

# 11. Mobility

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Managing Customer Needs

### Added Value

In this section, you'll know more about the mobility features of your CRM, thus how you can access Salesforce.com from your smartphone or tablet via the Salesforce1 application or the web browser, what functionalities are available to you in offline mode, etc.

### What you need to know to start...

On your smartphone or tablet, there are 2 ways to access Salesforce.com:

- Through the web browser: Open Google Chrome and access via the well known link <https://solvia-crm.my.salesforce.com>
- Via the Salesforce1 application: download the app, and follow the log in instructions to connect to the Solvia version

The Salesforce1 application provides offline capabilities. The scope of offline capabilities will be expanded based on your needs. Please don't hesitate to provide feedback via Freshdesk.

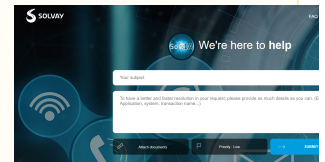
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#### Need Help?

To request any support or if you have identified a bug or incident, please create a Freshdesk ticket using Solvia platform : <https://solvia.solvia.com/>



*you can copy users with email address, default priority is Low, then Submit. We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example*