## **Sfvision For Salesforce**

Priyanka Dive, Nagraj Gornalli

ChatGPT for Accelerating Salesforce Development Andy Forbes, Philip Safir, Joseph Kubon, Francisco Fálder, 2023-12-29 Harness ChatGPT for streamlined flows, effective configuration, proficient code writing, and enhanced project activities Key Features Boost your processes for improved quality and reduce costs by incorporating ChatGPT into Salesforce projects Optimize project workflows and align technical capabilities with business goals Integrate ChatGPT's Strengths with Salesforce expertise to innovate business analysis, coding, and testing approaches Purchase of the print or Kindle book includes a free PDF eBook Book DescriptionChatGPT for Salesforce Development is an indispensable guide for Salesforce business analysts, developers, testers, and product owners seeking to integrate ChatGPT into their workflow. This book delves into the intricacies of Salesforce design, configuration, coding, and testing, demonstrating how ChatGPT can simplify complex setups and enhance project team efficiency. With this book, you'll unlock the effective use of ChatGPT for crafting user stories that align seamlessly with project goals, learn how to design and implement Salesforce flows, and quickly write clear, comprehensive, and high-quality project documentation. As you advance, you'll leverage ChatGPT to write new Apex code, decipher existing code, and explore the development of web services and callouts. This book spans trigger creation and the development of Lightning Web Components (LWC), highlighting how these can accelerate the development process. Applying ChatGPT's debugging capabilities, you'll swiftly identify and resolve Salesforce issues to uphold the integrity and performance of your Salesforce applications. By the end of this book, you'll be adept at integrating ChatGPT at every stage of Salesforce project delivery, from initial configuration to final testing. What you will learn Masterfully craft detailed and engaging user stories tailored for Salesforce projects Leverage ChatGPT to design cutting-edge features within the Salesforce ecosystem, transforming ideas into functional and intuitive solutions Explore the integration of ChatGPT for configuring Salesforce environments Write Salesforce flows with ChatGPT, enhancing workflow automation and efficiency Develop custom LWCs with ChatGPT's assistance Discover effective testing techniques using ChatGPT for optimized performance and reliability Who this book is for This book is for Salesforce developers, offering insights into using ChatGPT to enhance their coding and configuration abilities. It's an invaluable resource for business analysts looking to use ChatGPT to translate complex requirements into actionable solutions. For testers, this book covers methods to leverage ChatGPT for more effective testing processes, ensuring higher quality outcomes. Product owners will gain insights into optimizing project workflows and aligning technical capabilities with business goals, making this book a must-have for Salesforce project team members.

Salesforce For Dummies Liz Kao, Jon Paz, 2019-12-12 Get up to lightning speed with this fully updated, bestselling guide to using Salesforce.com! Salesforce.com For Dummies, 7th Edition gives you an edge in building relationships and managing your company's sales, marketing, customer service, and support operations. You'll learn how to maximize the new user interface to organize contacts, schedule business appointments, use forecasting tools to predict upcoming sales, make accurate projects based on past performance, and more. Written by Salesforce.com insiders with years of expertise in CRM services, this new edition covers the latest enhancements to Salesforce.com, the world's most popular customer relationship management software. You'll find out how to determine the right configuration to suit your business needs, and how to use apps, widgets, and tools to personalize your system. Then, you'll explore prospecting leads, managing accounts and partners, developing contacts, tracking products, calculating forecasts, and utilizing service and support. Customize the new user interface with apps, widgets, and tools Prospect leads, drive sales, and provide outstanding customer service Manage contacts, identify opportunities, and analyze your results Collaborate with colleagues using Chatter More than 150,000 companies worldwide use Salesforce.com as their CRM solution—if you're a new or existing user looking to maximize the potential of the new UI, this book has everything you need.

