



How to deliver on-line selling and customer service that your competitors will hate!

Discover the secrets of SalesForce strategies and tactics that deliver extraordinary results to clients – and their valued customers.

You're invited to experience 'The Engagement Factor' - a forty-minute multi-media presentation that explains how marrying the human contribution with excellence in organisational structure and technological wizardry works for SalesForce clients.

In this SalesForce presentation you spend forty minutes exploring, in detail, how this award-winning company delivers extraordinary results for blue-chip clients in the more than 20 million interactions that SalesForce manages each year on their behalf.

The facilitator will talk about SalesForce people – and the environment in which they work – and how this helps deliver customer satisfaction – and more sales.

Learn why SalesForce is convinced that extraordinary selling and customer service begins with leadership because good leaders empower staff to build and maintain great cultures in which to work – cultures that lead to high staff engagement and thus minimal loss of unique intellectual property through attrition.

Learn about SalesForce recruitment strategies and tactics – training – career mentoring – and two key contributors to winning the hearts and minds of employees.

SalesForce was recently voted best place in Australia to work – by the employees and in this presentation you will learn why this achievement is a crucial contribution to corporate success – even in today's cost-focused and highly competitive business environment.

