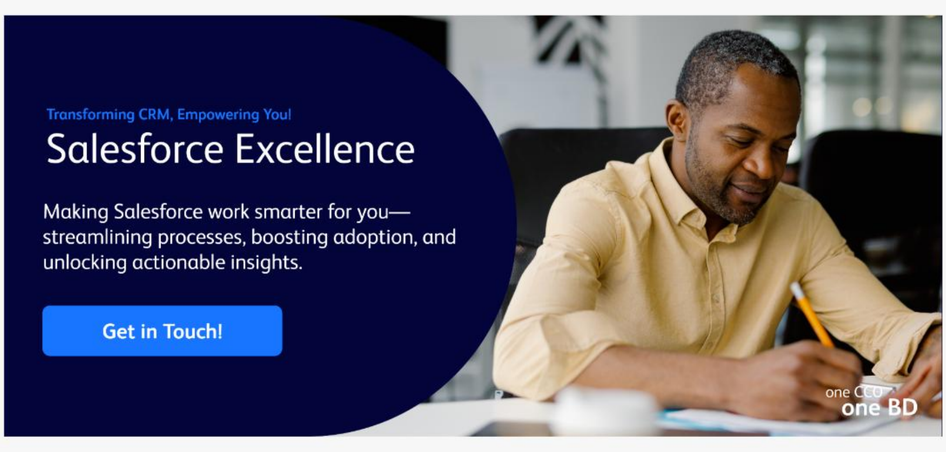
Salesforce Excellence



Transforming CRM, Empowering You!

Salesforce Excellence

Making Salesforce work smarter for you—streamlining processes, boosting adoption, and unlocking actionable insights.

Get in Touch!

What's New in Salesforce?

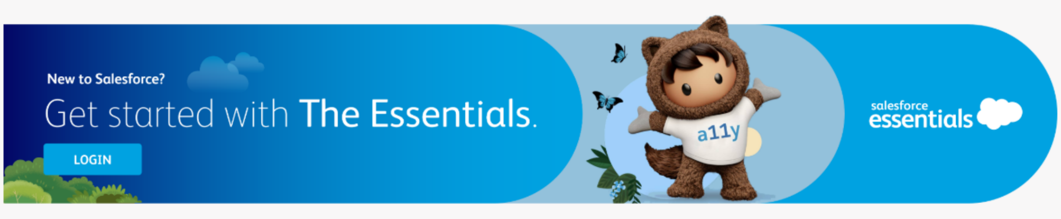
Salesforce Essentials Now Live!
Log into the Enablement Academy on...
18 days ago | 24 Views

View All

About

Salesforce is the backbone of how we manage customer relationships and track business performance. It's more than just a system of record—it's a tool designed to simplify your day-to-day selling activities. By logging customer events, tracking opportunities, and using dashboards, you'll have a complete view of your business at your fingertips. The Salesforce team is here to ensure you have the right tools, training, and support to make the most of the platform. The result? Less time on manual updates and more time focused on building relationships, identifying opportunities, and closing deals.

See our Standards and Expectations.



salesforce change hub

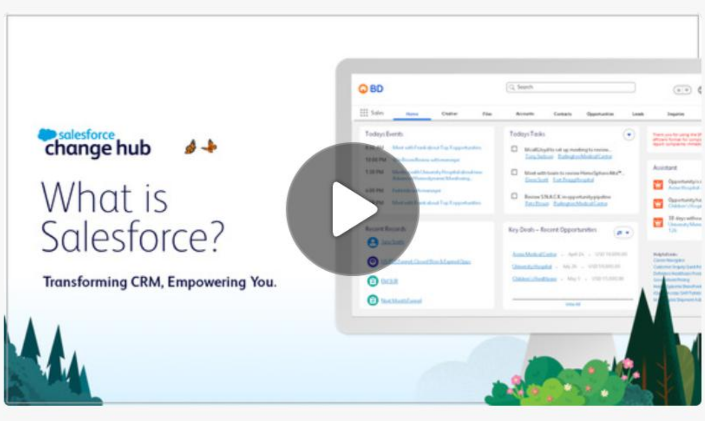
Bite-sized videos that walk you through the latest CRM enhancements.

Explore

What is Salesforce?

A Customer Relationship Management (CRM) system is a tool that helps you keep track of all your customer and prospect interactions in one place... and yes—Salesforce is our CRM! Our CRM Transformation is in full swing! We're reimagining Salesforce.com (SFDC) to create a simpler, more intuitive and insightful tool—one that works for YOU. These enhancements are designed with your feedback in mind to streamline how you engage with the platform and to help you ***close more deals***! We'll be focused on **three core areas** to improve your user-experience and ensure easy access to information that matters to you most.

