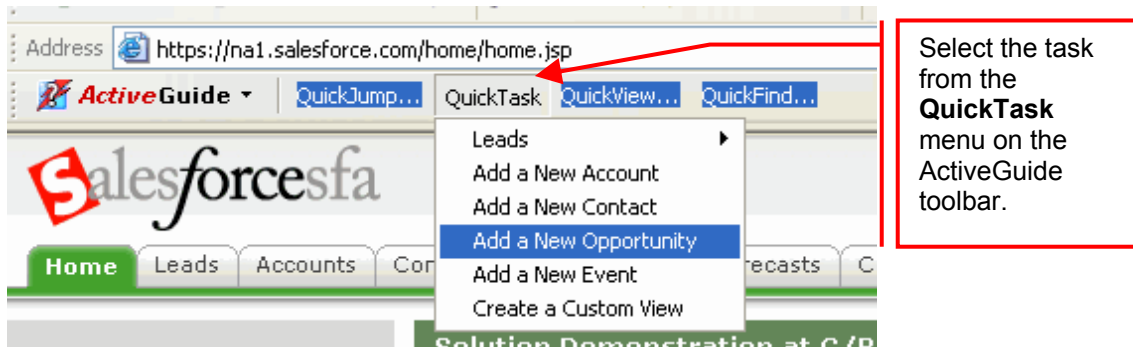


QuickSuccess for AppExchange Tip Sheet

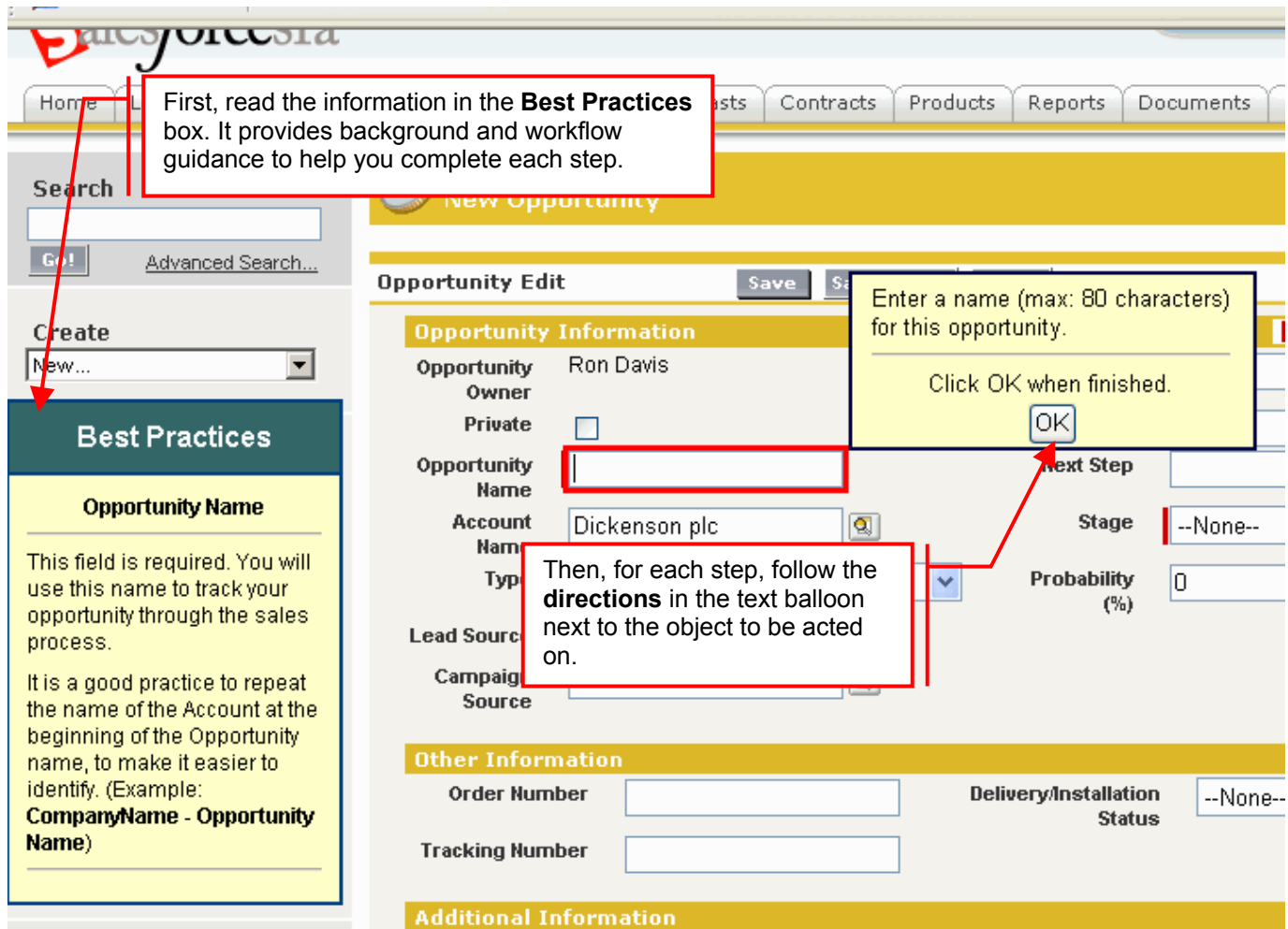
Refer to this Tip Sheet as you begin to use the QuickSuccess support.

