

# Cloud Academy Training Catalogue

# Training

High performance. Delivered.



Maximize your user adoption with tailored training approaches by the Accenture Cloud First Academy. We offer a broad variety of training methods to meet your individual requirements through an easy Mix and Match approach. Please feel free to choose from the following training types.

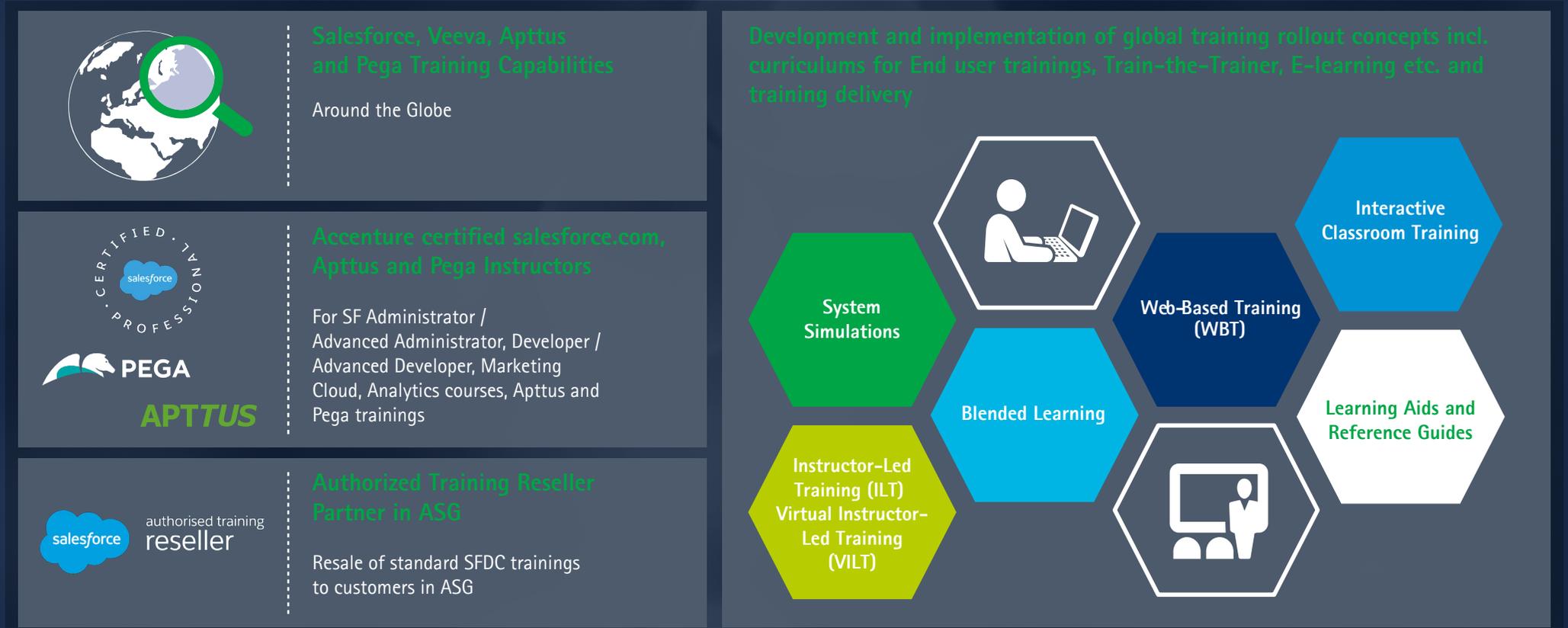
Besides standard trainings, you can choose from different out of the box modules as well as customized education courses which contain mandatory training blocks and optional training sections that can be ordered additionally.



Please feel free to contact us in order to find the best approach: [+49 3641 76901 30](tel:+4936417690130)

# TRAINING PRACTICE OVERVIEW

Blended learning methods to ensure effectiveness, efficiency and sustainability.



# STANDARD SALESFORCE TRAINING



As authorized salesforce.com Training Reseller Partner in Germany, Austria and Switzerland we offer Salesforce standard training classes for Administrators, Developers and End Users. In cooperation with salesforce.com we provide a huge variety of role based trainings to meet your requirements and are happy to assist you in finding the right course.