Salesforce for Beginners Sharif Shaalan, Timothy Royer, 2022-10-31 Learn how to leverage the Salesforce platform for sales, service, marketing, and automating business activities from a 360-degree perspective. Purchase of the print or Kindle book includes a free eBook in the PDF format. Key Features Automate business processes with Salesforce Flow, the new replacement for workflow rules and process builders on the Salesforce platform Discover key data integrity and security concepts with new, specially dedicated chapters Take your first steps in basic testing and debugging as a Salesforce professional Book Description The second edition of Salesforce for Beginners provides you with a holistic introduction to the Salesforce platform. Whether you need help with the lead generation process, Salesforce user management and data security, or automating tasks with Salesforce Flow, this book is for you. Throughout this new edition you will find real-world business use cases to demonstrate concepts, screenshots of the latest UI displayed for screen navigation, and exercises at the end of every chapter to test your newfound knowledge. Working with the world's leading CRM software, you will learn how to create activities, manage leads, develop your prospects and sales pipeline using opportunities and accounts, and understand how you can enhance marketing activities using campaigns. You will be able to take your administration skills to the next level as you approach real-world user management topics such as ownership skew. You will learn about data security on the Salesforce platform, with an introduction to the role hierarchy, system and user permissions, and much more. In this new edition you'll get to explore the popular automation tool Salesforce Flow. You'll learn about the different flow types to employ, how to construct your first flow, and how to extensively test your flow. This will allow you to come away from reading this book with a real, functional flow for your business processes. What you will learn Explore business development with leads, accounts and contacts in Salesforce Find out how stages and sales processes help you manage your opportunity pipeline Achieve marketing goals using Salesforce campaigns Perform business analysis using reports and dashboards Practice automating business processes with Salesforce Flow Gain a high-level overview of the items in the administration section Grasp the different aspects needed to build an effective Salesforce security model Who this book is for If you are new to Salesforce and want to learn it from scratch, an administrator looking to build your Salesforce skills, or a student looking to start a career in Salesforce, this book is for you. No prior knowledge of the Salesforce is required to get started with this book

Salesforce for Beginners Sharif Shaalan, 2020-05-29 Get a 360-degree view of the Salesforce platform and learn how to use it for sales, service, marketing, and automating business processes. Key FeaturesUnderstand how to use core Salesforce objects for maximum efficiencyBuild various dashboards and reports to analyze results and improve visibility in your business processesLearn the basics of Salesforce administration and mobile app set upBook Description Salesforce is the world's leading Customer Relationship Management (CRM) software, helping businesses connect with their constituents and partners. This book will give you a comprehensive introduction to managing sales, marketing, customer relationships, and overall administration for your organization. You'll learn how to configure and use Salesforce for maximum efficiency and return on investment. You'll start by learning how to create activities, manage leads, and develop your prospects and sales pipeline using opportunities and accounts, and then understand how you can enhance marketing activities using campaigns. Packed with real-world business use cases, this Salesforce book will show you how to analyze your business information accurately to make productive decisions. As you advance, you'll get to grips with building various reports and dashboards in Salesforce to derive valuable business insights. Finally, you'll explore tools such as process builder, approval processes, and assignment rules to achieve business process automation and set out on the path to becoming a successful Salesforce Administrator. By the end of the book, you'll have learned how to use Salesforce effectively to achieve your business goals. What you will learnUnderstand the difference between Salesforce Lightning and Salesforce ClassicCreate and manage leads in SalesforceExplore business development with accounts and contacts in SalesforceFind out how stages and sales processes help you manage your opportunity pipelineAchieve marketing goals using Salesforce campaignsPerform business analysis using

reports and dashboardsGain a high-level overview of the items in the administration sectionGrasp the different aspects needed to build an effective and flexible Salesforce security modelWho this book is for If you're new to Salesforce and want to learn it from scratch, this book is for you. No prior knowledge of Salesforce is required to get started with this book.

**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.

Mastering Salesforce CRM Administration Rakesh Gupta, 2017-03-27 Learn about the Advanced Administration Certification Examination and build a successful career in Salesforce administration About This Book Build your skills and knowledge to crack the Advanced Admin Certification Examination Leverage the advanced administration capabilities of Salesforce and Salesforce 1 Optimize and extend Sales Cloud and Service Cloud applications Who This Book Is For This book is written for Salesforce admins who are looking to gain an in-depth knowledge of the Salesforce platform and grow their value in their organization. It will teach them to implement and design advanced business process automation for the benefit of their organization. What You Will Learn Adopt Lightning Experience to improve the productivity of your organization's sales team Create and maintain service entitlements and entitlement processes Process Builder basic and advanced concepts Different ways to deploy applications between environments Best practices for improving and enriching data quality In Detail The book starts by refreshing your knowledge of common admin tasks. You will go over Lightning Experience and various security aspects. You will be shown how to implement territory management in your organization and make use of custom objects. From here, the book progresses to advanced configuration, data management, and data analytics before swiftly moving on to setting up advanced organization-wide features that affect the look and feel of the application. Extend the capabilities of your organization's Salesforce implementation by optimizing and extending Sales Cloud, Salesforce1, and Service Cloud applications. This guide will equip you with the tools you need to build a successful career in Salesforce. Style and approach The book takes a straightforward, no-nonsense approach to working with the Salesforce CRM platform. It is filled with examples, advanced use cases, and all the resources you need to be a Salesforce Jedi.

