

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 Salesforce platform?
2. Does your Salesforce Consulting Partner have a dedicated Managed Services team?
3. Do they understand your long-term business goals and short-term technical needs?
4. Do they use a proven release process?
5. Is your site being monitored to ensure platform performance optimization?
6. Do they offer recommendations for user interface elements that successfully elevated your conversion optimization?
7. Were projects delivered on-time and on-budget?
8. What is the protocol for issue management and questions?
9. In case of an emergency, does your Salesforce partner have 24/7 phone, email, and web customer support?
10. Do they have merchandizing, digital marketing, and other digital transformation teams focused on Retail?

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

