

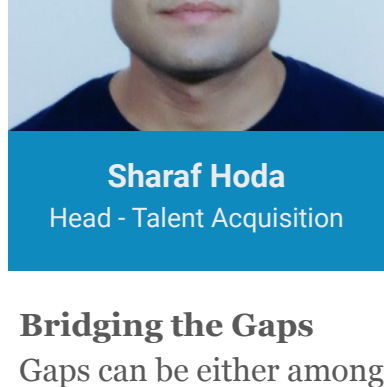
# InfoBuzz

REACHOUT RELAX ENJOY

## Leaderspeak

### Organization Building

Celebrate strength, embrace weakness, and make business personal!



**Sharaf Hoda**  
Head - Talent Acquisition

Do you want to be a successful business leader? Then here's a tip: celebrate your strengths, embrace your weaknesses, and make your business personal. Achievers who commit both their mind and heart to deliver business value often play to their strengths to attain greater success, which leads to recognition and respect. However, many people tend to hide their weaknesses in the pursuit of managing their personal reputation.

But what if our work environment acknowledges our limitations and supports us to overcome them, both for our personal improvement and for higher business outcomes? Instead of just aiming for stability, which can sometimes waste talent and energy, we embrace the idea of continuous improvement and evolution in our organizations.

#### Bridging the Gaps

Gaps can be either among colleagues, between planning & implementation, ourselves at work vs our real-self etc. The key is open conversation, great working relationships & working towards bridging our vulnerabilities by going out of comfort zones. All of the above help to nurture teams with the same value of continuous improvement, where people can always be ready for new ways of working and learning.

#### Creating a Developmental Organization

Creating a developmental ecosystem where openness to engage and rethink how we operate can be hugely beneficial. So, if you want to lead and live by these values, it requires courage to put forth your limitations out in the open. But in doing so, you can invest your energy into delivering higher business value and celebrate the pain of hustle for excellence.

Remember, it's not just about how great people are, but how fast they are learning to get better.

## Latest News @ Infoglen

### Infoglen is now a Salesforce Crest Partner!

Infoglen's Crest Partner status (equivalent to the earlier Gold Partner status) signifies that the company has met rigorous requirements in consulting, implementation, and customer satisfaction. Infoglen has also been recognized by Salesforce as an Expert Navigator in Sales Cloud, Service Cloud, Experience Cloud, Customer 360 and CPQ, recognizing its proficiency and proven track record in implementing innovative Salesforce solutions that meet the needs of its customers and drive business success.

A huge congratulations to all Infoglens for making this possible!