Salesforce.com For Dummies Liz Kao, Jon Paz, 2016-04-07 Your all-access guide to reaping the benefits of Salesforce.com Salesforce.com has a rapidly expanding influence over the way companies across the globe interact with their clientele. Written by Salesforce.com insiders with years of experience in customer relationship management (CRM) solutions, Salesforce.com For Dummies gives you an edge in building relationships and managing your company's sales, marketing, customer service, and support operations. You'll discover how to organize contacts, schedule business appointments, use forecasting tools to predict upcoming sales, create accurate projects based on past performance, and so much more. A customizable, on-demand CRM solution, Salesforce.com allows businesses to organize and manage all of their customer information—leads, opportunities, contacts, accounts, cases, and solutions—in one place. Whether you're a Windows or Mac user, this down-to-earth, friendly guide shows you how to maximize Salesforce.com's capabilities to close deals faster, gain real-time visibility into sales, and collaborate instantly. Customize the new user interface with apps, widgets, and tools Prospect leads, drive sales, and provide outstanding customer service Manage contacts, identify opportunities, and analyze your results Collaborate with colleagues using Chatter If you're new to Salesforce.com or an existing user looking for the latest tips and tricks to maximize its potential, this friendly guide has you covered.

DevOps for Salesforce Priyanka Dive, Nagraj Gornalli, 2018-09-29 Implement DevOps for Salesforce and explore its features Key FeaturesLearn DevOps principles and techniques for enterprise operations in SalesforceImplement Continuous Integration and Continuous Delivery using tools such as Jenkins and Ant scriptUse the Force.com Migration Tool and Git to achieve versioning in SalesforceBook Description Salesforce is one of the top CRM tools used these days, and with its immense functionalities and features. it eases the functioning of an enterprise in various areas of sales, marketing, and finance, among others. Deploying Salesforce applications is a tricky event, and it can get quite taxing for admins and consultants. This book addresses all the problems that you might encounter while trying to deploy your applications and shows you how to resort to DevOps to take these challenges head on. Beginning with an overview of the development and delivery process of a Salesforce app, DevOps for Salesforce covers various types of sandboxing and helps you understand when to choose which type. You will then see how different it is to deploy with Salesforce as compared to deploying with another app. You will learn how to leverage a migration tool and automate deployment using the latest and most popular tools in the ecosystem. This book explores topics such as version control and DevOps techniques such as Continuous Integration, Continuous Delivery, and testing. Finally, the book will conclude by showing you how to track bugs in your application changes using monitoring tools and how to quantify your productivity and ROI. By the end of the book, you will have acquired skills to create, test, and effectively deploy your applications by leveraging the features of DevOps. What you will learnImplement DevOps for Salesforce and understand the benefits it offersAbstract the features of Force.com MigrationTool to migrate and retrieve metadataDevelop your own CI/CD Pipeline for Salesforce projectUse Qualitia to perform scriptless automation for Continuous TestingTrack application changes using BugzillaApply Salesforce best practices to implement DevOpsWho this book is for If you are a Salesforce developer, consultant, or manager who wants to learn DevOps tools and set up pipelines for small as well as large Salesforce projects, this book is for you.

