

# Business Capability Roadmap

This roadmap shows the sales and service capabilities that will be enabled over the next 12 months to assist business stakeholders with planning and budgeting.



Operational Efficiencies



Enhanced Forecasting



Revenue Generation



Customer Retention

Q1: January 1 - March 30

Q2: April 1 - June 30

Q3: July 1 - September 30

Q4: October 1 - December 31



Service



**Engagement**

Start Date: January 15

End Date: June 10

Dependencies: None



**Field Service**

Start Date: June 15

End Date: October 22

Dependencies: None



**Self Service**

Start Date: March 4

End Date: August 15

Dependencies: None



**Service Intelligence**

Start Date: August 22

End Date: December 15

Dependencies: Self Service, Field Service, Engagement



Sales



**Field Sales**

Start Date: January 15

End Date: April 10

Dependencies: None



**CPQ**

Start Date: April 15

End Date: August 30

Dependencies: None



**Partner Relationship Management**

Start Date: February 10

End Date: June 20

Dependencies: None



**Sales Intelligence**

Start Date: August 22

End Date: December 15

Dependencies: Field Sales, PRM, CPQ