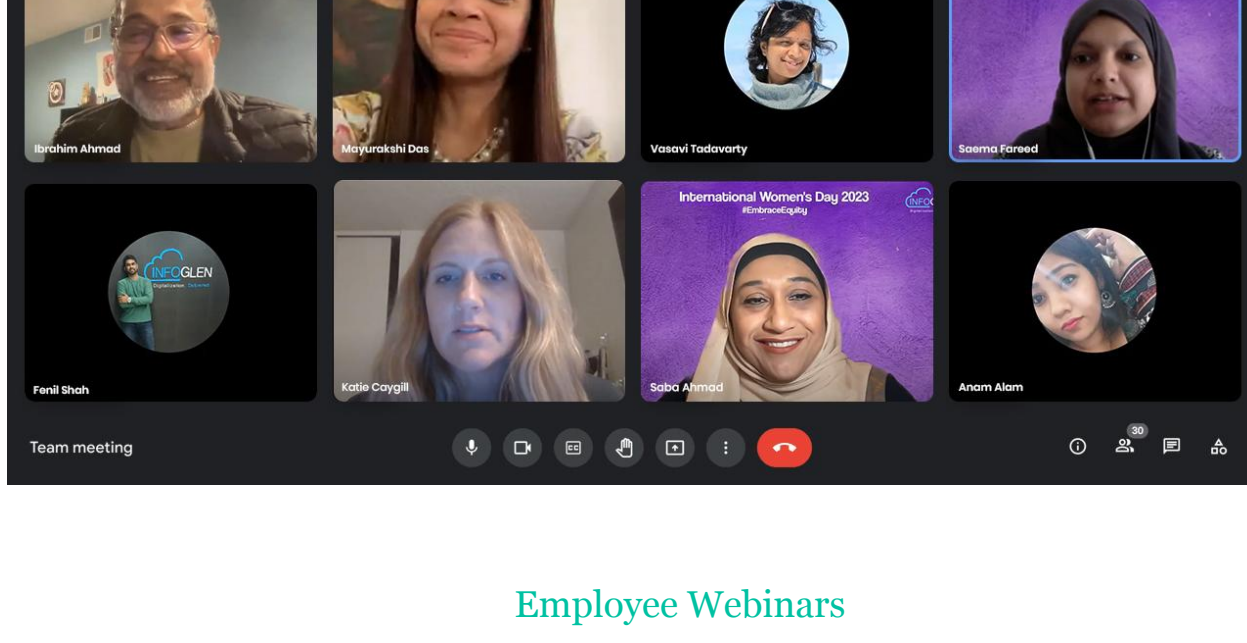


### International Women's Day 2023 Celebration

On March 8, International Women's Day, WI Circle, hosted a session on 'Embracing Gender Equity in the Workplace'.

The guest speaker for the event was Mayurakshi Das, Founder & CEO of ELIXIR AI. Mayurakshi addressed the Infoglen team in an open and honest discussion about women's varied experiences in the workplace. She spoke about how it is unhelpful to put all women in the same bucket and have blanket policies for all women in the workplace, why it's important that women effectively communicate their unique circumstances, challenges and needs at the workplace, and that workplaces should focus on providing an environment where women feel empowered to do so. She also touched upon the important role men play as allies in helping achieve gender equality, but emphasized that the journey to equality begins with the woman.

It was an opportunity for the Infoglen team to hear an entrepreneur and a hands-on leader, share her experiences, insights, ideas and recommendations on achieving equity for women at the workplace.



### Employee Webinars

#### Mastering Business Writing



**Sanjeev Verma**  
Founder - Lexis

On March 3, Infoglen organized a webinar on 'Mastering Business Writing'. As part of this webinar, people learnt how to effectively communicate with colleagues, subordinates and supervisors and to sell any ideas, products and services. The session was conducted by Sanjeev Verma who has more than 35 years of experience working on both sides of the communication spectrum.

The sessions helped with:

- Understanding the importance of clear and concise writing in the workplace
- Learning how to tailor your writing to your audience and purpose
- Discovering techniques for improving your writing style and tone
- Gaining insight into common mistakes to avoid when writing for business
- Receiving practical tips for editing and proofreading your work to ensure accuracy and clarity

#### The Art of Business Storytelling



**Chhavi Sahal**  
Sleep Coach

On March 17, Infoglen organized a webinar on 'Digital Burnout - How to Combat Screen Stimulation'. The session was conducted by Chhavi Sahal, she is a certified Sleep Coach, Yoga Teacher and Sound Healer.

Key challenges discussed from the session were:

- How to manage screen time
- How to manipulate various sources of light in the environment
- How to create a buffer zone between screen time and bedtime
- How to detect if you are spending too much time in front of the screen

### From Burnout to Bliss - Practical Tips for Managing Workplace Stress



**Yaqeen Sikander**  
Co-founder & CEO  
Alexander & Paul LLP

On March 24, Infoglen organized a webinar on 'From Burnout to Bliss - Practical Tips for Managing Workplace Stress'. The session was conducted by Yaqeen Sikander, he is the Co-founder & CEO at Alexander & Paul LLP, a consultancy that provides programs on career development, soft skills and employability.