Practical Salesforce.com Development Without Code Philip Weinmeister, 2014-12-31 Are you facing a challenging Salesforce.com problem--say, relating to automation, configuration, formulation, or reporting--that you can't quite crack? Or maybe you are hoping to infuse some creativity into your solution design strategy to solve problems faster or make solutions more efficient? Practical Salesforce.com Development Without Code shows you how to unlock the power of the Force.com platform to solve real business problems--and all without writing a line of code. Adhering to Salesforce.com's clicks, not code mantra, Salesforce.com expert Phil Weinmeister walks you through different business problems and identifies effective, creative--and proven--approaches to solutions using the platform's declarative framework. If you are a Salesforce.com administrator, analyst, consultant, or developer, you attest to the insatiable appetite of users for new functionality. Your clients expect solutions--and now. By adopting Practical Salesforce.com Development Without Code as your guide, you will learn how to deliver business solutions within Salesforce.com by combining analysis, creativity, and logic with some of its core elements, including validation rules, workflow rules, and formula fields. In addition, Weinmeister dissects and explains the most useful functions and features for developers, and shows you how to use them. Among other things, you will learn how to: Build objects, fields, and relationships to establish a sensible data model Automate business processes by using workflow rules and flows (Visual Workflow) Utilize functions and develop formulas effectively for a variety of business needs Develop intricate approval processes to handle exception scenarios Employ publisher actions to drive additional functionality from the Chatter feed Manage your data using Data Loader Best of all, Weinmeister uses real-life business scenarios and visuals to keep you engaged and learning something new with every page you read. Practical Salesforce.com Development Without Code will help you absorb the principles behind dozens of creative and thoughtful ways to solve your business problems. Applying the lessons learned from this how-to guide will ultimately save you time and ensure that your clients or internal customers are well satisfied and productive.

**Salesforce Simplified** Ramanathan J,2019-10-06 Any company needs to sell its products or services to customers on a regular basis in order to generate consistent revenues and to create profits. A marketing function in any organization creates and executes various types of marketing campaigns with an objective to build brand awareness about the company's products and services. Similarly, a sales function manages the sales pipeline in order to create new business from new or existing customers for a company.

A robust Customer Relationship Management (CRM) platform is pivotal for any company that wants to transform its marketing and sales processes by focusing on improving efficiency and effectiveness. Salesforce is a CRM solution that brings companies and customers together. Salesforce is an integrated CRM platform that provides a holistic picture of every customer across various departments such as marketing, sales and service. Salesforce is the best CRM solution in the world and more than 150,000 companies use this platform to increase team collaboration, customer loyalty and sales for their organizations. Salesforce Simplified is a simple and precise book which describes the various features and applications that are available Salesforce CRM. The intended audience of this book are those business users who want to start from scratch in order to understand the broad spectrum of capabilities offered by Salesforce. This book is for you if: You have never heard of Salesforce before and you want to understand the various features or applications that are available in Salesforce. You want to optimize sales and marketing processes in your organization and hence you want to explore the feasibility of using Salesforce as one of the possible CRM solutions. You want to understand and apply the basic capabilities in Salesforce for fulfilling your business requirements. Gain an initial understanding about Salesforce before exploring advanced concepts and functionalities that are available in the product. Following are some of the topics that would be covered in the book. Update My Settings and My Profile pages with relevant information. Add new users to Salesforce. Set up a role hierarchy for our organization. Edit current user profile or create a new one. Create new leads in Salesforce. Edit current leads to change lead status or lead source. Create activities that can describe interactions with leads. Send emails to leads. Transfer leads between different users. Import external lead data into Salesforce. Create custom lead fields and establish field level security. Convert a lead into accounts, contacts, opportunities and tasks. Create new accounts in Salesforce. Establish account hierarchy. Merge different accounts. Transfer accounts between different users. Import external accounts and contacts data into Salesforce. Create new products and price books. Assign list prices for products that are included in price books. Create new contacts and opportunities. Assign price books and products to opportunities. Create new quotes for opportunities. Create and edit campaigns. Establish campaign hierarchy. Add members to campaign. Assign opportunities to campaign. Use standard reports to view metrics related to a campaign. Create new cases and solutions. Update case status and close the case upon resolution. Assign solutions to cases. Use standard reports in Salesforce for obtaining insights about various Salesforce components such as leads or accounts. Create custom report as per your organization's unique reporting requirement.

### **Maximizing Your Sales with Salesforce** ,2008

Salesforce.com Secrets of Success David Taber, 2009-05-05 Drive Better Productivity and Increase Saleswith Salesforce.com—Starting Now Discover Real-World Best Practices—Without Paying Expensive Consultants You're investing in Salesforce.com for one reason: to drive major performance improvements across your entire organization. Salesforce.com® Secrets of Success will help you do just that. Drawing on his experience with dozens of deployments, author David Taber offers expert guidance on every aspect of Salesforce.com deployment, with results-focused best practices for every area of the organization touched by Salesforce.com, including sales, marketing, customer service, finance, legal, and IT. This is information you'd otherwise have to pay a consultant \$300/hour to get...information you won't find in any other book! Taber walks you through developing a comprehensive and effective implementation strategy, followed by tactics and specifics to overcome every challenge you face, including internal politics. Through this book and its companion Web site, www.SFDC-secrets.com, Taber provides questionnaires, step-by-step guides, and extensive resources—all part of the Revenue Overdrive™ system that gives your organization maximum results from Salesforce.com. Achieve higher end-customer satisfaction and dramatic sales productivity gains Use the SFA Maturity Model™ to assess readiness, fill gaps, and gain early, deep user adoption Overcome "people, product, and process" pitfalls that can limit the value of Salesforce.com Learn which tools, add-ons, features, and extensions are right for your implementation This book's start-to-finish roadmap for success can be used by companies of all sizes in all industries—with specific chapters for executives, team leaders, implementation team members, developers, and users throughout the business.

