

MEC Weekly Digest | September 27, 2019 ^[1]



October 1, 2019 by [jennifer.mortensen](#) ^[2]

October New User Journey

- Thanks to everyone for the great discussion around new user training at last week's MEC meeting.
- Melanie Jones and Jen Mortensen have been working on developing a new user journey with three different learning paths (in-person, live virtual, on-demand) and associated communications that will begin for users being provisioned in October.
- Thanks to those of you who offered feedback on the new user training completion quiz. A final version is available [online](#) ^[3].
- If you'd like to be part of the journey to experience an introduction to eComm as a new user, contact [Melanie Jones](#) ^[4].

Intermediate User Training Available

- As discussed at last week's MEC meeting, intermediate training in Salesforce and Marketing Cloud is now available for users. This training will be available in-person only due to the nature of the content.
- The intermediate training will address campaigns, reports, data extensions, troubleshooting (contact not receiving emails), and Marketing Cloud best practices. Handouts from the meeting are linked below.
 - [Reports, Campaigns & Data Extensions](#) ^[5]
 - [CHART: How-to troubleshoot someone not getting emails](#) ^[6]
 - [DETAILED HOW-TO: How-to troubleshoot someone not getting emails](#) ^[7]
 - [Email Marketing Best Practices](#) ^[8]
- To schedule an intermediate training on your campus, contact [Melanie Jones](#) ^[4].

Cvent Flex

- The Cvent Flex committee has wrapped up its work, and determining when to roll out Flex on your campus is in your hands.
- Here are a couple examples of Flex in action (remember, these are live events, so please do not complete a registration).
 - [Ralphie's Corral: CU vs. USC](#) ^[9]
 - [SAMPLE: White & Gold](#) ^[10]

- [SAMPLE: Black & Gold](#) ^[11]
- System plans to roll out Flex beginning in November.
- When you determine when to roll Flex out to your users, contact [Melanie Jones](#) ^[4] for assistance in offering training.
 - Need training as an eComm Specialist before supporting users? View our [Flex training wiki](#) ^[12].

System Rolling Out Dashboards to Users

- Melanie Jones and Daniella Torres are hosting a dashboard rollout for System users on October 9. They built one dashboard for all of our System users that we hope will help guide strategic decision making.
- Here are a couple examples to inspire your own Dashboard Journey:
 - [Mark Kennedy eNewsletter](#) ^[13]
 - [CU Connections](#) ^[14]
 - [CU Advocates](#) ^[15]
- If you're interested in learning more about how System achieved this goal, we'd be happy to discuss and offer training so you can do the same for your users. Please contact [Melanie Jones](#) ^[4] to discuss options.

New Wikis this Week

- [Sender Profiles, Delivery Profiles, and Send Classifications](#) ^[16]
- [Creating Send Classifications](#) ^[17]
- [Creating Delivery Profiles](#) ^[18]
- [Creating Sender Profiles](#) ^[19]

Ongoing TaskRay Tasks

- Jen Mortensen created a [dashboard of ongoing TaskRay tasks](#) ^[20]. If there is additional information you'd like to see documented in the dashboard, please [reach out to Jen](#) ^[21].
- MECs can view [ongoing progress on TaskRay tasks](#) ^[22] in Salesforce.

[dashboards](#) ^[23], [flex](#) ^[24], [TaskRay](#) ^[25], [intermediate](#) ^[26], [Training](#) ^[27], [new user](#) ^[28], [new user journey](#) ^[29]

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[4] <mailto:melanie.jones@cu.edu> [5] <https://infograph.venngage.com/pl/wr6VtcWQgBo>

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