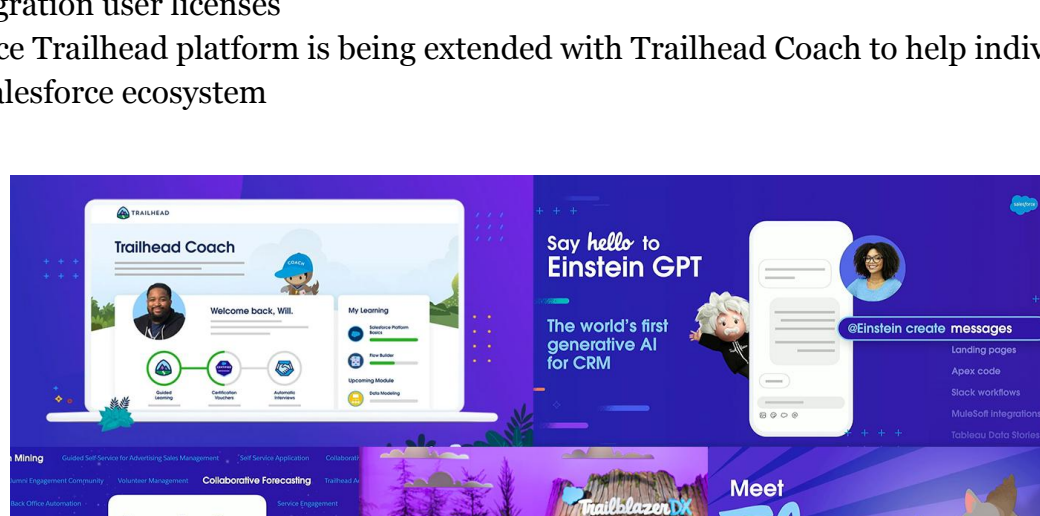
The session covered:

- Understanding the biological and physiological markers of stress, its triggers and types
- Mastering tools and techniques to reclaim balance and build a calm headspace
- Nurturing your body and mind through mindful breathing and self care
- Thriving in your work life through recognizing maladaptive thought patterns to mitigate future stress and overwhelm
- Co-designing a bespoke stress management and a personalised self care program

### Infoglen @ TrailblazerDX 2023

Our team members attended Salesforce TrailblazerDX on 7th and 8th March 2023, and had two days full of amazing sessions, customer interactions, and exciting business announcements while making new connections along the way. It was a great experience meeting many of our connections in person, and discovering more about the latest innovations in technology through interactive workshops, live hands-on demos, and engaging sessions conducted by the Salesforce experts. Some of the key takeaways from the developer event of the year were:

1. Salesforce is launching Einstein GPT to deliver auto-generated AI content within Salesforce
2. A new Mascot for flow builders has been introduced, called Flo the Flying Squirrel
3. Salesforce also announced that there are now over 900 out-of-the-box Flow templates for developers to use. This will make automation way faster and help simplify business processes
4. During the True to Core session at TrailblazerDX, Salesforce announced free integration user licenses. Starting from March 14, 2023, enterprise, performance, and unlimited edition orgs will receive five free Salesforce integration user licenses
5. The Salesforce Trailhead platform is being extended with Trailhead Coach to help individuals pursuing a career in the Salesforce ecosystem



### Tech Session - March '23

Infoglen has been conducting a series of sessions called 'Tech Sessions'. These sessions aim to bring the Infoglen team members up to date on all the latest features, new or updated, and old ones that Infoglen has replaced or removed. Team members deep dive into selected features, answer each other's questions about the latest developments and give demos to see the features in action.

On March 17, a Tech Session was organized by our in-house Salesforce Architect and Salesforce Developer, who gave an overview and demos on Salesforce's latest and deprecated features from the Spring Release 2023. Some of the features covered during the session were:

1. HTTP Callout from Flow - one of the most important features of flow to be introduced in the Spring Release. Using the new HTTP Callout (Beta) button, you can now make calls to external web services, without using any code.
2. Reactive Screen Components (Beta) - You can now customize screen components to react to user actions on the same page. In the past, this was only possible by placing components on different screens.
3. Elements - If you are trying to work with flow for the first time, you can hover over icons to see a description about the elements that have been added and find out the operation of that element.
4. Migrate to Flow - You can now convert processes built on process builder to Flow.
5. Lookup Support & Multi-Select Picklist Support - Dynamic Forms for Flow now support multi-select picklist fields and lookup
7. Reverse Formula - you can now use the Reverse function while building formulas, to enter the character of the source string with the reverse order
8. Dynamic forms are now available for Leads and Cases as well
9. Set Field level security for permission sets during field creation (beta)
10. Bulk Management picklist values - You can now delete, activate, deactivate, or replace multiple custom picklist field values at once.

