

# HOW TO: COMMUNITY CLOUD:

## Manage Customer Community Sharing

### Share data securely with your customers using Community Cloud

Ensure you're sharing the right data with the right people with the Salesforce platform. Trust and data security are top priorities – for your company and ours. In this Accelerator, our Specialist will review the out-of-the-box sharing model for Customer Communities and identify areas to improve based upon your use case. We'll help you create an action plan that ensures your information is secure.

### What it can do for you

- Decrease the amount of time you spend managing your Community.
- Improve the security of your customer channel.

### How it works

A Certified Specialist will guide you through the process over a predetermined time frame. This will take place during 3 calls totaling 4 hours spread over 2-3 weeks.

#### Discovery

- A Specialist will review the scope of the Accelerator.
- Identify your business goals, discuss how you currently use Community Cloud for sharing.
- Establish success criteria for the Accelerator.

#### Analysis/Delivery

- We'll go over the difference between Salesforce Customer Communities and Salesforce Customer Communities.
- We'll show you how to set up sharing and data visibility rules within your customer channel.
- We'll go over the key elements to consider before setting up a Community sharing model.
- Our Specialist will review your use case, your community settings and sharing configuration, and indicate areas for improvement.
- We'll provide you with best practices, recommendations and success resources to help you maximize sharing with your Community members.

### ADDITIONAL INFORMATION

#### Premier or Signature

Time you will spend on this Accelerator: 4 hours

#### GOAL

Reduce costs, ensure data security

#### INTENDED USER

You want to share information with customers and need to know how to do so with appropriate security.

#### PREREQUISITES

- Must have Premier or Signature Success Plan.
- A leader or executive who is engaged and committed to a successful outcome.
- Participation by a business leader familiar with your businesses processes.
- Willingness to complete a customer satisfaction survey at the conclusion of the Accelerator.

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To schedule your 1-on-1 Accelerator, [visit our Help Portal](#), or contact your account executive or success team today!

#### Corporate Headquarters

The Landmark @ One Market Street  
Suite 300  
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[www.salesforce.com/services-training/add-ons/accelerators](http://www.salesforce.com/services-training/add-ons/accelerators)

#### Global Offices

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EMEA +4121-6953700



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### Outcomes

- Best practices and recommendations around key sharing capabilities.
- We'll provide you with a security matrix to get you started on next steps.

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