# Ask Customer Panel: Benefits & Best Practices with Native Integrations

Adobe Workfront Customer Success – June 20, 2023

# Agenda – Native Integrations

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|---|---|
| Start Time | 10:30am PT /1:30pm ET |
| 5 minutes | Welcome & Introductions |
| 10 minutes | Getting Started & Considerations |
| 40 minutes | Customer Panel on Available Native Integrations |
| 10 minutes | Open Discussion – Q&A |
| End Time | 11:30am PT / 2:30pm ET |

# Introductions – Today's Speakers

**Monique Evans**
Senior Manager, Global Content Studio Operations,
Stanley Black & Decker
Community: @MoniqueEvans
[LinkedIn](#)

**Lyndsy Denk**
Marketing Training and Enablement Manager,
IDEXX
Community: @Lyndsy-Denk
[LinkedIn](#)

**Madalyn Destafney**
Workfront Consultant
Community: @Madalyn_Destafney
[LinkedIn](#)

**Say hi in the chat!**

- Name and Company
- How long you've been a Workfront Sys Admin

## Adobe Workfront CS at Scale Team

Cynthia Boon
CSM at Scale

Nichole Vargas
CSM at Scale

Leslie Spier
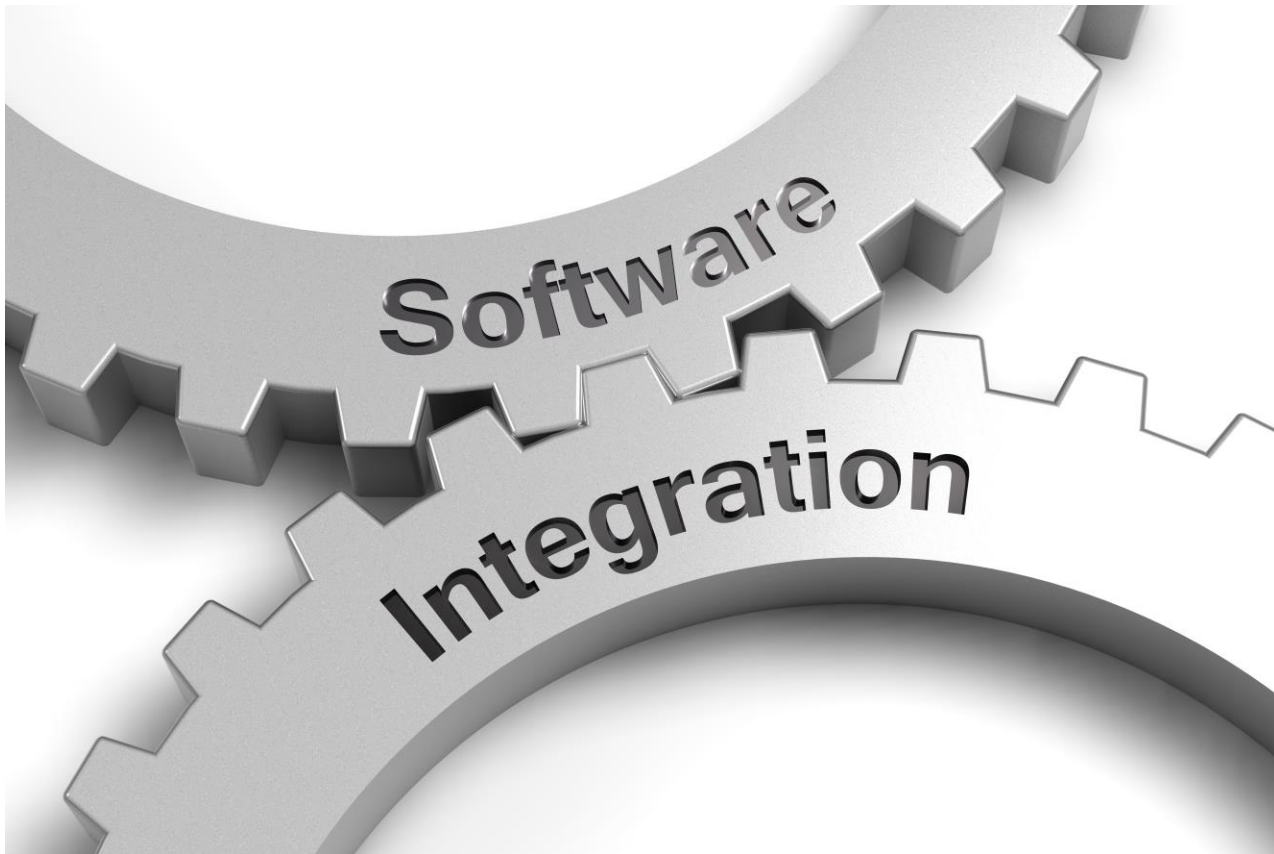CSM at Scale

Old & Busted vs. New Hotness

# Before we get started...

❑ What do we need to consider?

  ❑ Expectations

  ❑ Value

  ❑ Education

  ❑ How the work gets done

  ❑ Org Readiness

# Integrations available at no additional cost



- ➤ [VIDEO] Workfront for Creative Cloud
- ➤ [VIDEO] Outlook Add-on
- ➤ Microsoft Outlook calendars
- ➤ SharePoint
- ➤ Teams
- ➤ Salesforce
- ➤ [VIDEO] Slack
- ➤ Jira

[WEBINAR] Finding Efficiencies with Automation

[Event Follow-Up] Ask the Experts - Workfront + Creative Cloud Integrations

**Adobe Summit**

# Open Q&A / Discussion

Adobe

# [FREE] Upcoming Events for System Administrators

- June 21: 🏆 Adobe Experience Maker Awards Gala 🏆
- June 21: WEBINAR Establishing a Center of Excellence
- June 28: Ask Establishing a Center of Excellence Webinar Follow Up
- June 29: WEBINAR What's New in Adobe Workfront 23.3?
- July 13: Connect: Community Chat
- July 14: Connect: Admin Chat – Marketing & Creative
- July 17: Connect: Workfront Strategic Admin Chat
- July 20 Learn: Adobe Workfront 23.3 Release Round Up

