

## Branded Portal \$700<sup>1</sup>

Our standard responsive template + customization of logo, colors, fonts<sup>2</sup>.

Example: <https://girlscoutsofcolorado.desk.com>

## Seamless Portal \$1,750<sup>1</sup>

Our standard responsive template + customization of header and footer to match your main website<sup>3</sup>.

Example: <http://support.ministryideaz.com>

## Advanced Portal \$4,000<sup>1</sup>

Fully custom layout and design based on customer-provided Photoshop PSD or Sketch mockup<sup>3</sup>. Download our sample Photoshop PSD design template [here](#).

Example: <http://support.ted.com>

## Contact Form \$600<sup>1</sup>

Custom contact form built based on specifications. Support for up to 2 levels of dependency and up to 25 fields. Creates a Desk case (chat or email) upon submission. Download our sample form specification template [here](#).

Example: <https://1800lighting.desk.com/customer/portal/emails/new>

<sup>1</sup> If you require multi-brand or multi-lingual, additional costs may apply. Check with your Desk rep for details.

<sup>2</sup> Non-standard fonts must be web hosted by a third-party (Example: Google Fonts).

<sup>3</sup> End result may not be a pixel match, but will resemble branding and style of reference site / designs within reason.

## Sample Timeline Customer Desk

Custom Theme Phase	Time Commitment
Paperwork – Customer signs statement of work.	Defined by customer
Lead Time – A technical consultant is assigned; work is scheduled.	1-4 Weeks <sup>1</sup>
Finalization of Designs – Customer submits finalized designs.	Defined by customer
Design Review – Consultant approves designs –or– enumerates changes needed.	3-4 business days
Preview Development – Consultant builds custom web theme preview.	1-5 Weeks <sup>2</sup>
Preview Review – Customer approves preview –or– enumerates changes needed.	Defined by customer
Wrap Up – Desk implements all within-scope change requests.	1-2 Weeks

<sup>1</sup> Lead time depends on current team capacity. Check with your Desk account executive for current team lead time

<sup>2</sup> 1-2 weeks for Branded. 2-3 weeks for Seamless and Contact Form. 3-5 weeks for Advanced.