Accelerator
Library

This Accelerator library lists the catalogs of Accelerators that customers may access as part of their corresponding Salesforce Success Plan. Access to Cloud specific Accelerators requires customers have a corresponding Premier or Signature Success Plan or they can be purchased à la carte. Accelerators are subject to geographic availability, and Salesforce reserves the right to modify this Accelerator Library and catalogs from time to time at its sole discretion. Accelerators are available in English; Customers may inquire about availability in other languages.

Marketing Cloud*

**GETTING STARTED**
- Marketing Cloud: Product Overview
- Admin Fast Start
- Choose Your Data Structure
- Content Builder
- Building & Sending Email Fast Start
- Email Deliverability Fast Start
- Email Personalization Fast Start
- Email Segmentation Fast Start
- Journey Strategy
- Governance
- Social Studio
- Marketing Cloud Connect Fast Start

**HOW TO**
- Automate Data Imports
- Automate Email Segmentation
- Send Triggered Emails in Email Studio
- Set Up Advertising Audiences
- Set Up a Journey
- Set Up Social Customer Service
- Set Up Social Listening
- Set Up Social Sentiment Tuning
- Set Up Social Studio Automate
- Set Up Your Data Structure
- Use Marketing Cloud Connect
- Use Marketing Cloud MobilePush SDK

**INSIGHTS**
- Automate Email Tracking
- Reporting Fast Start
- Email Reporting and Tracking

**REVIEW**
- Improve Feature Adoption
- Social Studio: Improve Feature Adoption

Commerce Cloud

**GETTING STARTED**
- Onsite Search
- Einstein Product Recommendations
- Search Engine Optimization (SEO)
- Campaigns and Qualifiers
- Sorting Rules

**HOW TO**
- Advanced Site Search Tuning
- Multi-site Management Strategies

**INSIGHTS**
- Feature Adoption Checklist

**REVIEW**
- Cart & Checkout
- Webpage Speed Performance
- Operating Team Review
- Promotion Strategies
- Advanced Sorting and Filtering Configurations

**ADVANCED**
- Shopper Journey Assessment
- Einstein Product Recommendations Assessment
- SEO Assessment

Pardot**

**GETTING STARTED**
- New Admin Onboarding
- Pardot: Set Up and Install
- Salesforce Engage Fast Start

**HOW TO**
- Manage Leads
- Send List Emails
- Set Up Engagement Studio
- Use Salesforce Engage for Marketers
- Use Salesforce Engage for Sales

**INSIGHTS**
- B2B Marketing Analytics

**REVIEW**
- Pardot: Health

Einstein Analytics

**GETTING STARTED**
- Platform Fast Start
- Einstein Discovery
- Event Monitoring
- Sales Analytics: Fast Start
- Service Analytics: Fast Start

**HOW TO**
- Advanced Customizations
- Design Data Security
- Load Data
- Build App Customizations
- Build Dashboards
- Dashboard Health Check

**INSIGHTS**
- Connect Dashboards to Salesforce

Salesforce.org

**GETTING STARTED**
- Overview of the Higher Education Data Architecture (HEDA)
- Using Salesforce Advisor Link (SAL)
- Nonprofit Success Pack (NPSP) for Fundraising

**HOW TO**
- Import Data into Nonprofit Success Pack (NPSP)

**INSIGHTS**
- Reports and Dashboards in the Nonprofit Success Pack (NPSP)

Salesforce is the leader in enterprise cloud computing. We help companies connect to their customers in a whole new way with our sales, service, marketing, community, and analytics apps. All of these apps run on the Customer Success Platform, so you can manage all your information in one place. To learn more, call us at 1-800-667-6389

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*Requires Marketing Cloud Premier Success Plan
**Requires Premier for Pardot Success Plan
### Salesforce Platform

**GETTING STARTED**
- Lightning Platform: Configuration Fast Start
- Lightning Platform: Lightning Flow
- Lightning Platform: Your Path to Adoption
- EU Privacy Basics (GDPR)
- Salesforce Integration
- Access Controls

