

Improve Adoption

Work with our experts to get more value out of Salesforce.

Sometimes you need a boost to get more value out of your Salesforce investment. A year or more into your relationship with us, you might be struggling to get your sales reps to use Salesforce or experiencing low use of mobile. You might have new competition, new business processes, or new business leaders and you know the way you use Salesforce needs to adapt. Salesforce can help identify and address all of these issues. In this Accelerator, a specially-trained Specialist will help you determine what you want to improve and then work with you to build a plan to get you there.

What it can do for you

- Quantifiable improvement in the return on your Salesforce investment
- Understanding of the success programs and resources available to you

How it works

A Certified Specialist will guide you through the process via four calls totaling 3 hours over 3 weeks:

Discovery

- We'll work with you to identify your current business priorities and top challenges including how you measure success. As part of that process we'll help you evaluate what's healthy (green), what has potential for improvement (yellow) and what is most urgent (red).

Delivery

- Customer Vision and Roadmap: Identify best practices and Salesforce tools to allow you to evaluate your instance of Salesforce, design better value metrics, and create and publish a roadmap.
- Executive Sponsorship: Discuss the value and role of assigning a Salesforce sponsor.
- Program Governance: Evaluate current state of governance and suggest recommendations for formalizing team.
- Release Management: Offer methods for configuring and testing Salesforce upgrades and then training end users to use them once deployed.
- Certification: Identify certification requirements, employee status and build a learning plan.
- Success Programs: Identify Accelerators, Configuration Services (for Premier+ customers), interactive webinars and other success programs available to Premier customers.

ADDITIONAL INFORMATION

Premier or Signature

Time you will spend on this Accelerator: 3 hours

GOAL

Achieve Faster ROI

INTENDED USER

You have been a customer of Salesforce for a year or more and want to improve the business value you receive from Salesforce and looking for help building a plan.

PREREQUISITES

- Must have Premier or Signature Success Plan
- Have been a customer of Salesforce for a year or more.
- An Executive sponsor or business process owner will participate in the process
- You can commit to the three to four week timeframe
- Willingness to complete a customer satisfaction survey at the conclusion of the Accelerator.

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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

The Landmark @ One Market Street
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1-800-NO-SOFTWARE
www.salesforce.com/services-training/add-ons/accelerators

Global Offices

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- Cloud-specific planning: Identify value and opportunities to upgrade functional use of Sales Cloud, Service Cloud, Marketing Cloud, Community Automation, Chatter, Mobile, and Analytics.

Outcomes

- An assessment of your current use and adoption of Salesforce, including usage metrics
- An improvement plan featuring best practices and recommendations to optimize the use of Salesforce.
- Increased engagement with the Customer Success Group available to help you take the necessary actions in your plan.

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