

Salesforce Touch

Thomas N. Ingram,Raymond W. LaForge,Ramon A. Avila,Charles H. Schwepker Jr.,Michael R. Williams

Salesforce CRM – The Definitive Admin Handbook – Third Edition Paul Goodey,2015-01-30 This book is for administrators who want to develop and strengthen their Salesforce CRM skills in the areas of configuration and system management. Whether you are a novice or a more experienced administrator, this book aims to enhance your knowledge and understanding of the Salesforce CRM platform and features.

Salesforce CRM - The Definitive Admin Handbook Paul Goodey,2016-12-21 Learn how to successfully administer, build, and manage Salesforce CRM and Salesforce mobile solutions using real-world and best practice techniques About This Book See the latest best practice Salesforce administration principles, gain real-world advice, and understand critical design considerations to set up and customize Salesforce CRM This is a pragmatic guide to the key functions of customizing and setting up the application for enterprise security, user and data management, process automation, analytics, and mobile features Step-by-step navigation and descriptions of the features of Salesforce CRM platform and clear guidance on the customization and administration of the application Identify what is covered to create your own improved study guide for the certified administrator examination Who This Book Is For This book is for administrators who want to develop and strengthen their Salesforce CRM skills in the areas of configuration and system management. Whether you are a new administrator or a more experienced professional, this book will enhance your knowledge and understanding of the features of Salesforce CRM. What You Will Learn Manage and administer user records and password policies Configure and control the various organization-wide user interface features in Salesforce CRM Set up and maintain users, profiles, and permission sets and administer appropriate security and login access mechanisms Apply organization security Understand the capabilities of the Salesforce CRM sharing model Create, delete, and customize fields, page layout, and list views for custom and standard objects Find out how Apex and Visualforce coding can be used in Salesforce CRM Implement the mechanisms for data management Discover the tools to import, update, transfer, and mass delete data In Detail Salesforce CRM's Winter '17 release offers a host of new features for CRM designed to transform your sales and marketing requirements. With this comprehensive guide to implementing Salesforce CRM, administrators of all levels can easily acquire deep knowledge of the platform. The book begins by guiding you through setting up users and the security settings and then progresses to configuration, data management, and data analytics. We swiftly move on to the setting up of organization wide features that affect the look and feel of the application. Process automation and approval mechanisms are covered next, along with the functional areas of Sales Cloud, Service Cloud, Marketing Cloud, and Salesforce Chatter. This book details Salesforce CRM system administration in a practical way and is an invaluable reference for both new administrators and experienced professionals. At the end of the book, techniques to further enhance the system and improve the return on investment Salesforce mobile apps and mobile administration are covered, along with Salesforce Adoption Manager. Every chapter is complete with a section containing example questions of the type that you might encounter in the certification examination. Style and approach This book takes a straightforward, no-nonsense approach to working with the Salesforce CRM platform. Filled with examples and use cases, the book presents the facts along with seasoned advice and real-world examples to ensure you have all the resources you need to become a more informed Salesforce Administrator.

Development with the Force.com Platform Jason Ouellette,2013 Provides information on building applications and solving enterprise challenges using Force.com.

Tech-Powered Sales Justin Michael,Tony Hughes,2021-06-29 Conventional ways of selling are becoming outdated. Learn what it takes to go from the traditional sales mindset to a tech-enabled sales superhero. In tough markets and with more people working remotely, creating a quality sales pipeline in traditional ways is more challenging than ever. As sales technologies continue to evolve and advance, developing technical quotient (TQ) is an essential element of sales success. Record-setting sales expert Justin Michael and bestselling sales leadership author Tony Hughes combine to provide practical guidance on how professional sellers can maximize results with an effective sales tech-stack to increase sales effectiveness for outstanding results. In Tech-Powered Sales, Michael and Hughes share helpful advice that:• Reveal the techniques that enable you to break through with difficult to reach buyers Teach you how sales technologies can be employed for maximum benefit by raising your TQ Enable you to make the jump from being a beginner to a superuser within your sales team Show you how to thrive in the fourth industrial revolution to leverage technology rather than be at risk of being replaced by it Tech-Powered Sales delivers evidence-based strategies salespeople can use to create more opportunities than ever before. If you want to learn how to maximize your abilities to develop new business, this is the book for you!

