Introducing Salesforce Knowledge!

Tom McMullen

Training & Development Manager

Introducing our new Knowledgebase!

What is Salesforce Knowledge?

❖ **Knowledge replaces Right Answers as Lingo + BullsEye's corporate knowledgebase.**

❖ **Three channels of content**
  - ❖ Customer Content (MBA Authenticated)
  - ❖ Partner Content (MBA Authenticated)
  - ❖ Public Content

❖ **What can I find in Knowledge?**
  - Phone Guides & Videos
  - Portal Guides & Videos
  - Product Information
  - Product Support

A WINNING COMBINATION
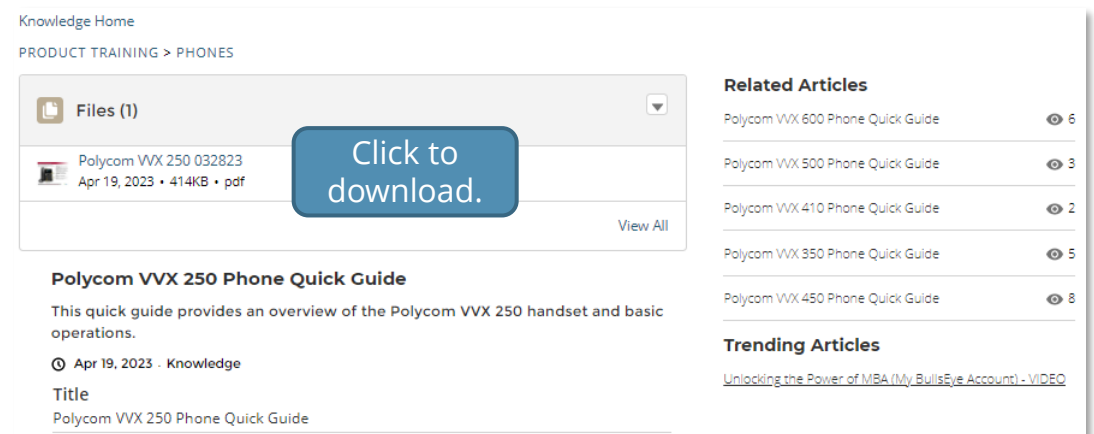
Accessing Knowledge via MBA