**Please find below a list of the most essential courses to unlock the potential of salesforce.com in Salesforce Classic and Lightning Experience:**

- ▶ ADM-201: Administration Essentials for New Admins
- ▶ ADX-201: Administrative Essentials for New Admins in Lightning Experience
- ▶ ADM-211: Administration Essentials for Experienced Admins
- ▶ ADM-251: Sales Cloud Administration: Products, Quotes, Orders and Collaborative Forecasts
- ▶ ADM-261: Service Cloud Administration
  
- ▶ DEV-402: Declarative Development for Platform App Builder
- ▶ DEX-402: Declarative Development for Platform App Builders in Lightning Experience
- ▶ DEV-450: Programmatic Development using Apex and Visualforce



**You can also go online to see our complete course portfolio**

[www.accenture.de/cloudtraining](http://www.accenture.de/cloudtraining)

[www.salesforce.com/services-training/training\\_certification/training-by-role.jsp](http://www.salesforce.com/services-training/training_certification/training-by-role.jsp)

[training.cloud.asg@accenture.com](mailto:training.cloud.asg@accenture.com)

+49 3641 76901 30



# OUT OF THE BOX MODULES

salesforce

If you are interested in training for certain Salesforce modules, Accenture offers to train you on out of the box features that can be delivered either as virtual or classroom training. Please feel free to easily mix and match the modules you are interested in. Based on your individual specifications we will supply you with a tailored offering.



OUT OF THE  
BOX MODULES

# OUT OF THE BOX MODULES

Training Module	Basics & Navigation	Account & Contact Management	Lead Management & Conversion	Activity Management	Chatter
<b>Content</b>	<ul style="list-style-type: none"> <li>Logging in to Salesforce</li> <li>Data model and navigation</li> <li>Finding, viewing and working with records</li> <li>Create list views</li> <li>Personal settings and customizations</li> </ul>	<ul style="list-style-type: none"> <li>Create and maintain Accounts</li> <li>Reassign and merge Accounts</li> <li>Create and maintain Contacts</li> <li>Account and Contact related lists</li> </ul>	<ul style="list-style-type: none"> <li>Lead concept and process overview</li> <li>Creating a Lead</li> <li>Qualifying and converting a Lead</li> </ul>	<ul style="list-style-type: none"> <li>Manage Tasks and Events</li> <li>Manage Calendars</li> <li>Outlook integration overview</li> </ul>	<ul style="list-style-type: none"> <li>Chatter concept overview</li> <li>Chatter navigation</li> <li>Manage your Chatter profile</li> <li>Chatter groups</li> <li>Create, follow and search feeds</li> <li>Best practices</li> </ul>
<b>Timeline</b>	1.5h	1.5h	1h	1h	1.5h

Training Module	Opportunity Management	Campaign Management	Case Management	Reports & Dashboards
<b>Content</b>	<ul style="list-style-type: none"> <li>Opportunity concept and process overview</li> <li>Opportunity stages</li> <li>Manage Opportunities</li> <li>Manage Quotes and Contracts</li> </ul>	<ul style="list-style-type: none"> <li>Create and manage Campaigns</li> <li>Manage Campaign members (targets)</li> <li>Track responses</li> <li>Use mass email</li> </ul>	<ul style="list-style-type: none"> <li>Case concept overview</li> <li>Create, comment and close Cases</li> <li>Record queues</li> <li>Support processes</li> <li>Introduction to Solutions and Knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Introduction to Reports and Dashboards</li> <li>Report access and data security</li> <li>Search, open, create, save, export, subscribe to and customize Reports</li> <li>Create and refresh Dashboards.</li> </ul>
<b>Timeline</b>	1.5h	1.5h	1.5h	2.5h



# SOFT SKILL TRAINING

During this session, which is also known as Train-the-Trainer approach, Accenture enables selected key employees from the Client to train their own End Users by

- educating high-level teaching methods,
- giving tips on training delivery incl. question techniques,
- discussing organizational tasks incl. providing trainer check lists
- and conducting teach-back sessions with the instructors

This course will be conducted as face-to-face classroom training.



