

# HOW TO: COMMUNITY CLOUD:

## Manage Customer Community

### Get more engagement from your Customer Community.

Partner with Customer Community experts who'll review your current community strategy, uncover new opportunities, and help you develop actionable plans for better adoption and information sharing.

### What it can do for you

- Increase engagement on Customer Community
- Provides ease of access to key information

### How it works

A Certified Specialist will guide you through the process via three calls totaling 4 hours over 4 weeks:

#### Discovery

- Review community management concepts
- Tour of existing community
- Assess key goals and gaps

#### Analysis

- Moderation and reputation setup
- Overview, guidance, and training for community management console
- Configure in sandbox (optional)

#### Outcomes

- A community management action plan, resources, and examples to help you get started
- Provide guidance on community moderation and reputation
- Share best practices on adoption and engagement

### ADDITIONAL INFORMATION

#### Premier or Signature

Time you will spend on this Accelerator:  
4 hours

#### GOAL

Increase revenue.

#### INTENDED USER

You are seeking best practices and recommendations on the best way to establish a high level of adoption and engagement in your Customer Community.

#### PREREQUISITES

- Must have Premier or Signature Success Plan.
- Must have external Community Cloud licenses to support the business use cases
- Must have an executive sponsor for the community committed to driving success for the relevant use cases
- Must have resources identified to manage the community, i.e., assigned community manager(s)

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To schedule your 1-on-1 Accelerator, [visit our Help Portal](#), or contact your account executive or success team today!

#### Corporate Headquarters

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[www.salesforce.com/services-training/add-ons/accelerators](http://www.salesforce.com/services-training/add-ons/accelerators)

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