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 Service Cloud For Dummies Jon Paz, T. J. Kelley, 2015-03-23 Learn how to provide top-grade customer service anywhere, anytime with Salesforce Service Cloud Salesforce Service Cloud empowers your service organization to interact with customers through any channel and provide an individualized experience that will be worth sharing—for your customers and for your company. Salesforce Service Cloud For Dummies is one the first books to focus specifically on Salesforce Service Cloud software. With it, you'll discover how to set up a sophisticated support center for your business in a matter of a few hours. Whether you're a service executive, manager, support agent, or system administrator, you will discover how to maximize usage of Service Cloud through best practices and step-by-step guidelines. This book will help your customer service departments gain a holistic view of the customers they serve, and provide your customers with meaningful, efficient interactions. Examines how to enable your agents to provide efficient service Discusses how to interact with customers through any channel Offers insights on improving internal communication and collaboration Shows how to resolve customer's questions in a timely manner Take advantage of this opportunity to be heard above your competition with the help of Salesforce Service Cloud For Dummies.

Salesforce.com for Dummies Tom Wong, Liz Kao, Matt Kaufman, 2015-07-13 This is the hardcover format of Salesforce.com For Dummies, 5th Edition. Your fun and easy introduction to Salesforce.com and its latest tools The frontrunner in the customer relationship management (CRM) market, Salesforce.com has a rapidly expanding influence over the way companies across the globe interact with their clientele. Salesforce.com For Dummies lends you an edge in building those relationships and managing your company's sales, marketing, customer service, and support operations. With this accessible guide, you will learn how to organize contacts, schedule business appointments, use forecasting tools to predict upcoming sales, make accurate projects based on past performance, and more. Covers the latest enhancements to Salesforce.com, the world's most popular customer relationship management software, and explains how to choose the right configuration to suit your business needs Written by Salesforce.com insiders with years of expertise in CRM services Details how to personalize your system, prospect leads, manage accounts and partners, develop contacts, track products, calculate forecasts, drive demand, utilize service and support, share insights with Chatter, enhance your online marketing, and more Close deals faster, gain real-time visibility into sales, and collaborate instantly with help from Salesforce.com For Dummies.

Salesforce.com Lightning Process Builder and Visual Workflow Jonathan Keel, 2016-11-30 Learn how to build logic into your apps by configuring Salesforce.com Lightning Process Builder and Visual Workflow software tools to meet the needs of your organization

without the use of code. You will be able to build workflow diagrams on the Salesforce.com platform and perform complex logic. Individuals who have created workflow diagrams in other applications (e.g., Microsoft Visio) will feel very comfortable using these two tools from Salesforce. If you find yourself in a situation where a standard Salesforce configuration does not meet your needs, you can always rely on a developer to extend the functionality through Visualforce and Apex code. What if you could take back that control and not rely on a developer or consultant? With two new technologies—Process Builder and Visual Workflow—introduced onto the Salesforce.com platform, you can accomplish much of what was normally handled with Apex code. Lightning Process Builder and Visual workflow both allow for advanced logic that standard configuration such as Salesforce.com Workflow cannot do. Salesforce.com Lightning Process Builder and Visual Workflow details how these technologies can be used to: Create a call center application that guides operators through a call with screens that change based on the caller's responses. Automatically submit approvals to speed up and streamline your business. Update related records for any object being modified, including standard and custom objects.

