-term technical needs?
3. Do they use a proven release process?
4. Do they offer recommendations for user interface elements that successfully elevated your conversion optimization?
5. Were your projects delivered on-time and on-budget?
6. What is the protocol for issue management and questions?
7. In case of an emergency, does your SFCC partner have 24/7 phone, email, and web customer support?
8. Do they have merchandising and digital marketing teams focused around SFCC?

Email info@rafter.one if you need any help.

