

THE COMMUNIQUÉ

Solunus Newsletter



TOP STORIES

As COVID-19 continued to spread, our primary focus this quarter was to combat the effects of the pandemic to ensure the safety of our people and zero disruption to our business. We developed a robust business continuity plan and implemented a well-structured Work-from-Home (WFH) policy, thereby enabling our employees to deliver high levels of productivity and delight our customers from the safety of their homes.

This quarter also saw us host a webinar [Archivelt – Key to Salesforce Data Governance](#). The webinar dealt with various Salesforce data problems faced by companies at length and provided practical, cost-effective solutions. The webinar was a big hit, and we intend to organize more to help Salesforce users overcome their issues and make the best use of the CRM platform.

At Solunus, we earnestly believe a strong R&D capability will go a long way in fostering innovation. We're setting up a research center to explore new possibilities of using Artificial Intelligence (AI) for improving customer relationship management. The new center will enable us to harness the full potential of the cutting-edge technology to design products that will meet the needs of our customers more effectively.

Check out the pages to follow to find more interesting information.

THOUGHTS OF THE TOP BRASS

A warm welcome to the first edition of The Communiqué!

The third quarter of 2020 is upon us and with it brings new hopes and opportunities. The last 3 months witnessed dramatic changes to the global business landscape as a result of COVID-19, compelling organizations to come up with new, innovative strategies to combat the adverse impact of the pandemic.

At Solunus, we implemented a carefully-formulated policy to ensure the safety of our people, seamless coordination between remote teams in real time and high employee morale. The policy has paid handsome dividends, with employee productivity and customer satisfaction levels reaching new highs.

We've held a webinar in June 2020, and the initiative received a tremendous response. We plan to conduct more webinars to share our expertise with Salesforce users and help them harness the full potential of the enterprise software suite.

The Communiqué will keep you updated on all the latest developments at Solunus and share practical insights to enable you to use Salesforce better. The newsletter also contains other interesting information, which I'm sure you'll enjoy. Wishing you all the best of luck.

Regards,

Sudhakar Pennam



TWINSIGHTS

ArchiveIt – The Ultimate Solution to Your Salesforce Data Governance Issues

Today, as most Salesforce users generate huge volumes of data, creation of proper frameworks to govern the data has assumed paramount significance. However, ensuring effective Salesforce data governance can be challenging and time-consuming. Get practical insights that enable you to manage your data seamlessly with just a few clicks, without burning a hole in your pocket.

<https://www.solunus.com/archiveit-for-salesforce-data-governance>

Why Your Organization Should Choose Salesforce Service Cloud to Succeed?

It is well-known prompt, effective customer service goes a long way in delighting customers. Many organizations spend huge amounts of time and money on their customer service teams, to ensure their clients receive the best service. Find out how Salesforce Service Cloud helps enhance customer service efficiencies.

<https://www.solunus.com/salesforce-service-cloud-for-better-customer-service>

QUARTER POST

Two new members join the Solunus family

We are glad to announce Phani Madhav Chegu and Vijay Kiran have joined our team. Phani is a seasoned content writer. He has written several well-received blog posts and articles on various subjects, ranging from online training to regulatory compliance. Vijay is an expert Salesforce developer and worked on Veeva, Salesforce CPQ, Field Service Lightning (FSL) and Community Cloud.

Various steps initiated to protect and make the best use of our human capital

We have initiated the following steps to ensure the well-being of our employees and high levels of performance.

- Reshape onsite work to lessen health and safety issues
- Provide the latest tools to help employees work remotely
- Offer flexible working conditions to primary caregivers
- Be in touch with employees through virtual meets to prevent social isolation
- Empathize and encourage employees on every occasion to boost their confidence levels

SOLUBRATIONS



Fun photo carnival delighted one and all

We organized a fun photo festival this June. Each employee was asked to click selfies wearing masks and performing household chores and share them. The initiative received a tremendous response. Our people thoroughly enjoyed the event and had tons of fun.

Virtual gala event a grand success

Every month, we organize a team gathering called **Hall of Fame** to celebrate our success and have fun. As we are working from home, we had a virtual meet. The event kicked off with an exciting quiz, and this was followed by an announcement listing the top performers of the month. There was a thunderous applause as the name of each performer was announced. The day left many happy memories.

FROM THE EXPERT'S MIND

Building a healthy Salesforce implementation plan is the key to quick wins, immediate system adoption and high ROI. Here are a few proven Salesforce implementation best practices.

