

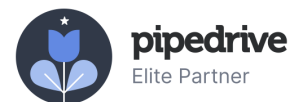


# pipedrive™

## Welcome to Flowbird Your Dedicated Partner

Welcome to Flowbird, your trusted Pipedrive partner. We understand that implementing and optimising Pipedrive, a powerful CRM platform, can be a complex task. That's where we come in - to support and guide you through the implementation process, ensuring a seamless transition and maximising the benefits for your business.

### The Role of a Service Provider



As your service provider, we bring expertise and a deep understanding of Pipedrive to the table. Our goal is to assist you in harnessing the full potential of this robust CRM tool, tailored to your unique business needs. We are committed to providing you with all the necessary support to achieve success with Pipedrive.

### Why Do You Have a Service Provider?

Pipedrive is a fantastic software solution, but they aren't a service company. So they invest heavily into their partnership programme to ensure users have access to the support they need, whilst they can focus on doing what they do best - developing an industry leading CRM software solution.

# How Flowbird can Support You:

## Implementation Support

- ✔ Guidance and assistance in understanding Pipedrive's logic and suitable plans and additional features.
- ✔ Help with importing data into Pipedrive and advice about migrating from existing CRM systems.
- ✔ Recommendation for the use of third-party tools when necessary.

## Product How To's

- ✔ Support and assistance when facing challenges or uncertainties on how to complete specific tasks within Pipedrive.

## Technical Support

- ✔ Flowbird will be your first point of contact for technical issues and if needed, will communicate any escalated issues on your behalf.

## Flowbird Collaboration and Visibility

- ✔ Add Flowbird as your 'Partner Seat' to enhance visibility and provide more collaborative and direct support for your CRM system.

## Fast Response Times

- ✔ Flowbird guarantees a response to your enquiries within 24 hours (weekends excluded).
- ✔ One-to-one complaint handling and assistance for personalised support.

## Training and Development Library

- ✔ Access Flowbird's growing library of training guides, videos and materials to accelerate your journey to sales success.

## Direct Support from Pipedrive/ No Partner

- ✔ Livechat support only
- ✔ Telephone support for **Power & Enterprise Plans only**



# What You Can Expect from Flowbird:

## Standard Service Package (Non-Paying Customers)

### Free 45-minute Pipedrive Demonstration:

- Introduction, training, and guidance on Pipedrive basics.
- Pre-defined demonstration to help with setup and understanding.

### Limited Support:

- Telephone support for general questions and queries.
- Email support and troubleshooting assistance.

## Increased Visibility (Optional/ FREE):

### Add Flowbird as Partner Seat:

- Improved support with better insight into your Pipedrive system.
- Access to more bespoke advice and assistance.

### Complimentary Bespoke Training:

- Credit of 30 minutes for guided, personalised training.
- Specific questions addressed by our experts.
- A small taste of our paid training and consultancy services.
- Access to our library of 'How-to' videos.

## Paying Customers

### Various Onboarding Packages:

- In-depth training tailored to your specific business needs.
- Assistance in setting up your Pipedrive account for maximum efficiency.
- Guidance on best practices for sale pipeline management.
- Business mapping sessions & workflow consultancy.

### Ongoing Support:

- Optional FlowFlex Retainer for ongoing bespoke training and consultancy.
- Once budget has expired, option to return to our standard support package.





# Contacting Flowbird - Your Service Provider

 01233 746 299

 hi@flowbird.co.uk

 flowbird.co.uk

## Flowbird: Your Dedicated Pipedrive Partner

-  **Expert Guidance:** Get personalised support and coaching from our experienced implementation experts who understand the ins and outs of Pipedrive. We'll help you set up your system and optimise it for your unique sales processes.
-  **Streamlined Onboarding:** Say goodbye to the hassle of figuring things out on your own. With Flowbird, you'll receive step-by-step guidance and resources to ensure a smooth and efficient onboarding experience.
-  **Customised Solutions:** We tailor our services to meet your specific needs. Whether it's pipeline tracking, activity management or CRM best practices, Flowbird provides customised solutions to drive your sales success.
-  **Knowledge and Training:** Gain access to our comprehensive online training materials, including manuals, guides and video tutorials. Our knowledge base and support resources are available to help you make the most out of Pipedrive.



Get started with Pipedrive the right way with 30-minutes of **FREE training and consultancy!** [Find out more](#)