Teach Yourself VISUALLY Salesforce.com Justin Davis,2013-05-20 An ideal way for visual learners to get up to speed with salesforce.com Salesforce.com is the global leader in on-demand customer relationship management (CRM) and helps companies all over the world manage their sales, marketing, and customer service and support operations. Packed with full-color screen shots and numbered, step-by-step instructions, this guide shows you everything you need to know to get the most out of Salesforce.com. You'll discover how to organize contacts, log activities with contacts, schedule business appointments, use forecasting tools to predict upcoming sales, make accurate projections based on past performance, and more. Explains the latest and most helpful features of the world's most popular customer relationship management (CRM) software - Salesforce.com Covers

the latest enhancements to Salesforce.com and explains how to choose the right edition of Salesforce.com to suit your business needs Walks you through personalizing your system, managing accounts and activities, developing contacts, tracking products, and more Teach Yourself VISUALLY Salesforce.com is the book visual learners need to get the most from this go-to solution for CRM needs!

Salesforce Lightning Reporting and Dashboards Johan Yu,2017-08-03 Learn how to build advanced reports and dashboards in Salesforce Lightning experience About This Book Visualize and create advanced reports and dashboards using Lightning Experience Improve overall business efficiency with advanced and effective reports and dashboards Understand and create custom reports and dashboards Who This Book Is For This book is targeted at Salesforce.com administrators, business analysts, and managers who use Salesforce.com for their daily job and want to learn in depth about Salesforce Reporting and Dashboard in Lightning Experience. Readers should have a basic knowledge of Salesforce, such as: Accounts, Contacts, Leads, Opportunities and custom objects. What You Will Learn Navigate in Salesforce.com within the Lightning Experience user interface Secure and share your reports and dashboards with other users Create, manage, and maintain reports using Report Builder Learn how the report type can affect the report generated Explore the report and dashboard folder and the sharing model Create reports with multiple formats and custom report types Explore various dashboard features in Lightning Experience Use Salesforce1, including accessing reports and dashboards In Detail Built on the Salesforce App Cloud, the new Lightning Experience combines the new Lightning Design System, Lightning App Builder, and Lightning Components to enable anyone to quickly and easily create modern enterprise apps. The book will start with a gentle introduction to the basics of Salesforce reports and dashboards. It will also explain how to access reports in depth. Then you will learn how to create and manage reports, to use Schedule Report, and create advanced report configurations. The next section talks about dashboards and will enable you to understand and compare various types of dashboard component and how you can benefit the most from each of them. Then we move on to advanced topics and explain tips and tricks related to reports and dashboards, including reporting snapshots, report parameters, and collaboration. Finally, we will discuss how to access dashboards and reports from the Salesforce1 mobile app. Style and approach This comprehensive guide covers the advanced features of the all new Salesforce Lightning concepts and communicates them through a practical approach to explore the underlying concepts of how, when, and why to use them.

Salesforce.com Customization Handbook Rakesh Gupta,Sagar Pareek,2014-09-12 If you want to use Salesforce CRM to automate your business requirements, or you have already adopted Salesforce CRM and want to streamline the sales process, this book is for you. Whether you are new to Salesforce or a seasoned expert, you will be able to master the basic functions as well as the advanced features of Salesforce.com. No previous experience in computer coding or programming is required.

