Overcome your unique challenge with help from our experts. Design your own Accelerator to address a specific challenge your business is facing. Salesforce experts will help you investigate the issue and show you Salesforce capabilities that can resolve it. We’ll also share advice and guidance based on your specific needs.

Topics Covered
Engage with experts from App Cloud, Sales Cloud, Marketing Cloud, Service Cloud, Community Cloud, Einstein Analytics and/or in Mobile or Governance topics. Work with experts to discuss best practices on a prioritized list of questions or other topics determined by the customer. Examples might include:

- **Sales Cloud**
  a) Sales cloud automation,
  b) Lightning,
  c) Data management,
  d) Multi-currency, e) Adoption

- **Marketing Cloud**
  a) Automation,
  b) Segmentation,
  c) Social Listening,

- **Service Cloud**
  a) KnowledgeBase
  b) LiveAgent
  c) ServiceCloud Console
  d) CTI
  e) Macros
  f) Queue Management.

- **Community Cloud**
  a) Lightning Communities for Self-Service,
  b) Community Strategy
  c) Community Design Considerations

- **App Cloud**:
  a) Data management,
  b) Automation,
  c) Integration,
  d) Managing technical debt.

- **Einstein Analytics**
  a) Data Loading
  b) Dashboard Design/Development
  c) Data Security
  d) Einstein Analytics Apps

- **Mobile**
  a) Salesforce1
  b) Mobile Strategy

- **Governance**
  a) Org Strategy
  b) Center of Excellence
  c) Technical Governance

Time you will spend on this Accelerator: 24 hours

Varies by engagement.

To schedule your 1-on-1 Accelerator, visit our Help Portal, or contact your account executive or success team today!
ADVANCED:

Expert Engagement

What it can do for you
Personalized for each customer, potentially:

- Better understanding of the Salesforce capabilities that can be applied to your specific problem area
- Tailored advice and guidance based on your specific needs

How it works
A Certified Specialist will guide you through the process via a minimum of three calls totaling 24 hours or more over 4 to 6 weeks.

Discovery
- Understand the issues and your desired outcome
- Confirm the scope of the exercise

Analysis
- Varies but likely to include:
  - Analysis of the issues
  - Recommendations on how to resolve them

Outcomes
- Varies, but will be documented in the discovery phase