SOFT SKILL  
TRAINING

# SOFT SKILL TRAINING

Mandatory 

Optional 

Training Building Block	Organizational efforts	Definition of Soft Skill Training Scope	Training Preparation	Conduct Training
<b>Description</b>	<ul style="list-style-type: none"> <li>All activities necessary for the planning and controlling of the training project incl. resource planning, communication and coordination efforts</li> </ul>	<p>Based on the training knowledge and experience of the Key Users the following agenda points need to be evaluated to define the scope:</p> <ul style="list-style-type: none"> <li>What a Good Trainer Needs</li> <li>Motivation</li> <li>End User Evaluation</li> <li>Question techniques</li> <li>Organization and Logistics (Trainer Guide)</li> <li>Teach-back sessions</li> </ul>	<ul style="list-style-type: none"> <li>All activities necessary shortly before the delivery of the Soft Skill training: recap training content, organization of travel and logistics</li> </ul>	<ul style="list-style-type: none"> <li>Classroom training</li> <li>Duration of the Soft Skill training depends on the instructor experiences of the Key Users</li> <li>Duration can range between 0.5 days – 1 day</li> </ul>



# SOFT SKILL TRAINING



Training Building Block	Training Material	Translation of Training Material from English into another language
Description	Instructor Guide (PowerPoint format): <ul style="list-style-type: none"><li>• A guideline for Key Users on conducting an End User training session, such as points to consider during the training, organization and logistics</li></ul>	If translation of material is required, please choose between: <ul style="list-style-type: none"><li>• Translation of Instructor Guide incl. additional trainer notes</li><li>• Translation of Instructor Guide excl. additional trainer notes</li></ul>



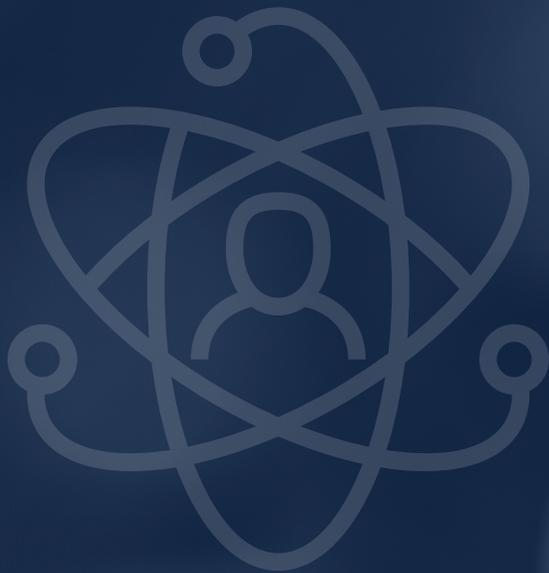
SOFT SKILL  
TRAINING

# SYSTEM AND PROCESS TRAINING



During this training the End Users get to know the system and its functionalities. Based on the different processes and the functionalities the Customer will use in the system, the duration of the training can range between 1 – 3 days.

Accenture recommends a role based training approach and dedicated System trainings per role if the End Users are splitted into different roles like Sales, Service, Marketing, Administrators, Back Office etc.



SYSTEM AND  
PROCESS TRAINING

# SYSTEM AND PROCESS TRAINING



Mandatory 

Optional 

Training Building Block	Organizational efforts	System Introduction	System Environment
<b>Description</b>	<ul style="list-style-type: none"> <li>All activities necessary for the planning and controlling of the training project incl. resource planning, communication and coordination efforts</li> </ul>	<ul style="list-style-type: none"> <li>Introduction to the Customer processes and system functionalities to the Accenture trainer</li> </ul>	<ul style="list-style-type: none"> <li>Setup of training sandbox which is necessary to show use cases and conduct exercises during the System training</li> <li>Recommendation to use a developer pro sandbox with sample data of up to 50 example records relevant for the training</li> </ul>
			<ul style="list-style-type: none"> <li>Alternatively, provision of user logins for the live system by the Customer</li> <li>System clean-ups may be necessary before each System training session to remove unnecessary or redundant data from previous trainings</li> <li>Responsibility for the clean-up needs to be defined between the Customer and Accenture</li> </ul>
Training Building Block	Training Preparation	Conduct Training	Training Needs Analysis
<b>Description</b>	<ul style="list-style-type: none"> <li>All activities necessary shortly before the delivery of the System training: recap training content and exercises, organization of travel and logistics</li> </ul>	<ul style="list-style-type: none"> <li>Training delivery as face-to-face classroom training</li> <li>Duration can range between 1 – 3 days</li> </ul>	<ul style="list-style-type: none"> <li>Creation of training agenda and outline</li> </ul>