Salesforce Platform App Builder Certification Handbook Siddhesh Kabe,2016-04-26 A handy guide that covers the most essential topics for Salesforce Platform App Builder Certification in an easy-to-understand format About This Book Get to grips with the fundamentals of Force.com to pass the certification exam with flying colors Create Force.com applications, automate business processes, and manage data operations to be a successful Salesforce.com Certified Force.com app builder A step-by-step guide that covers the most essential topics for the Platform App Builder Certification in an easy-to-understand format Who This Book Is For Salesforce beginners who need to prepare for the Salesforce Platform App Builder Certification exam will benefit from this book. This book is ideal for developers and admins who are new to Salesforce CRM and the Force.com platform. It is recommended that users have some basic programming knowledge and are familiar with salesforce. By the end of the book, you will be ready to appear for the exam and develop various applications on the cloud platform. What You Will Learn Learn the basics of the force.com cloud platform Learn to build objects that align with your business Understand the process of building an application on force.com platform Kick-start your certification journey in basic- easy-to-follow guide Focus on important topics that help you accomplish your certification goals Learn to secure your application with the Salesforce security model Manipulate and process large amount of data using the data tools Prepare for the exam with sample mock questions In Detail The Salesforce Certified Platform App Builder exam is for individuals who want to demonstrate their skills and knowledge in designing, building, and implementing custom applications using the declarative customization capabilities of Force.com. This book will build a strong foundation in Force.com to prepare you for the platform app builder certification exam. It will guide you through designing the interface while introducing the Lightning Process Builder. Next, we will implement business logic using various point and click features of Force.com. We will learn to manage data and create reports and dashboards. We will then learn to administer the force.com application by configuring the object-level, field-level, and record-level security. By the end of this book, you will be completely equipped to take the Platform App Builder certification exam. Style and approach Simple and to-the-point examples that can be tried out in your developer org. A practical book for professionals who want to take the Salesforce Platform App Builder Certification exam. Sample questions for every topic in an exam pattern to help you prepare better, and tips to get things started. Full of screen-shots, diagrams, and clear step-by-step instructions that cover the entire syllabus for the exam.

Salesforce.com Secrets of Success David Taber,2013 A guide to every aspect of Salesforce.com covers such topics as using the service cloud, promoting collaboration through Chatter, and establishing metrics for social CRM performance.

10.4 Interactions PROFESSOR OF EUROPEAN POLITICS MICHAEL. SMITH,Michael Smith,2017-09-27 In 10.4 Interactions, sales expert Michael Smith breaks down the steps required for creating a sales touch system that generates multiple interactions with your potential customers.

Sales Management Thomas N. Ingram,Raymond W. LaForge,Ramon A. Avila,Charles H. Schwepker Jr.,Michael R. Williams,2024-01-22 This 11th edition of Sales Management continues the tradition of blending the most recent sales management research with the real-life best practices of leading sales organizations and sales professionals. Reflecting today's emphasis on analytics and customer experience (CX), this edition focuses on the importance of employing different data-based selling strategies for different customer groups, as well as integrating corporate, business, marketing, and sales-level strategies and plans. Sales Management includes coverage of the current trends and issues in sales management, along with real-world examples from the contemporary business world that are used throughout the text to illuminate chapter discussions. The new 11th edition includes: Emphasis on data-driven decision making, ethics, the use of artificial intelligence, the customer experience, leadership, sales enablement technology, and new communication technologies; Updated end-of-chapter cases with application questions and role plays, along with skill-building experiential exercises with discovery investigations and focused role plays, which place students in the role of sales manager; Updated ethical dilemmas for students to practice ethical decision making; Revised 'Sales Management in Action' boxes; Multiple vignettes embedded in each chapter featuring sales management professionals and well-known companies discussing key topics from that chapter. This text is core reading for postgraduate, MBA, and executive education students studying sales management. An updated online instructor's manual with solutions to cases and exercises, a revised test bank, and updated PowerPoints is available to adopters.