Visit the Salesforce Change Hub to learn more about our CRM.



Transforming CRM, Empowering You!

Customer 360

Centralizing our most valuable customer information to create a clear, comprehensive view of each account, ensuring you have the right insights to make informed sales decisions.

Mobility

Moving from desktop and into your mobile device—giving you the flexibility to manage your pipeline, track customer interactions, update records, and manage your customers from the palm of your hand.

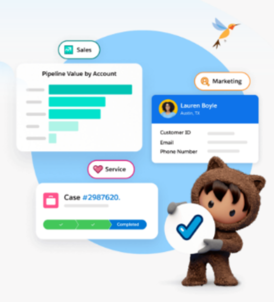
Contact Management

Centralizing our customer information from Outlook, notes, phone contacts and into SFDC—unlocking new ways to interact and engage with our customers to compliment selling effort.

salesforce

Check out our latest U.S. Region enhancements!

We're working hard to deliver a better Salesforce experience.



FY 2026

Q1'26 +

FY 2025

Q4'25 +

Q3'25 +

Q2'25 +

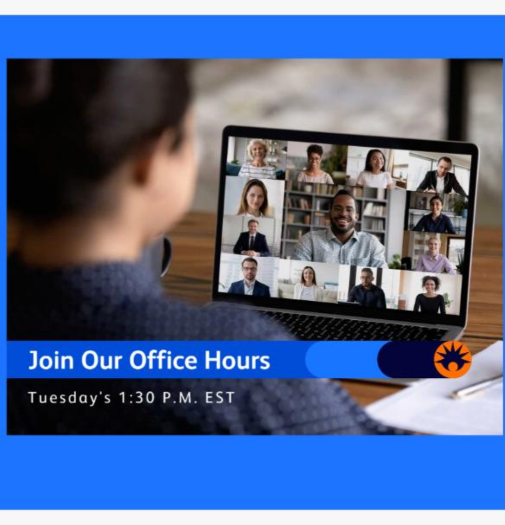
Q1'25 +

conga

Conga Contract Lifecycle Management (CLM) at BD

Driving efficiency, compliance, and collaboration across the contract process.

Learn more!



Get real-time visibility with PowerBI Dashboards

Power BI Dashboards in Salesforce give sales associates real-time visibility into their pipeline, performance metrics, and customer insights—all in one place. These dashboards help you make data-driven decisions, track progress against goals, and identify opportunities to accelerate growth.

Join our bi-weekly office hours for live support, tips, and walkthroughs to help you get the most out of these tools.

Learn more | Add to Calendar

salesforce delegated admins

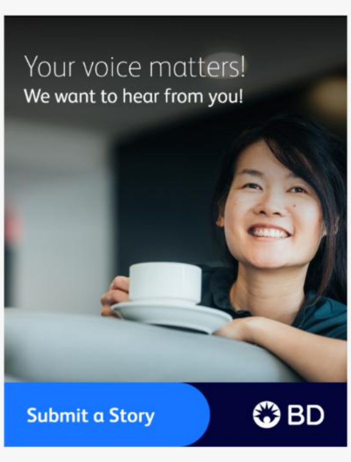
What is a Delegated Admin?

Delegated Admins are your go-to resource for Salesforce-related questions, training, process guidance, and best practices. Whether you're trying to understand a new feature, troubleshoot a data entry issue, or get support on opportunity hygiene, your Delegated Admin is here to help. Because every business unit (BU) operates a little differently, a one-size-fits-all approach doesn't work for Salesforce support.

Delegated Admins offer BU-specific expertise, ensuring that guidance and training are tailored to your team's workflows, expectations, and sales strategies. They bridge the gap between system functionality and frontline execution—making sure Salesforce works for you.

Meet your DA→

BD
We are the makers of possible.


Your voice matters!
We want to hear from you!
Submit a Story
BD

Sales Enablement News & Updates

Salesforce Essentials Now Live!
Log into the Enablement Academy on Showpad!
18 days ago | 24 Views

Introducing...Enablement Academy! | Beyond the Deal (Sep)
24 days ago | 33 Views

BDWoS Training Now Live! | Beyond the Deal (Aug)
2 months ago | 51 Views | 1 Reaction

View All

Additional Resources

- Salesforce Essentials
- Request New/Updated Account
- Beyond the Deal Archives
- PowerBI Office Hours
- Congo CLM

Meet Our Team

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[redacted]

HOME⌂

Explore more Sales Enablement.

Salesforce CRM
- Salesforce Change Hub
- Salesforce Essentials

Sales Development
- Sales Effectiveness
- Talent Programs
- New Hire Onboarding

Inside Sales

Incentive Compensation

Discover more sales enablement news & updates in **Beyond the Deal**.

About this page

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Last 30 Days: 330 views

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