BPE BURT | PROCESS EQUIPMENT

salesforce

Go With the Flow Newsletter

Inside this issue:
✓ Jeopardy Contest Winners
✓ New Salesforce Contest

Contents: *Message from the Editor* *Salesforce Tidbits*

A Message from the Editor-in-Chief, Linda Kronberg

Hello Summer! There is nothing quite like a scenic image of the summer beach and blue sky so it's probably the best time of year for us to continue to work on our Salesforce soft launch and move ever-closer to our hard launch. It all fits in so wonderfully with Salesforce's sky and cloud branding!

Editor-in-Chief
Linda Kronberg

HELLO Summer

Stacey travelled to New Jersey last week and provided personalized training to our Mid-Atlantic Sales Team. Everyone provided positive feedback and is looking forward to utilizing everything Salesforce has to offer.

As we closed our first Salesforce contest with our two Jeopardy Contest winners (inset below), our second contest (see details on page 2) is just ramping up and ends just in time for the winner to enjoy a great Fourth of July holiday-themed prize package. This contest is for *Salesforce Users only* and is very competitive as it's activity-based. *GOOD LUCK TO ALL!*

SALESFORCE JEOPARDY!

Contest Winners

Congratulations to our Salesforce Jeopardy Contest Winners...*Ed Simpson and Kathy Kelsey*

16 Salesforce Users entered for a chance to win **Prize 1**, a $10 Dunkin Donuts Gift Card and a Salesforce thermal cup. Ed was the only entrant to get all 9 Jeopardy responses correct to win **Prize 1**.

7 Non-Salesforce Users entered for a chance to win **Prize 2**, a $10 Dunkin Donuts Gift Card and some delicious Shari's Gourmet Chocolates. Kathy's name was *randomly* drawn from the entrants to win **Prize 2**.

We would like to thank everyone for participating and we hope you had fun playing!

Contest Answers		
Q2	Motto	Q6 Sidebar
Q3	Solution Pioneers	Q7 Dashboard
Q4	Chatter	Q8 Customer Relationship Management
Q5	Home Tab	Q9 Queue
		Q10 Conga

Motto → If it's not in *Salesforce*, it doesn't exist!

Salesforce tidbits brought to you by the **Solution Pioneers** Team

At your service…

The Solution Pioneers & Salesforce Teams

Web browsers &
Salesforce Cloud Computing
Contributed by…Linda Kronberg

Computer technology has revolutionized the world and continues to grow at an incredible pace. We often get a lot of questions about Salesforce, the internet, web browsers, etc. This article provides some information to help you understand how it all fits together.

In 1958, the U.S. Department of Defense founded ARPA, a network of mainframe computers at major universities, which evolved into the Internet. The Internet is a massive *network of networks* connecting millions of computers together globally, allowing computers to communicate with each other as long as they are both connected to the Internet. Information that travels over the Internet does so via a variety of computer languages known as protocols. Commercial Internet service providers (ISPs) emerged in the late 1980s and early 1990s making the internet available for commercial public use.

Most people don't realize that the world-wide web and the internet are not the same thing. The World Wide Web (the **Web**) was invented nearly 30 years ago, in 1989, by British scientist Tim Berners-Lee, who wanted to develop a way for scientists around the world to share data and information. Tim Berners-Lee developed the web browser concept as a software application for accessing information on the World Wide Web. Each individual web page, image, and video is identified by a distinct web address denoted as the URL (Uniform Resource Locator), enabling browsers to retrieve and display them on the user's device. In fact, the URL describes the location of a document written in HyperText Markup Language (HTML), full of the links you know and love!

The web browsers we use today have evolved from Tim Berners-Lee's initial work in the 1990s. The most popular web browsers that we use today are Chrome, Firefox, Safari, Internet Explorer, and Edge; these browsers are used to access Web documents called Web pages that are linked to each other via hyperlinks utilizing HTTP protocol, which everyone is familiar with (http:\\). Each browser has its own capabilities and users generally find that they prefer one browser to another due to compatibility with the operating system on their device or their favorite Apps.

Note that a web browser is not the same thing as a search engine, though the two are often confused. A search engine is just a website, such as Google.com, that stores searchable data about other websites. But in order to connect to and display websites on a device, a user needs to have a web browser installed.

Salesforce represents the culmination of all of this technology and provides an excellent example of how computer technology has evolved. Salesforce is a cloud computing tool, which delivers computing services such as software, databases, servers and networking, over the internet. This means end users are able to access software and applications from wherever they are. The computer programs are hosted by an outside party and reside in "the cloud". This means that users do not have to worry about things such as storage and power, they can simply enjoy the end result.

The cloud gets its name from the practice of drawing the internet as cloud-like in early 1990's diagrams of the network. So, when people talk about things like 'cloud storage' and cloud-based CRM such as Salesforce, it simply means that they are providing services and resources over the internet. Some of the benefits of cloud computing include: no software to install, little or no up-front costs, maintenance-free, access from anywhere and better security.