SYSTEM AND  
PROCESS TRAINING

# SYSTEM AND PROCESS TRAINING



Training Building Block	Training Material	Training Material Study Guide (Power Point format, including notes):	Training Material Exercise Guide (Word format):	Training Material Quick Reference Guide (Word format):	Training Material Pre-UAT Guide (Power Point format):
<b>Description</b>	<ul style="list-style-type: none"> <li>Creation of core training materials incl. scenarios and exercises based on the customer's system configurations</li> <li>Creation in one language (English is recommended)</li> <li>Alignment of the training materials scope with the overall training duration</li> </ul>	<ul style="list-style-type: none"> <li>Describes the relevant processes and functionalities of the Customer's system in detail</li> <li>Used by Key Users as training presentation deck</li> <li>Used by End Users to learn and recap features</li> </ul>	<ul style="list-style-type: none"> <li>Provides the End Users with step-by-step instructions for the hands on parts of the training</li> <li>Alignment on the number of exercises per process with the Customer</li> </ul>	<ul style="list-style-type: none"> <li>Explains the most important and vital processes shortly</li> <li>Can be used by the End Users to efficiently perform their day-to-day tasks in the system</li> </ul>	<ul style="list-style-type: none"> <li>Provides the Test Users a general overview of the system and explains which expectations should be met during the User Acceptance Test (UAT)</li> </ul>
Training Building Block	Translation of Training Material from English into another language	Trainer Onboarding	User Acceptance Test (UAT) Fixes	Localization of Training Materials	
<b>Description</b>	<p>If translation of material is required, please choose between:</p> <ul style="list-style-type: none"> <li>Translation excl. Trainer Notes, incl. or excl. adaption of screenshots to another language</li> <li>Translation incl. Trainer Notes, incl. or excl. adaption of screenshots to another language</li> </ul>	<ul style="list-style-type: none"> <li>Onboarding of one or more new trainers e.g. to conduct trainings in a local language or if more than one training session should be conducted in parallel</li> </ul>	<ul style="list-style-type: none"> <li>Adaption of training materials if mistakes will be found in the system during the UAT phase and corrections have to be made</li> </ul>	<ul style="list-style-type: none"> <li>Adjustment services for the training materials if the core materials cannot be used for all rollout countries in scope and special local functionalities need to be considered</li> </ul>	



SYSTEM AND  
PROCESS TRAINING

# VIRTUAL TRAINING



Virtual trainings provide attendees the opportunity to participate in a training remotely. This online-based education allows the Customer to save time and expenses and enables high flexibility for the attendees.

Accenture recommends that a virtual training session should not exceed 2 hours to avoid losing attention of the audience.



VIRTUAL  
TRAINING

# VIRTUAL TRAINING



Mandatory 

Optional 

Training Building Block	Organizational efforts	System Introduction	Training Needs Analysis	Training Material Study Guide (Power Point format, including notes):	Training Material Quick Reference Guide (word format):
-------------------------	------------------------	---------------------	-------------------------	--	--

**Description**

- |   |  |   |   |   |
|---|--|---|---|---|
| <ul style="list-style-type: none"> <li>All activities necessary for the planning and controlling of the training project incl. resource planning, communication and coordination efforts</li> </ul> | <ul style="list-style-type: none"> <li>Introduction to the Customer processes and system functionalities to the Accenture trainer</li> </ul> | <ul style="list-style-type: none"> <li>Creation of training agenda and outline</li> </ul> | <ul style="list-style-type: none"> <li>Describes the relevant processes and functionalities of the Customer's system in detail</li> <li>Used by Key Users as training presentation deck</li> <li>Used by End Users to learn and recap features</li> </ul> | <ul style="list-style-type: none"> <li>Explains the most important and vital processes shortly</li> <li>Can be used by the End Users to efficiently perform their day-to-day tasks in the system</li> </ul> |
|---|--|---|---|---|

Training Building Block	System Environment		Training Preparation	Conduct Training
-------------------------	--------------------	--	----------------------	------------------

**Description**

- |  |   |  |   |   |
|--|---|--|---|---|
| <ul style="list-style-type: none"> <li>Setup of training sandbox which is necessary to show use cases and conduct exercises during the training</li> <li>Recommendation to use a developer pro sandbox with sample data of up to 50 example records relevant for the training</li> </ul> | <ul style="list-style-type: none"> <li>Alternatively, provision of user logins for the live system by the Customer</li> <li>Responsibility for the clean-up needs to be defined between the Customer and Accenture</li> </ul> | <ul style="list-style-type: none"> <li>System clean-ups may be necessary before each training session to remove unnecessary or redundant data from previous trainings</li> </ul> | <ul style="list-style-type: none"> <li>All activities necessary shortly before the delivery of the training: recap training content and exercises, organization of logistics</li> </ul> | <ul style="list-style-type: none"> <li>One virtual training session should not exceed 2 hours to avoid losing attention of the audience.</li> </ul> |
|--|---|--|---|---|



