

Product features and functionality are important, but your organization’s success and empowerment rely heavily on training and being empowered with your new CRM. To ensure you are utilizing Salesforce to its fullest, fusionSpan training focuses on the entire lifecycle of your new product journey.

We’ll provide your team with help around how to better leverage your platforms and take their skills to the next level. We also provide the expertise staff needs when they hit a roadblock and don’t know where to turn.

## Course Overview

Knowing how to run, administer, and manage a new system is crucial to the success of adopting new technology. In our Salesforce & Fonteva System Administrator training, we teach our customer’s system admins everything they need to know to be successful. We will cover various Salesforce Administrator functionality that will need to be leveraged to administer the Salesforce/Fonteva Environment.

This course teaches students essential system administrator skills and how to customize & administer Salesforce, manage users & profiles, control page layouts, create report types & control report access, use sandboxes, upgrade Fonteva, and leverage all the automation tools within Salesforce and Fonteva.



## The fusionSpan Advantage



### Product Training Benefits

Our trainers are experts at what they do. They take complex information and translate that in such a way that end users are able to understand how to use the new system.



### Personalized Training Courses

Learning an entirely new system, especially such a powerful one like Fonteva and Salesforce, can be challenging and a bit scary for your end-users. fusionSpan understands this and makes sure that each of our customers' training is catered to their specific needs and focused on preparing your end-users for the transition to a new system. We learn what is important to our customers, the challenges they are facing, and listen to their concerns about change to set you up for success!



### Approval For Fonteva Coursework

Focusing your learning efforts on what you specifically need is important. We review our clients RFPs to adjust training to best suit each customer's needs. Our team has approval from Fonteva to train clients on the Fonteva platform before, during and after implementation.



### fusionSpan University

We have a growing library of courses that will help our customers access learning resources when they need them. We know that time is valuable and being able to access training on demand is vital to our customers' success.