**HOW TO**
- Lightning Platform: Configuration and Customization
- Backup and Manage Data
- Clean Up Custom Fields
- Manage Salesforce Environments
- Manage the Salesforce Development Lifecycle
- Plan Salesforce Customer Data Strategy
- Set Up Single Sign-On
- Sandbox Design
- Salesforce Shield
- Use Salesforce DX in your Application Lifecycle

**REVIEW**
- Business Process Automation
- Feature Utilization
- Improve Feature Adoption
- Lightning Platform: Readiness Assessment
- Org Health
- Salesforce Data Quality

**ADVANCED**
- Salesforce Enterprise Architecture Assessment

### Salesforce Mobile

**GETTING STARTED**
- Getting Started: Salesforce Mobile for iOS and Android
- Platform Fast Start
- Salesforce Mobile: SDK

**HOW TO**
- Capture User Feedback
- Create an Adoption Video
- Design an App
- Improve Adoption
- Personalize

**ADVANCED**
- Visualforce Assessment

### Service Cloud

**GETTING STARTED**
- Getting Started: Service Cloud
- Field Service: Lightning
- Service Cloud: Lightning

**HOW TO**
- Desk: Migrate Desk.com Setup to Service Cloud
- Automate Work Distribution With Omni-Channel
- Automate Your Case Assignments
- Automate Your Case Escalations
- Case Macro Design
- Deploy Live Agent
- Deploy LiveMessage
- Design Your Console
- Design Your Lightning Console
- Migrate Data from Desk.com to Service Cloud
- Plan "Salesforce Knowledge"
- Plan Your CTI Implementation
- Set Up Business Hours for Case Escalations
- Set Up Case Reassignment Escalation Rules
- Set Up "Salesforce Knowledge" in Lightning
- Set Up Snap-Ins Chat
- Set Up Social Customer Service
- Use Macros to Cleanup Queues
- Use Quick Actions for Cases
- Field Service: Set Up Appointment Lifecycle and Scheduling

**INSIGHTS**
- Dashboard Design

**REVIEW**
- Lightning Transition Readiness
- Org Health

### Governance

**GETTING STARTED**
- Governance

**HOW TO**
- Design a Center of Excellence
- Design a Salesforce Org Strategy
- Create your own Cloud

**REVIEW**
- Customized Salesforce Plan

**ADVANCED**
- Set the Framework for Governance

### Financial Services

**GETTING STARTED**
- Getting Started: Financial Services
- Getting Started: Retail Banking Fast Start

### Health Cloud

**GETTING STARTED**
- Getting Started: Health Cloud
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**Salesforce CPQ**

**GETTING STARTED**
- Getting Started: Salesforce CPQ
- Pricing Fast Start
- Order Management

**HOW TO**
- Automate Renewals and Amendments
- Build a Bundle
- Create a Product Catalog
- Installation Fast Start
- Set Up DocuSign
- Use Approvals
- Use Price Rules
- Use Product Rules
- Use Quote Templates
- Guided Selling

**INSIGHTS**
- Lightning Reports and Dashboards

**Community Cloud**

**GETTING STARTED**
- Chatter Fast Start
- Lightning Customer Community
- Lightning Customer Community Fast Start
- Lightning Employee Community Fast Start
- Lightning Partner Community
- Lightning Partner Community Fast Start

**HOW TO**
- Brand Your Lightning Community
- Create a Public Knowledge Base
- Manage Customer Community
- Manage Customer Community Sharing
- Manage Partner Community Sharing
- Manage Your Partner Community
- Migrate Your Portal to Community Cloud
- Plan Your Chatter Adoption
- Plan Your Customer Community
- Plan Your Employee Community
- Plan Your Partner Community

**INSIGHTS**
- Lightning Reports and Dashboards

**Salesforce IoT**

**GETTING STARTED**
- Salesforce IoT
- IoT Explorer

**Signaure Catalog**

All Accelerators in the Premier catalog, plus the Accelerators listed here:

- Community Cloud: Expert Engagement
- Einstein Analytics: Expert Engagement
- Marketing Cloud: Expert Engagement
- Sales Cloud: Adoption Assessment
- Sales Cloud: Expert Engagement
- Salesforce Mobile for iOS and Android: Expert Engagement
- Codebase Health Assessment
- Service Cloud: Expert Engagement
- Lightning Platform: Business Value Assessment

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