Accelerator Library

Get fast access to Salesforce experts.

Accelerators are quick, personalized work sessions that solve specific Salesforce challenges. They are available with your Premier Success Plan. Our Accelerator Library has more than 200 topics, organized by cloud, with something for every customer and every cloud, no matter where you are on your Salesforce journey. Click on a topic under each cloud for more information.

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.
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

Analytics Cloud

Getting Started
• Einstein Discovery
• Einstein Analytics: Platform Fast Start
• Sales Analytics: Fast Start
• Service Analytics: Fast Start
• Einstein Analytics: Event Monitoring

How To
• Sales and Service Analytics: Build App Customizations
• Einstein Analytics: Design Data Security
• Einstein Analytics: Advanced Customizations

Insights
• Einstein Analytics: Connect Dashboards to Salesforce
• Einstein Analytics: Build Dashboards

Review
• Einstein Analytics: Dashboard Health Check

Commerce Cloud

Getting Started
• Onsite Search
• Einstein Product Recommendations
• Search Engine Optimization (SEO)
• Campaigns and Qualifiers
• Sorting Rules
• Products and Catalogs

How To
• Advanced Site Search Tuning
• Multi-site Management Strategies
• Analytics

Insights
• Feature Adoption Checklist
• Trends & Benchmarks

Review
• Cart & Checkout
• Promotion Strategies
• Advanced Sorting and Filtering Configurations

Advanced
• Shopper Journey Assessment
• Einstein Product Recommendations Assessment
• SEO Assessment

Community Cloud

Getting Started
• Chatter Fast Start
• Lightning Employee Community Fast Start
• Lightning Customer Community Fast Start
• Lightning Partner Community Fast Start

How To
• Plan Your Chatter Adoption
• Plan Your Employee Community
• Plan Your Partner Community
• Manage Your Partner Community
• Manage Customer Community
• Plan Your Customer Community
• Manage Partner Community Sharing
• Brand your Lightning Community
• Create a Public Knowledge Base
• Manage Customer Community Sharing
• Build Your Lightning Customer Community
• Build Your Lightning Partner Community

Insights
• Lightning Reports and Dashboards

Advanced
• Shopper Journey Assessment
• Einstein Product Recommendations Assessment
• SEO Assessment

Governance

How To
• Design a Salesforce Org Strategy
• Governance

Review
• Customized Salesforce Plan

Advanced
• Set the Framework for Governance

Health Cloud

Getting Started
• Health Cloud

SalesIQ

Getting Started
• Salesforce Inbox: Fast Start
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*Requires Premier for Pardot Success Plan

Salesforce Mobile

- **Getting Started**
  - Platform Fast Start
  - Salesforce Mobile for iOS and Android

- **How To**
  - Salesforce Mobile for iOS and Android: Capture User Feedback
  - Salesforce Mobile for iOS and Android: Personalize
  - Salesforce Mobile for iOS and Android: Design an App
  - Salesforce Mobile for iOS and Android: Improve Adoption

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

Pardot*

- **Getting Started**
  - Set Up and Install
  - Salesforce Engage Fast Start
  - New Admin Onboarding

- **How To**
  - Manage Leads
  - Send List Emails
  - Use Engagement Studio
  - Use Salesforce Engage for Marketers
  - Use Salesforce Engage for Sales
  - Use Automation Tools
  - Use Forms and Landing Pages

- **Insights**
  - B2B Marketing Analytics
  - Reporting

Platform

- **Getting Started**
  - EU Privacy Basics (GDPR)
  - Salesforce Integration Patterns
  - Lightning Platform: Your Path to Adoption
  - Lightning Platform: Lightning Flow
  - Access Controls

- **How To**
  - Lightning Platform: Configuration and Customization
  - Clean Up Custom Fields
  - Plan Salesforce Customer Data Strategy
  - Backup and Manage Salesforce Data
  - Set Up Single Sign-On
  - Manage Salesforce Environments
  - Use Salesforce DX in your Application Lifecycle

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

- **Advanced**
  - Sandbox Design
  - Lightning Business Value Assessment
  - Lightning Platform: Technical Assessment and Plan
### Sales Cloud

#### Getting Started
- Sales Cloud Einstein
- Field Setup and Layout
- Console Design
- Set Your Implementation Up for Success
- Duplicate Management Fast Start
- Fast Start
- Adoption Fast Start
- Collaborate To Win More Deals
- Salesforce Inbox: Fast Start

#### How To
- Set Up Path in Lightning
- Manage Leads
- Set up “Lightning for Outlook”
- Set Up Lead or Opportunity Workspace
- Set Up Home Page
- Enable Sales Reps
- Prevent Duplicate Records
- Design Lightning Desktop
- Manage Opportunities
- Improve Customer Account Management
- Data: Set Up “Lightning Data”
- Managing Activities in Lightning
- Set up “Lightning for Gmail”

#### Insights
- Activity Tracking
- Insights From Your Dashboard
- Design Reports & Dashboards
- Marketing Dashboards

#### Review
- Improve Adoption

#### Advanced
- Lightning Business Readiness Review

### Service Cloud

#### Getting Started
- Service Cloud
- Field Service: Lightning
- Service Cloud: Lightning

#### How To
- Plan your CTI Implementation
- Case Macro Design
- Design Your Lightning Console
- Deploy LiveMessage
- Set up Social Customer Service
- Design Your Console
- Deploy Live Agent
- Plan “Salesforce Knowledge”
- Automate Your Case Management
- Automate Work Distribution With Omni-Channel
- Set Up “Salesforce Knowledge” in Lightning
- Set Up Appointment Lifecycle and Scheduling
- Desk: Migrate desk.com Setup to Service Cloud
- Desk: Migrate Data from desk.com to Service Cloud

#### Insights
- Snap-Ins Chat

### Financial Services

#### Getting Started
- Financial Services
- Retail Banking Fast Start

### Insights
- Dashboard Design

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Marketing Cloud*  

**Getting Started**  
- Content Builder  
- Governance  
- Product Overview  
- Email Studio: Email Deliverability Fast Start  
- Email Studio: Email Personalization Fast Start  
- Admin Fast Start  
- Email Studio: Email Segmentation Fast Start  
- Email Studio: Building & Sending Email Fast Start  
- Marketing Cloud Connect Fast Start  
- Choose Your Data Structure  
- Advertising Studio  
- Email Studio: Email Marketing Best Practices  

**Insights**  
- Reporting Fast Start  
- Email Reporting and Tracking  

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

*Requires Marketing Cloud Premier Success Plan  

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Updated on Sept 14, 2018

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**Signature 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  
- Salesforce Mobile for iOS and Android: Expert Engagement  
- Platform: Codebase Health Assessment  
- Service Cloud: Expert Engagement  
- Salesforce Enterprise Architecture Assessment  

Signature Accelerators are subject to the same delivery restrictions as those in the Premier Catalog.

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**Accelerator LIVE & On Demand Webinars**  
Gain quick access to expert advice and best practices though our LIVE Webinar series and On Demand recordings.

**Getting Started**  
- Marketing Cloud: Social Studio  
- Journey Builder: Journey Strategy  
- Service Cloud  
- Einstein Bots  
- Governance  

**Platform**  
- Lightning Configuration Fast Start  

**How To**  
- Salesforce Shield  
- Get the Most out of Forecasting  

**Sales Cloud**  
- Manage the Salesforce Development Lifecycle  
- Einstein Analytics  
- Einstein Analytics: Load Data  

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