

What is a Service Block?

Service Blocks are meant to be used for any type of update to a SuccessFactors module that is **already implemented** and cannot be achieved by a Customer Success case.

1. Hours are typically used by:
 - a. Meetings
 - b. Consulting on leading practice and design
 - c. Agreed upon configuration
 - i. Consultant lets the customer know approximately how long the configuration will take.
2. Consultants do not hold meetings or do work unless the customer agrees to the time it will take to do the work.
3. Consultants avoid working on anything Customer Success will do for free unless the customer is notified and agrees.
4. After each meeting or block of work where hours were used, a status report mail is sent that details the work performed and hours left.