1. Log into MBA

2. Select the **Support** from the **Help** menu.
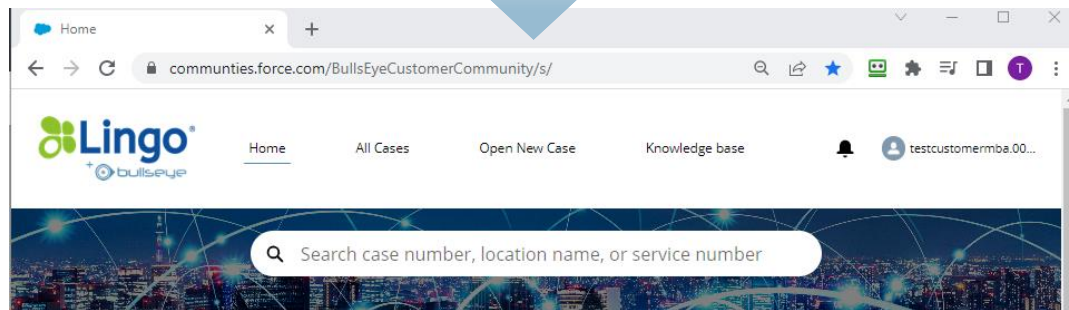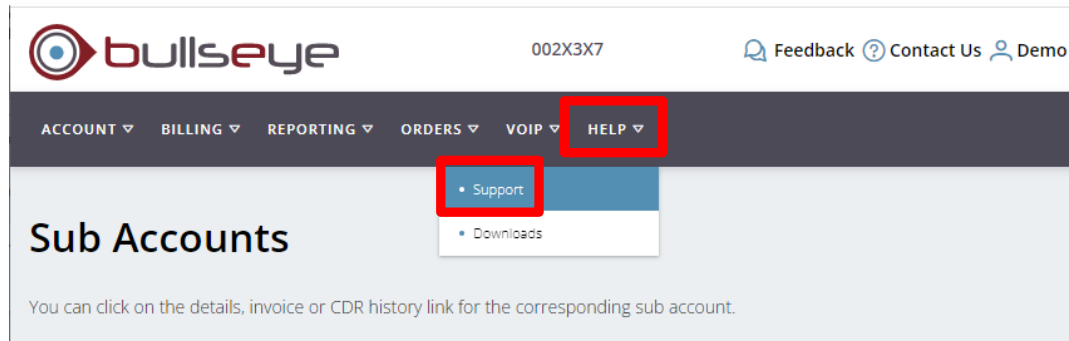
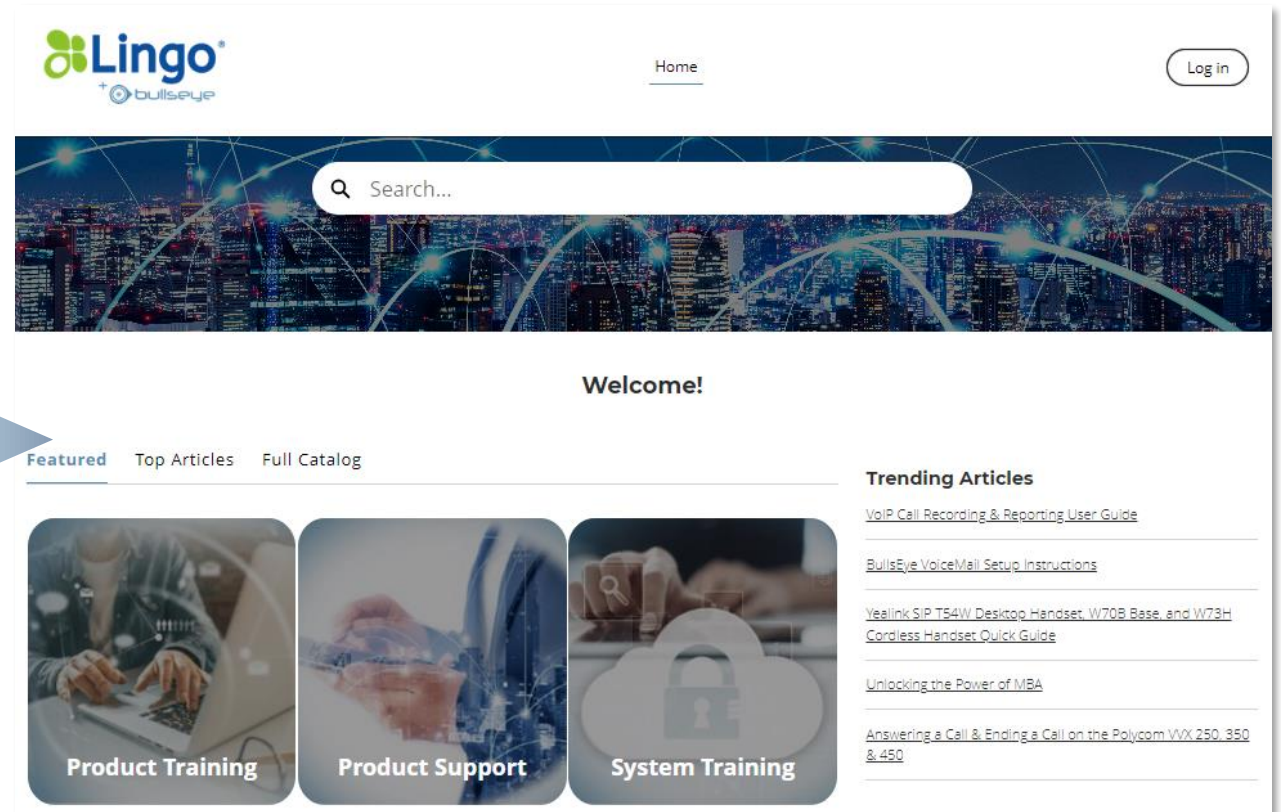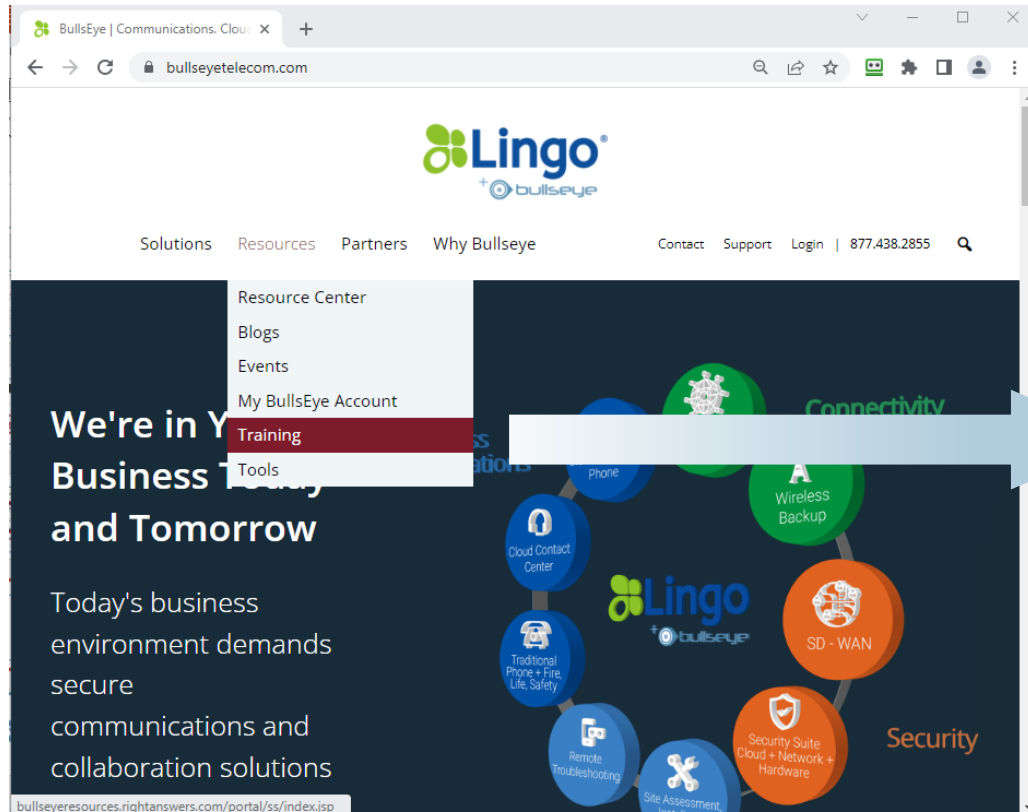3. Enter one or more search terms at the top and press [Enter].
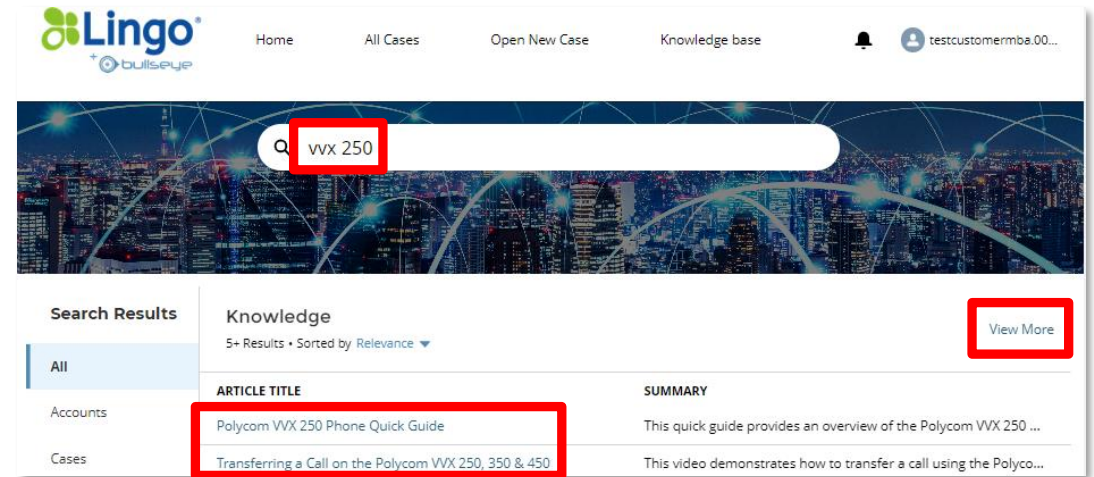
4. Select the title of the desired article or click View More.

5. Review the article and download the attachment as needed.

Accessing the Knowledge Public Site

1. Go to bullseyetelecom.com.
2. Select **Resources** -> **Training**

Article Types

Document Article

> Document articles include attachment(s) you can download.

> Article Title and Summary.

> Rate the article by clicking 👍 or 👎 .

How To Article

> Content (instructions, video, etc.) is built into the **Details** section.

Browse Content by Topic

ANY QUESTIONS?

Thank You!