Sales Management ,1926

Customer Success Nick Mehta,Dan Steinman,Lincoln Murphy,2016-02-16 Your business success is now forever linked to the success of your customers Customer Success is the groundbreaking guide to the exciting new model of customer management. Business relationships are fundamentally changing. In the world B.C. (Before Cloud), companies could focus totally on sales and marketing because customers were often 'stuck' after purchasing. Therefore, all of the 'post-sale' experience was a cost center in most companies. In the world A.B. (After Benioff), with granular per-year, per-month or per-use pricing models, cloud deployments and many competitive options, customers now have the power. As such, B2B vendors must deliver success for their clients to achieve success for their own businesses. Customer success teams are being created in companies to quarterback the customer lifecycle and drive adoption, renewals, up-sell and advocacy. The Customer Success philosophy is invading the boardroom and impacting the way CEOs think about their business. Today, Customer Success is the hottest B2B movement since the advent of the subscription business model, and this book is the one-of-a-kind guide that shows you how to make it work in your company. From the initial planning stages through execution, you'll have expert guidance to help you: Understand the context that led to the start of the Customer Success movement Build a Customer Success strategy proven by the most competitive companies in the world Implement an action plan for structuring the Customer Success organization, tiering your customers, and developing the right cross-functional playbooks Customers want products that help them achieve their own business outcomes. By enabling your customers to realize value in your products, you're protecting recurring revenue and creating a customer for life. Customer Success shows you how to kick start your customer-centric revolution, and make it stick for the long term.

Customer Obsessed Eric Berridge,2016-10-03 Optimize the customer experience via the cloud to gain a powerful competitive advantage Customer Obsessed looks at customer experience through the lens of the cloud to bring you a cutting-edge handbook for customer experience. Cloud technology has been hailed as a game-changer, but a recent IDC report shows that it accounts for less than three percent of total IT spending; why are so many companies neglecting such an enormous asset? This book provides a high-level overview of how the cloud can give you a competitive advantage. You'll learn how to integrate cloud technology into sound customer experience strategy to achieve unprecedented levels of success. More than just a state-of-the-field assessment, this book offers a set of concrete actions you can take today to leverage cloud computing into technical innovation and better business outcomes at all levels of your organization. You'll examine the many factors that influence the customer experience, and emerge with the insight to fine-tune your approach using the power of the cloud. What kind of advantage is your company leaving on the table? This book guides you through the key drivers of customer success to help you optimize your approach and leverage the future of global technology. Learn the keys to competitive advantage in the digital era Gain insight into each element that affects customer experience Harness the power of the cloud to achieve customer success Follow a prescriptive framework for optimizing customer experience We are in the golden age of IT innovation, but the majority of companies haven't even adopted cloud technology, much less begun to utilize its full business capabilities. Jump into the gap now, and reap the benefits as other struggle to catch up. Customer Obsessed gives you the guidance you need to achieve sustainable success in today's digital world.

Sales Enablement 3.0: The Blueprint to Sales Enablement Excellence Roderick Jefferson,2021-04-23 Sales Enablement 3.0 Is Both an Art and Science! There are no magical silver bullets or single approach that will guarantee that you will be successful! There is, however, a formula just like any other success process, program, or tool that requires a combination of practical application, trial and error, mixed with a lot of conversations with Sales

leaders to understand their wants, needs, and expectations. At its core Sales Enablement 3.0 is an innovative approach focused on increasing sales productivity through a systematic, personalized, and collaborative approach designed to support buyers that will fuel the conversation economy! This book will provide you with a blueprint that will help you to navigate the twists and turns that will ultimately lead you to designing, deploying, measuring and iterating a world class sales enablement organization.

Rethinking Sales Management Beth Rogers,2011-02-15 Until recently, sales managers received no specific training for their jobs. However, selling has become more complex with the emergence of regulations and more sophisticated customers. Sales managers need to inspire and achieve sales results by managing teams of professionals and other resources. To do so, they need guidance on dealing with issues that arise in these broader aspects of their role. This concise guide for sales managers is based on a well-known sales management technique called the ‘customer portfolio matrix’. Beth Rogers weaves her version of this throughout, enabling sales managers to see their strategy from the customer’s point of view. Doing so will allow them to set realistic objectives, design new strategies that add real customer value, avoid wasting time on price-oriented customers and deploy resources for maximum results.