Using QuickTask Support

To select step-by-step QuickTask support for one of the core salesforce.com tasks



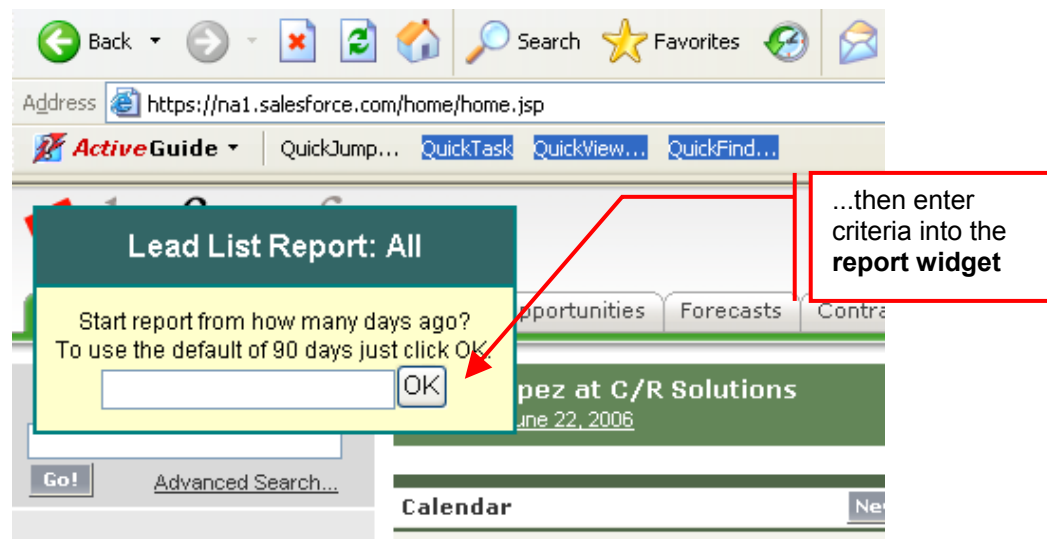
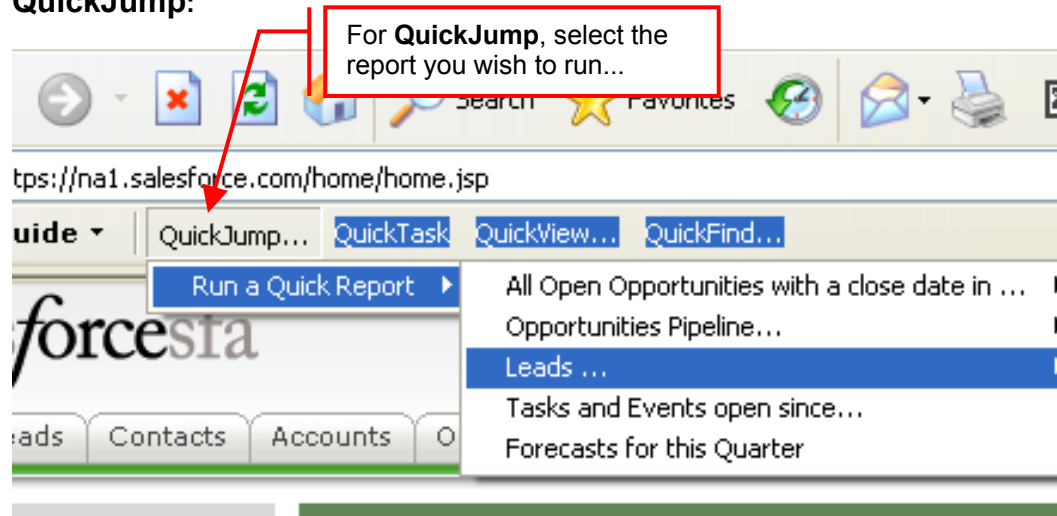
To use the step-by-step support, follow the QuickTask instructions carefully:



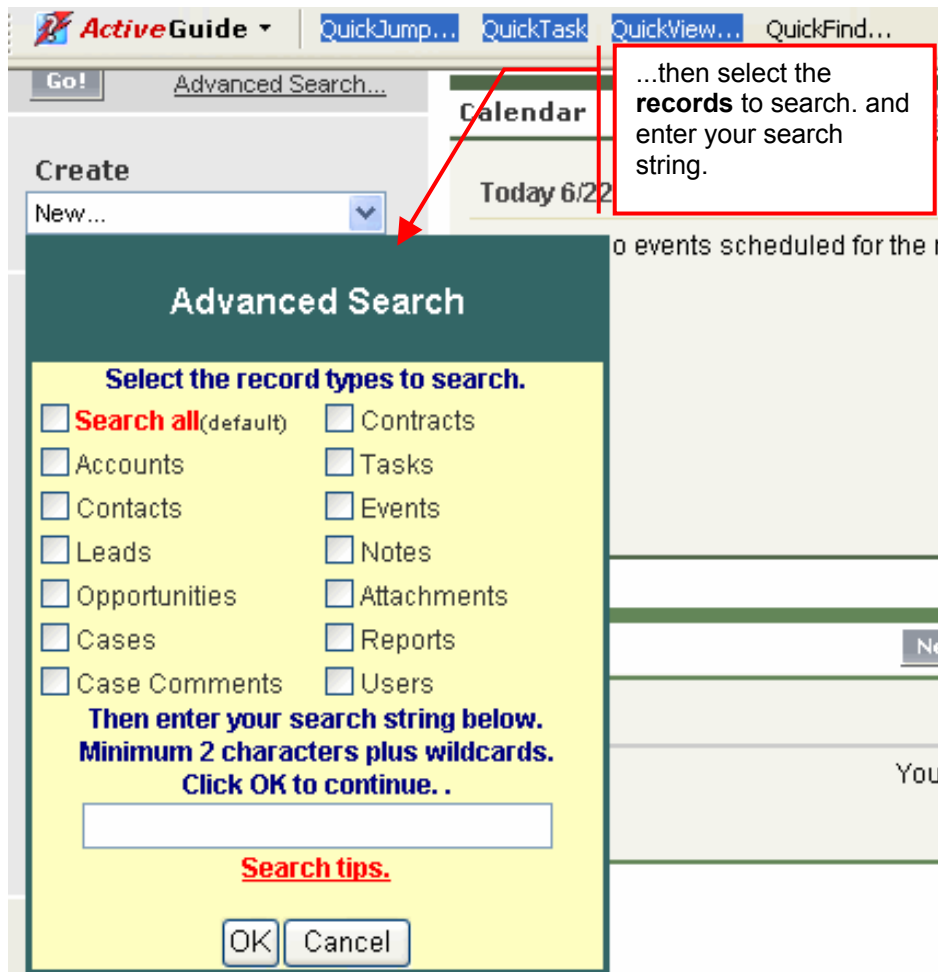
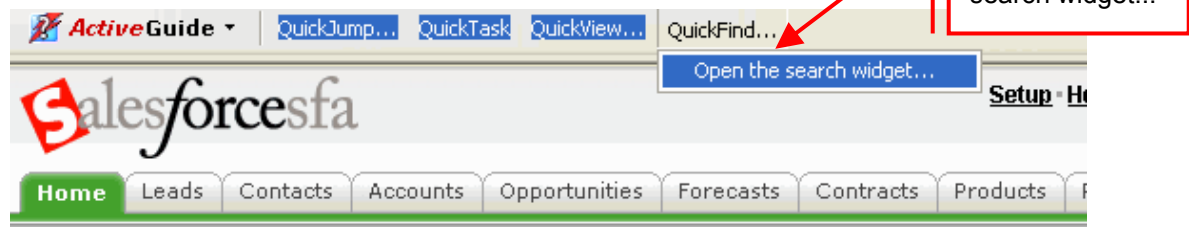
Using the QuickSuccess Productivity Tools

To use the **QuickSuccess productivity tools** (QuickJump/QuickFind/QuickView), select the action you wish to take from the Active Guide toolbar.