# Workfront Key Takeaways

### Use Workfront to manage your administrative work

Teamwork makes the dream work!  Tag in your collaborative coworkers to help review and test upcoming features. Using Workfront to make your life easier, while also building a champion network? Win-win!

### Use Workfront data to communicate your message

If you tell them what they want to know, they'll love you!  Be aware of "thought nuggets" - a snippet/soundbite that will stick with an executive. Be confident, but just be mindful of what you say. Listen for key words and "pain points" during meetings for report ideas

No data can be just as powerful as data (example: why does this team have zero tasks?)

### Share the documentation & videos to streamline training

Communication is always the key to success!  Share the documentation and videos with your users.  Some of the best ideas for how to implement and expend Workfront features come from your own users.

**Experience League Guide:** Discover the Possibilities of Experience League

# System Administrator Resources

- Workfront Tutorials (formerly training)– review the curated learning experiences to empower your users to do their best work

- Workfront Community – ask questions and get answers, ideas and best practice recommendations from other like-minded System Admins

- Register for hot-topic webinars, interactive workshops and open Ask the Expert office hours on the Events page

- Stay in the know! If you aren't receiving the monthly Workfront customer newsletter, sign up here

- Post product improvement suggestions to the Ideas tab. Like and Comment on other ideas to show your support

- Take advantage of all that Workfront Professional Services offers

- Mark your calendars for quarterly releases and review product release notes to see what changes are coming

- Preparing for a release. Monique Evans from Stanley Black and Decker shares her tips and tricks

- Leverage the Customer Support team for technical questions and troubleshooting

- Access hands-on training through Adobe Digital Learning Services (ADLS) - requires a paid subscription

- Answers to your top 5 Experience League questions. Download the guide

- New! Expert Insights – Resource Management. An on-demand interview with Corinna Jevons