

GET STARTED WITH COMMUNITIES

MODULES & TOPICS

What are Communities and How Do They Work?

- Communities and Scenario Overview
- Community Managers

Enabling Communities in your Organization

- Community Implementation Process
- Understanding Licenses

Creating a Community for Partner Sales

- Partner Sales Community Objectives and Considerations
- Review Setting Up a Salesforce + Visual Tabs Partner Community

Creating a Community for Customer Self-Service Support

- Learn and Review Community Builder in Detail
- Build a Community Using the Customer Service (Napili) Template

Measuring Success with the Community Page

- Learn and Review Community Workspaces
- Learn and Review Community Dashboards

Keeping the Community Active and Engaged

- Learn How to Set Up Reputation
- Learn How to Set Up Knowledgeable People