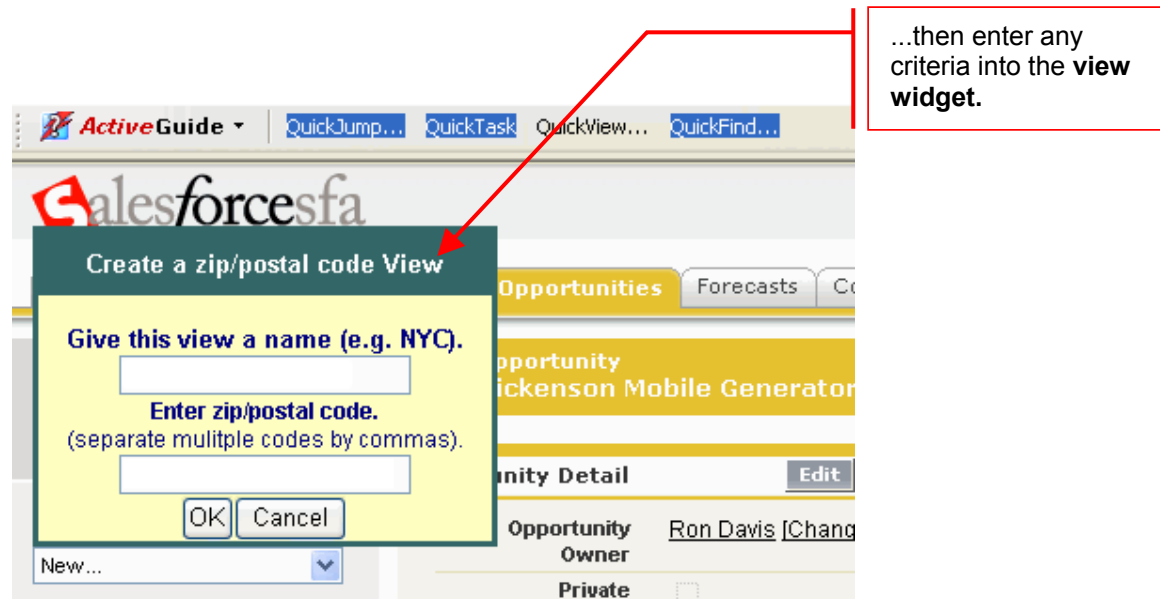
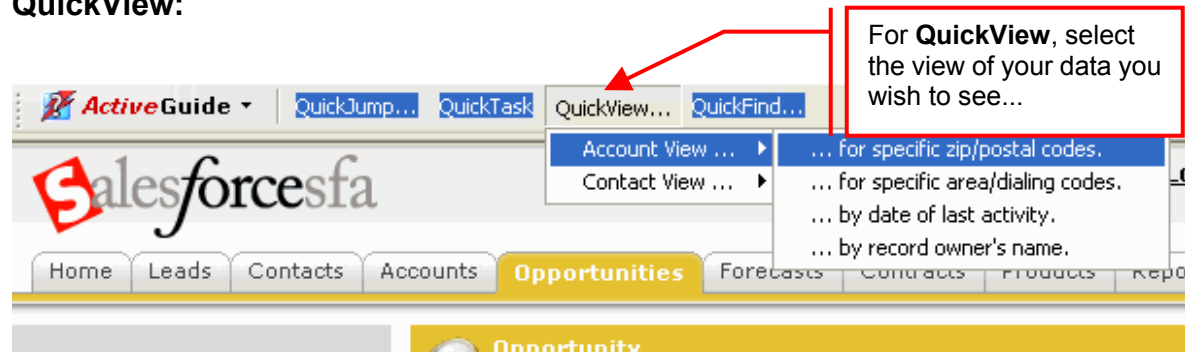
QuickJump:



QuickFind:



QuickView:



Using the QuickSuccess Productivity Tools

- Follow the guidance closely. You will find that the program will stop you from making many of the common errors that new users make, but following the instructions carefully will ensure success.
- You will want to call up the support for the first few times that you do a task. By that point, you may feel comfortable with the task and choose to do the task on your own.
- When you are using the support, do not try to skip steps. It may cause the support to stop displaying.
- If the guidance stops for any reason, you may start it again by choosing the same task from the ActiveGuide toolbar.
- Once a task has been completed and a record saved, you may always edit the data from within salesforce.com. Look for the *edit* button on the page that displays the new record, which is the last page of the task.
- When the task takes you to a new page, the QuickTask support must wait for the page to continue loading. This may cause a slight delay.