Share data securely with your customers using Community Cloud

Ensure you’re sharing the right data with the right people with the Salesforce platform. Trust and data security are top priorities – for your company and ours. In this Accelerator, our Specialist will review the out-of-the-box sharing model for Customer Communities and identify areas to improve based upon your use case. We’ll help you create an action plan that ensures your information is secure.

What it can do for you

- Decrease the amount of time you spend managing your Community.
- Improve the security of your customer channel.

How it works

A Certified Specialist will guide you through the process over a predetermined time frame. This will take place during 3 calls totaling 4 hours spread over 2-3 weeks.

- **Discovery**
  - A Specialist will review the scope of the Accelerator.
  - Identify your business goals, discuss how you currently use Community Cloud for sharing.
  - Establish success criteria for the Accelerator.

- **Analysis/Delivery**
  - We’ll go over the difference between Salesforce Customer Communities and Salesforce Customer Communities.
  - We’ll show you how to set up sharing and data visibility rules within your customer channel.
  - We’ll go over the key elements to consider before setting up a Community sharing model.
  - Our Specialist will review your use case, your community settings and sharing configuration, and indicate areas for improvement.
  - We’ll provide you with best practices, recommendations and success resources to help you maximize sharing with your Community members.

ADDITIONAL INFORMATION

**Premier or Signature**

Time you will spend on this Accelerator: 4 hours

**GOAL**

Reduce costs, ensure data security

**INTENDED USER**

You want to share information with customers and need to know how to do so with appropriate security.

**PREREQUISITES**

- Must have Premier or Signature Success Plan.
- A leader or executive who is engaged and committed to a successful outcome.
- Participation by a business leader familiar with your businesses processes.
- Willingness to complete a customer satisfaction survey at the conclusion of the Accelerator.

To schedule your 1-on-1 Accelerator, visit our Help Portal, or contact your account executive or success team today!
Outcomes
- Best practices and recommendations around key sharing capabilities.
- We’ll provide you with a security matrix to get you started on next steps.

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