autorabit

7 Ways to Increase Value to Customers in Salesforce DevOps

LEARN MORE >

7 Ways to Increase Value to Customers in Salesforce DevOps

Assessing the quality of your Salesforce DevOps products should be a two-sided consideration: the stability and functionality of the update or application, and the customer experience. These products don't exist in a vacuum. They are meant to solve a problem for the end user.

Here are 7 things you can do to ensure you are providing sufficient value to your customers.

1 Prioritize the Customer Experience

Understand that a quality experience is a comprehensive consideration. Timeliness, security, and proper functionality all need to be rolled together.

2 Focus on the Product, Not Resources

Prioritizing resources leads to bottlenecks. Instead, focus on moving the product through the DevOps pipeline with minimal pauses.

3 Avoid Batching Tasks

Bottlenecks occur when a single step is overloaded with work. Instead, pieces of a project should move independently through the pipeline to avoid clogs.

4 Reduce Waste

Wasted time, materials, and attention reduce the efficacy of a DevOps pipeline. Streamlined processes create better products and experiences for everyone involved.

5 New Products Determined by Customer Needs

Every DevOps project should work to solve a specific customer need. Avoid using long-term predictions and arbitrary schedules that don't directly serve your end users.

6 Foster Feedback Loops

Open communication is critical—both internally and externally. Feedback loops provide critical insight into customer needs and ways to refine your DevOps processes.

7 Continuously Improve

Continually refining your approach to Salesforce DevOps with an eye toward reducing waste and optimizing processes increases the quality of your approach and the value you can provide your customers.