



10 Questions to Ask Your SF.com Rep

- (1) Can we search against a specific field using SF.com's lookups or Advanced Search functions?
- (2) Can we carry out a mail merge against the results of a Lookup?
- (3) Can we use SF.com in the same way, regardless of whether our user is connected to the Internet or not? Is offline access included as standard in all editions?
- (4) Is it true that there is a significant security flaw in SF.com dashboards that means they inherit the security settings of the user that created the dashboard, not the user viewing it, potentially providing users with access to information that their security settings would prevent ordinarily?
- (5) Can our users personalize their home screens within SF.com or does this have to be carried out by an administrator?
- (6) Can a task be associated with multiple users? Or does a task have to be recreated for each user individually?
- (7) Will SF.com prompt our users automatically if they enter a duplicate contact? Why is an essential feature like automatic duplicate checking not offered as standard within SF.com?
- (8) How much storage are we provided with as standard? How much does additional storage cost?
- (9) What happens if we need to move our customer data on-site due to changing business requirements in the future (i.e., regulatory changes)?
- (10) What happens if we want to reduce our number of subscriptions before the end of our contract?