- Consider starting small to validate the model
- Gather and document complete requirements
- Hire an implementation partner with high CSAT scores
- Planning/Measuring the Risk in advance
- Customize it to your unique business needs
- Secure executive buy-in
- Clearly outline responsibilities
- Support your solution long term
- Have a road-map for taking Salesforce beyond CRM

DELIGHTED WORDS

ECi is one of our esteemed customers, and we are serving them as a Managed Service Provider (MSP) to meet all their Salesforce needs; ECi uses Sales Cloud, Service Cloud, CPQ and other Salesforce solutions. We have recently received an accolade from them for our constant support and commitment.

"The level of work, progress, attention to detail and performance is commendable. All the efforts you guys are making are meeting our expectations and exceeding critical needs. We are delighted to have you as a part of our business and are happy with the performance and commitment you are providing." **Mr.Todd Harkness, SVP, ECi**

SOLUNUS SUPER HEROES

It is well-said perseverance and hard work pay handsome dividends. Here are our outstanding performers whose excellent work has gone a long way in creating the best value for our customers. Kudos to our superheroes!



WISE QUOTE

**YOUR ATTITUDE, NOT
YOUR APTITUDE, WILL
DETERMINE YOUR
ALTITUDE.**

FUTURE GLANCE

- We plan to organize a webinar in August 2020 to help Salesforce users improve their data quality. Do you wish to attend the webinar? [Register Here](#)
- We are ready with the next steps of our business continuity plan; we have launched various measures to ensure a safe workplace and protect our employees from COVID-19, once they are back to the office.
- We're setting up a research center to unlock new possibilities of utilizing Artificial Intelligence (AI) to serve our clients better
- The Solunus team will be attending various webinars this quarter to sharpen its skills. Here is a link to the Salesforce Trailhead Calendar

<https://trailhead.salesforce.com/calendar>

FUNCORNER

At an event famous for giving out awards in bizarre categories, the emcee enthusiastically announces, "The next prize will go to the laziest person in the audience. If you think you qualify, raise your hand."



Everyone raises their hands except a middle-aged man who seems to show little interest. "Congratulations! You are the winner," says the emcee to the man. "Your prize is this \$100 bill!" Still showing no emotion, the man replies, "Would you mind coming over here and putting it in my pocket?"

Try it now!

A snake sneaks to seek a snack

Sorghum Medley Recipe

Recipe Servings: 2 | Total Cook Time: 25 mins | Difficulty Level: Easy

Ingredients

1 Tbsp oil | 2 tbsp mustard seeds | 15-20 curry leaves | Green chilies (deseeded) | 1 tbsp ginger | 2-3 baby corn (diced) | 1/2 cucumber, chopped | 1 red pepper, chopped | 1 yellow pepper, chopped | Pepper and Salt (to taste) | 1 cup Sorghum seeds (Jowar)

How to Make

- Soak the Sorghum seeds overnight and boil them in the same water for 15 minutes.
- Heat the oil in a pan. Add mustard seeds, curry leaves, green chilies and ginger.
- When the seeds splutter, add baby corn; after a minute, add cucumber. Stir fry.
- Add red peppers and yellow peppers. Stir fry.
- Add salt, pepper and cooked Jowar. Toss well. Garnish with coriander and serve.

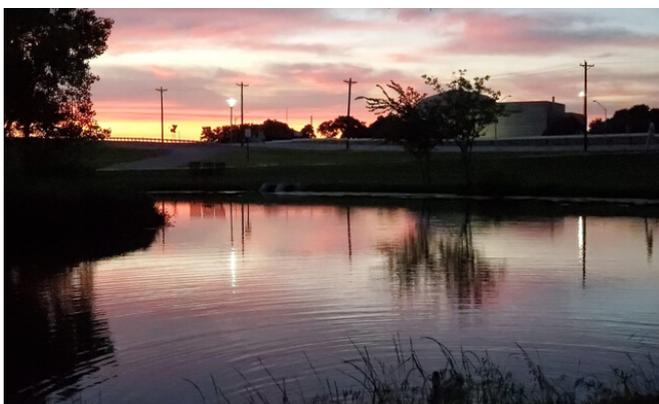
SUPER CLICKS

A picture says a thousand words. Here are some amazing pictures shot by our people.

The Steaming Platter

BY: MANISHA

The Rising Moon

BY: DILIP S

The Sun Set

BY: AKHILAN

The Sturdy Bike

BY: MOUNISHA S