Learning Force.com Application Development Chamil Madusanka,2015-04-27 If you are a developer who wants to learn how to develop and deploy applications from the Salesforce.com platform, then this book is for you. No prior knowledge of Salesforce is necessary.

Salesforce Sales Cloud – An Implementation Handbook Kerry Townsend,2024-04-30 Design and build Sales Cloud solutions to solve business challenges with this easy-to-follow handbook Key Features Discover the full range of capabilities offered by Sales Cloud and how to map them to business processes Learn how to plan and deliver all aspects of a successful Sales Cloud implementation Explore advanced concepts to integrate and extend Sales Cloud Purchase of the print or Kindle book includes a free PDF eBook Book DescriptionSalesforce Sales Cloud is a system rich in functionality, addressing many sales business challenges such as sales productivity, forecast visibility, and sales enablement. However, unlocking the full value of the system and getting maximum returns pose a challenge, especially if you’re new to the technology. This implementation handbook goes beyond mere configuration to ensure a successful implementation journey. From laying the groundwork for your project to engaging stakeholders with sales-specific business insights, this book equips you with the knowledge you need to plan and execute. As you progress, you’ll learn how to design a robust data model to support the sales and lead generation process, followed by crafting an intuitive user experience to drive productivity. You’ll then explore crucial post-building aspects such as testing, training, and releasing functionality. Finally, you’ll discover how the solutions’ capability can be expanded by adding and integrating other tools to address typical sales use cases. By the end of this book, you’ll have grasped how to leverage Sales Cloud to solve sales challenges and have gained the confidence to design and implement solutions successfully with the help of real-world use cases.What you will learn Find out how Sales Cloud capabilities solve common sales challenges Determine the best development methodologies Design and build core sales processes, including demand generation and sales productivity Implement best practices for testing and training with accurate data Build a release plan by understanding the types of post-go-live support Explore territory management and model additional processes with Sales Cloud Understand common system integration use cases Harness the power of AppExchange solutions for sales Who this book is for This book is for administrators, consultants, and business analysts who want to understand and apply the capabilities of Salesforce Sales Cloud. Whether you’re completely new to Sales Cloud or enhancing existing functionalities within your organization, this handbook is your trusted companion. Business stakeholders responsible for or involved in Sales Cloud implementations will also benefit from this book.

Book Yourself Solid Michael Port,2017-10-09 Kick off the cycle of success with serious self-promotion that works Book Yourself Solid is a handbook for self-promotion that translates into results. We tend to think of busy as the equivalent of successful—but that’s not always the case. The key lies in what you’re busy doing. Success means spending your time doing work that gets you closer to your goals, and the critical driving force behind that success is self-promotion. This book shows you how to promote more than just your skills—you need to sell your reputation, your service, your very self. It starts with laying a foundation so potential clients know you can give them what they want and need. How do people see you, and how does that diverge from what you would like them to think? Once you know where you are, you can map out a plan for getting where you need to be, and this book shows you how to build the reputation you need to be the go-to person in your field—and keep the business coming in long-term. Book Yourself Solid has been one of the most popular marketing books in the world for service-based businesses since its initial release in 2006. This new third edition includes updated and expanded strategies, techniques, and skills to help you get more clients and increase your take-home profits. Build a solid foundation for a stellar public image Enhance your reputation for trust and credibility Perfect your pitch and pricing to attract higher-caliber clients Adopt the six core strategies that will keep you booked solid Spending just a small amount of time on self-promotion is an investment. You build a reputation that attracts high-quality clients, which boosts your profits, your track record, and your reputation, which in turn attracts even more high-quality clients. Book Yourself Solid shows you how to kick off this cycle of success, and maintain it for the long term.