VIRTUAL TRAINING

# VIRTUAL TRAINING



Training Building Block	Training Material	Translation of Training Material from English into another language	Trainer Onboarding	User Acceptance Test (UAT) Fixes
<b>Description</b>	<ul style="list-style-type: none"> <li>• Creation of core training materials incl. scenarios based on the Customer's Salesforce configurations</li> <li>• Creation in one language (English is recommended)</li> <li>• Alignment of the training materials scope with the overall training duration</li> </ul>	<p>If translation of material is required, please choose between:</p> <ul style="list-style-type: none"> <li>• Translation excl. Trainer Notes, incl. or excl. adaption of screenshots to another language</li> <li>• Translation incl. Trainer Notes, incl. or excl. adaption of screenshots to another language</li> </ul>	<ul style="list-style-type: none"> <li>• Onboarding of one or more new trainers e.g. to conduct trainings in a local language or if more than one training session should be conducted in parallel</li> </ul>	<ul style="list-style-type: none"> <li>• Adaption of training materials if mistakes will be found in the system during the UAT phase and corrections have to be made</li> </ul>
Training Building Block	Localization of Training Materials	Conduct Web-based FAQ Session		
<b>Description</b>	<ul style="list-style-type: none"> <li>• Adjustment services for the training materials if the core materials cannot be used for all rollout countries in scope and special local functionalities need to be considered</li> </ul>	<ul style="list-style-type: none"> <li>• After practice time, execution of a FAQ web session to allow End Users to ask questions and to receive additional "tips &amp; hints" by the trainer</li> </ul>		



VIRTUAL TRAINING

# DIGITAL LEARNING



Digital Learning provides Customers the possibility to learn anywhere, anytime and at their own pace.

Accenture offers different digital learning methods by using the latest technology in order to ensure a flexible learning environment.



DIGITAL  
LEARNING

# DIGITAL LEARNING



Mandatory

Optional

Training Building Block	Organizational efforts	System Introduction	Training Needs Analysis	Training Script
<b>Description</b>	<ul style="list-style-type: none"> <li>All activities necessary for the planning and controlling of the training project incl. resource planning, communication and coordination efforts</li> </ul>	<ul style="list-style-type: none"> <li>Introduction to the Customer processes and system functionalities for the Accenture trainer</li> </ul>	<ul style="list-style-type: none"> <li>Creation of training agenda and outline for the digital learning environment</li> <li>Alignment on scope and duration of the learning content</li> </ul>	<ul style="list-style-type: none"> <li>Creation of a training script based on the customer's system configurations and processes</li> <li>Script creation in one language (English is recommended)</li> </ul>

Training Building Block	Creation of the digital learning content	System Environment
<b>Description</b>	<ul style="list-style-type: none"> <li>After script is released by the Customer, creation of the learning module(s) by using suitable technology</li> </ul>	<ul style="list-style-type: none"> <li>Setup of a training sandbox to record different processes and functionalities for the digital learning module(s)</li> <li>Recommendation to use a developer pro sandbox with sample data of up to 50 records relevant for the training</li> </ul>



DIGITAL LEARNING

# DIGITAL LEARNING



Mandatory

Optional

Training Building Block	Recording	Translation of Training Material from English into another language	Conduct web-based Kick-Off Session	Conduct Web-based FAQ Session
Description	<ul style="list-style-type: none"> <li>Voice recording e.g. for e-learnings according to the script</li> </ul>	<p>Translation of the script and recording into a local language by using:</p> <ol style="list-style-type: none"> <li>the English system or</li> <li>the local translated system of the Customer</li> </ol>	<ul style="list-style-type: none"> <li>Introduction and a short overview of the digital learning content and the process to start and complete them to the Customer</li> </ul>	<ul style="list-style-type: none"> <li>After practice time, execution of a FAQ web session to allow End Users to ask questions and to receive additional "tips &amp; hints" by the trainer</li> </ul>



DIGITAL LEARNING

# CONTACT

## Cloud First Academy

training.cloud.asg@accenture.com

+49 3641 76901 30

[www.accenture.de/cloudtraining](http://www.accenture.de/cloudtraining)



Copyright © 2018 Accenture  
All rights reserved.

Accenture, its logo, and  
High Performance Delivered  
are trademarks of Accenture.



CONTACT