This means that you can login to Salesforce from any browser. Based on factors such as your computer's operating system, other installed programs and applications, etc., you might find that it is better to use one browser over the other when accessing Salesforce. This is due primarily to Windows updates, which can sometimes impact how a specific browser displays various Salesforce screens. This is out of our control and means that there are times when you might just need to use a different browser to access Salesforce.

Motto   **If it's not in *Salesforce*, it doesn't exist!**

Our current contest is based on a drawing for the top creators of tasks and activities for each group from June 19th to June 29th

>Customer Service
>Inside Sales
>Outside Sales including Tools
>MFG Sales
>Technical
>Support

Please note: Managers are not eligible for this contest.

The Prize is below, just in time for July 4th celebration! Please note that we will also be offering a booby prize to the person who has the least amount of tasks and activities, if your number of tasks and activities exceeds 15 you will not be eligible for that prize!

This contest is based on how many tasks and activities that you are creating within Salesforce, not for tasks that you are completing, that have been assigned to you.

The tasks/activities/events that will be eligible are:
✓Log Call
✓Call
✓Send Letter (New Task in Open Activities) in this case you would choose subject as Send Letter put letter content within the comment section of the new task
✓Send Quote (New Task in Open Activities) in this case you would choose subject as Send Quote letter content within the comment section of the new task
✓Other (Follow Up) (Call/Review with Co Worker), Assign task such as purchase order to a person to complete
✓Send Letter/Quote
✓Meeting
They can be in an account, case, lead or opportunity.
People who are working part time will be calculated as such.

Motto   **If it's not in *Salesforce*, it doesn't exist!**

Salesforce Opportunities Guidelines

Kimball Putnam has submitted the following guidelines for managing your Opportunities in Salesforce:

Every Opportunity out there should ALWAYS have an Open Activity associated with it.

There should *always* be something to do (make a call, send an email, set up a meeting, etc.) when you have an Opportunity. And, once you complete that Activity, you should be plotting what your next Activity should be and so forth.

All Salesforce Users should be following these guidelines.
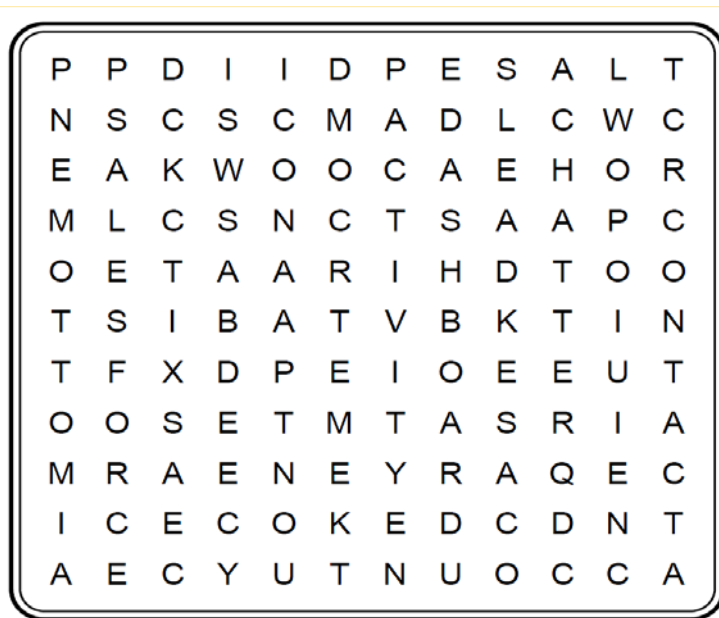
NE Regional Manager Kimball Putnam

TO DO LIST

Follow Up
Follow Up
Follow Up . . .

Just for Fun

WORD SEARCH
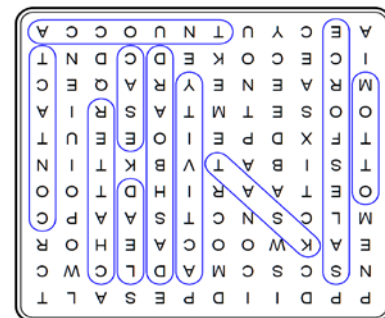
No prizes - just challenge yourself!

Find these words...

MOTTO   CONTACT   ACCOUNT

CHATTER   SALESFORCE   ACTIVITY

TASK   CASE   LEAD

DASHBOARD

Solution

```
P P D I I D P E S A L T
N S C S C M A D L C W C
E A K W O O C A E H O R
M L C S N C T S A A P C
O E T A A R I H D T O O
T S I B A T V B K T I N
T F X D P E I O E E U T
O O S E T M T A S R I A
M R A E N E Y R A Q E C
I C E C O K E D C D N T
A E C Y U T N U O C C A
```

Motto ▸ If it's not in *Salesforce*, it doesn't exist!