Hacking Sales Max Altschuler,2016-05-16 Stay ahead of the sales evolution with a more efficient approach to everything Hacking Sales helps you

transform your sales process using the next generation of tools, tactics and strategies. Author Max Altschuler has dedicated his business to helping companies build modern, efficient, high tech sales processes that generate more revenue while using fewer resources. In this book, he shows you the most effective changes you can make, starting today, to evolve your sales and continually raise the bar. You'll walk through the entire sales process from start to finish, learning critical hacks every step of the way. Find and capture your lowest-hanging fruit at the top of the funnel, build massive lead lists using ICP and TAM, utilize multiple prospecting strategies, perfect your follow-ups, nurture leads, outsource where advantageous, and much more. Build, refine, and enhance your pipeline over time, close deals faster, and use the right tools for the job—this book is your roadmap to fast and efficient revenue growth. Without a reliable process, you're disjointed, disorganized, and ultimately, underperforming. Whether you're building a sales process from scratch or looking to become your company's rock star, this book shows you how to make it happen. Identify your Ideal Customer and your Total Addressable Market Build massive lead lists and properly target your campaigns Learn effective hacks for messaging and social media outreach Overcome customer objections before they happen The economy is evolving, the customer is evolving, and sales itself is evolving. Forty percent of the Fortune 500 from the year 2000 were absent from the Fortune 500 in the year 2015, precisely because they failed to evolve. Today's sales environment is very much a "keep up or get left behind" paradigm, but you need to do better to excel. Hacking Sales shows you how to get ahead of everyone else with focused effort and the most effective approach to modern sales.

The Top Books of the Year Salesforce Touch The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous engrossing novels enthralling the hearts of readers worldwide. Lets delve into the realm of bestselling books, exploring the captivating narratives that have charmed audiences this year. The Must-Read : Colleen Hoovers "It Ends with Us" This poignant tale of love, loss, and resilience has captivated readers with its raw and emotional exploration of domestic abuse. Hoover masterfully weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can triumph. Salesforce Touch : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This intriguing historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids compelling storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Salesforce Touch : Delia Owens "Where the Crawdads Sing" This evocative coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens weaves a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting. These bestselling novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of captivating stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a exceptional and gripping novel that will keep you speculating until the very end. The novel is a warning tale about the dangers of obsession and the power of evil.

Table of Contents Salesforce Touch

- 1. Understanding the eBook Salesforce Touch
 - The Rise of Digital Reading Salesforce Touch
 - Advantages of eBooks Over Traditional Books
- 2. Identifying Salesforce Touch
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
- 3. Choosing the Right eBook Platform

- Popular eBook Platforms
- Features to Look for in an Salesforce Touch
- User-Friendly Interface
- 4. Exploring eBook Recommendations from Salesforce Touch
 - Personalized Recommendations
 - Salesforce Touch User Reviews and Ratings
 - Salesforce Touch and Bestseller Lists
- 5. Accessing Salesforce Touch Free and Paid eBooks
 - Salesforce Touch Public Domain eBooks
 - Salesforce Touch eBook Subscription Services

- Salesforce Touch Budget-Friendly Options

6. Navigating Salesforce Touch eBook Formats

- ePub, PDF, MOBI, and More
- Salesforce Touch Compatibility with Devices
- Salesforce Touch Enhanced eBook Features

7. Enhancing Your Reading Experience

- Adjustable Fonts and Text Sizes of Salesforce Touch
- Highlighting and Note-Taking Salesforce Touch
- Interactive Elements Salesforce Touch

8. Staying Engaged with Salesforce Touch

- Joining Online Reading Communities
- Participating in Virtual Book Clubs
- Following Authors and Publishers Salesforce Touch

9. Balancing eBooks and Physical Books Salesforce Touch

- Benefits of a Digital Library
- Creating a Diverse Reading Collection Salesforce Touch

10. Overcoming Reading Challenges

- Dealing with Digital Eye Strain
- Minimizing Distractions
- Managing Screen Time

11. Cultivating a Reading Routine Salesforce Touch

- Setting Reading Goals Salesforce Touch
- Carving Out Dedicated Reading Time

12. Sourcing Reliable Information of Salesforce Touch

- Fact-Checking eBook Content of Salesforce Touch
- Distinguishing Credible Sources

13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

Salesforce Touch Introduction

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