

Salesforce & Systems Team Info

Info about the team and how to reach us to report bugs, request features, etc.

- [Our Team](#)
- [Submitting a CRM Ticket](#)

Our Team



Anna Maruji, CRM Solutions Manager



Alex Whetstone, Junior Salesforce Administrator

Submitting a CRM Ticket

If you have any bugs to report, enhancement requests, or other needs, please submit them via the CRM Request Flow that can be found on the top-right of the home page of any Salesforce application, as shown below. **Please avoid sending these types of requests by email or Slack DM.**

The screenshot displays the REVVER Salesforce Sales Console interface. At the top left, the 'REVVER' logo is visible. Below it, the 'Sales Console' header includes a 'Home' dropdown menu, which is circled in red. A search bar is located to the right of the header. The main content area is divided into several sections: 'Quarterly Performance' with a line chart showing sales trends from October to December, 'CRM Request Flow' (circled in red) with a 'Next' button, and 'Today's Events' with a calendar icon. A red arrow points from the 'Home' dropdown to the 'CRM Request Flow' widget.

This applies not only to Salesforce-related issues but to any of the systems listed below, which we also manage:

- Salesforce (includes CPQ and Billing)
- Elements.cloud
- Chili Piper
- Outreach
- Avalara
- Gong
- Marketo integration
- DocuSign
- OwnBackup
- Totango integration
- ZoomInfo
- Apollo.io

If you are ever in doubt about who to reach out to regarding a particular system, submit a ticket to IT by emailing ithelp@revverdocs.com, and they will route it to the right place.