

## Salesforce Training

Drive adoption and get value from your Salesforce investment

Xenogenix offer a comprehensive and flexible range of Salesforce training services designed to help you drive adoption and ensure your business continues to get the most value and benefit from your investment in Salesforce.

We find that clients like the way our Salesforce training services can be entirely customised to their particular requirements, roles and system configuration. Therefore, you will only be trained on what you need to know which makes your Salesforce training sessions both cost effective and productive.

Your Salesforce training can be delivered on-site at your offices or, if preferred, on-line using standard Web conferencing tools.

### Custom Salesforce Training

We can provide custom Salesforce training tailored to your specific needs:

- New starters/beginner training
- Refresher courses
- Advanced Salesforce feature training
- Reports & Dashboards
- Lead & Opportunity Management
- Campaign Management

Xenogenix improve the way people, processes, and systems work together via a single world-leading cloud platform, so that our customers can compete in a digital world.



# Salesforce Training Options:

## End User Training

In our experience, investing in effective end user training is one of the most important factors for any successful Salesforce implementation and a major step towards achieving high adoption rates. We'll tailor your Salesforce training to your precise business requirements, system configuration and the specific needs of your sales, marketing and customer service teams. We confirm what your objectives are and what you want to be able to accomplish by the end of your training and create a bespoke training plan to match.

## Super User (Admin) Training

Our completely bespoke Administrator training and best practice advice will enable you to maintain and maximise your investment in Salesforce. We can train you on the applications advanced functions and processes, working with you to establish what you already know, what is important for you to know in relation to how you are using Salesforce and tailor your training accordingly. Exact content will vary in line with individual requirements but can include areas such as Set Up and Management of Users, Security, Data Management, Application Customisation, Workflow and Custom Salesforce Reports & Dashboards.

## Management Training

A committed Management team is key in the implementation of a successful CRM system. This training provides your managers tools for them to understand the system and implementation. We can provide your managers with best practice advice and training on the Salesforce tools and key performance indicators that will enable them to be more effective in their role. Training on advanced Salesforce reports and custom dashboards will help them unlock valuable business insight to better manage their teams, drive business performance and improve results.

**To find out more about our Salesforce Training please contact us at:**

**[smart@xenogenix.co.uk](mailto:smart@xenogenix.co.uk) or 08456 525 625**

**[www.xenogenix.co.uk](http://www.xenogenix.co.uk)**



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