Salesforce Christopher Matthew Spencer, 2018-05 Increase customers and their satisfaction while growing your business with the world's #1 customer relationship management (CRM) software. This 6 page laminated guide breaks down options for data and resource transition, data migration and essential tools and their function. Written by our sales and Salesforce guru and Lynda.com author Christopher Matthew Spencer, this well rounded primer to this powerful tool will show you the ropes and get you up and running with a proven roadmap to customer satisfaction and success. 6 page laminated guide includes: Intro to Salesforce CRM Salesforce Clouds Salesforce CRM Editions Planning Transition Data Migration Initial Setup Permission Sets Profiles Users Groups Queues Roles Organization-Wide Default Sharing Settings Data Sharing Overview Health Check Tips for Data Importing Using Salesforce Objects Apps Lightening Pages Page Layouts Tabs Files A Typical Salesforce Team's Workflow Reports Dashboards

Salesforce CRM - The Definitive Admin Handbook - Third Edition Paul Goodey, 2015 Successfully administer Salesforce CRM and Salesforce mobile implementations with best practices and real-world scenarios In Detail The book begins by guiding you through setting up users and security settings and then progresses to configuration, data management, and data analytics. Next, you will swiftly move on to how to set up organization-wide features that affect the look and feel of the application. Process automation, and approval mechanisms are then covered, along with the functional areas of Sales Cloud, Service Cloud, Marketing Cloud, and Salesforce Chatter. At the end of the book, we cover Salesforce mobile apps and mobile administration, along with techniques to further enhance the system and improve the return on investment. Prerequisites include Enterprise, Unlimited, Performance, or Developer edition of Salesforce CRM along with the System Administrator permission. What You Will Learn Configure and control the various organization-wide user interface features in Salesforce CRM Set up and maintain a user and administer appropriate security and login access mechanisms Apply organization security and understand the capabilities of the Salesforce CRM sharing model Create, delete, and customize fields, page layouts, and list views for custom and standard objects Implement the mechanisms for data management and discover the tools to import, update, transfer, and mass delete data Downloading the example code for this book. You can download the example code files for all Packt books you have purchased from your account at http://www.PacktPub.com. If you purchased this book elsewhere, you can visit http://www.PacktPub.com/support and register to have the files e-mailed directly to you.

Saleshood Elay Cohen,2014 Selling is in Elay Cohen's blood. His grandfather was a Cairo carpet merchant. His father had a furniture store. His mother sells real estate. As a boy, he sold first-aid supplies. As an adult, he sold investment products, web services and CRM applications. He helped build Salesforce into a \$3 billion-plus enterprise. This taught him the pivotal role that sales managers play in all sales organizations. As selfhood concerns the fully developed self, SalesHood - Cohen's term - helps sales managers, salespeople and sales teams attain their full potential and hit their sales goals. Entrepreneurial sales managers, he says, should act as the CEOs of their own sales operations. Cohen shares valuable experiences and knowledge, but his text is clumsy and burdened with proofing errors. An astute reader will be able to separate his sound, innovative advice from the slower, sort of banal filler. Cohen knows sales and, with a small effort, you can learn a lot from him. getAbstract recommends his solid guidance to sales managers, particularly novices.

Building a Salesforce-Powered Front Office Rashed A. Chowdhury, 2021 Harness the power of Salesforce to manage and grow your business. This book shows you how to use the Salesforce CRM tool to consolidate consumer data into a single place to gain better insight into your business and more easily manage data. Data (such as email, spreadsheets, databases) is generated through the front office or face of your business, where your company interacts with customers and revenue is generated. In a hotel, for instance, the front office is the lobby where guests are greeted, their problems are handled, and room payments are made. Another example is a coffee shop, where the front office is an employee taking a customer's order or serving a drink. Salespeople connect to customers by selling your company's goods or services. Marketing team members connect with them through advertising and promotional activities. Service and support staff assist customers with problems and provide help with products. This book introduces the many ways Salesforce-based innovations are transforming the technology landscape and the strategies that may be used for designing and launching a digital front office. The book examines how organizations can launch and grow digital solutions and strategies for the governance of the platform and provides an overview of digital transformation across industries. You will: Understand basic Salesforce concepts, including the digital front office process tower, lead to cash journey, core CRM functions, best practices, and more Review data management concepts, integrated sales, customer service, marketing operations, and proposal and business development needs in a systematic way Use frameworks to build a business architecture and multi-year technology roadmap Get familiar with Salesforce business processes and concepts such as account, contact, lead, and opportunity management; marketing campaigns; master data management (MDM); and lead scoring, grading, and activity management across the front office Define and develop digital marketing challenges and strategy (people, process, brand, messaging, and ROI), measure campaign data, and create an end-to-end campaign in

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