

Linked in

Sales Navigator Q4 '19 Release

Product Updates and New Features

Spotlight Feature: Data Validation



USAGE REPORTING REFRESH

ANALYTICS INTEGRATION

FUNDING EVENTS SPOTLIGHT

LIST ENHANCEMENTS & PERMISSIONS

HOMEPAGE ENHANCEMENTS



NEW ALERTS

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LEAD SEARCH WITHIN LISTS

IMPROVEMENTS TO BEST-INTRO-PATH

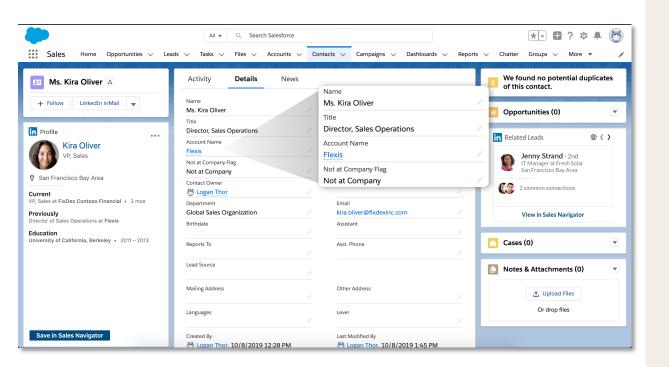
SNAP PARTNERS

Data Validation

Bring the power of LinkedIn to your CRM by keeping it up-to-date

Note: This feature is only available for Sales Navigator Enterprise edition customers

Data Validation



Overview

Data Validation is a set of capabilities that leverages the CRM Sync integration to validate information in CRM against the information that is LinkedIn. Comparing the two datasets and highlighting any discrepancies leaves the power to take action in your hands. The feature is launching first with a "Not at Company" flag.

<u>Benefits</u>

- Drive sales effectiveness: Identify deals at risk, or which deals should be prioritized due to buyer-side changes and insights
- Increase rep efficiency: Eliminate extra validation steps for reps so they can spend more active time selling
- Improve organizational data quality: Gain insight across the data quality of your organization and enable reps and managers to take action

Data Validation Requirements

Data Validation requires:

- Sales Navigator **Enterprise** Edition subscription
- CRM Sync to be enabled
- A CRM Admin + Sales Navigator Admin for enablement

"Not at Company Flag" Field

Name

Ms. Kira Oliver

Title

Director, Sales Operations

Account Name

Flexis

Not at Company Flag

Not at Company

 Within CRM, a new custom field will be created: "Not at Company Flag"

- LinkedIn will attempt to validate every CRM contact record that is:
 - Owned by a Sync'ing Sales Navigator user
 - Associated with an Opportunity or Account owned by a Sync'ing Sales Navigator user
- When LinkedIn determines that a CRM contact is no longer with their CRM account, it will return a "Not At Company" value
- CRM Administrators can use this field to create new reports or incorporate into existing dashboards or views

Out-of-the-box CRM Reports & System Views

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	Josh	Davis	Director, Warehouse Mgmt	Express Logistics and Transport	Not at Company	10.00.000	10.00	Test Water
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Salesforce Report: All Past Customers at New Company

Enabling Data Validation will provide users with out-of-thebox reports or system views.

These reports or views will help identify:

- Deals at Risk: Proactively identifying when a buyer has left an open opportunity
- Past Customers at New Company: Identifying opportunities when customers (potential champions) have joined new companies
- All Flagged Contacts: Identifying all potential out-of-date contacts

For each CRM, naming and location of capabilities will vary slightly. Refer to upcoming enablement guide for more.

- Salesforce: Can be found within "Reports"
- Dynamics 365 for Sales: Can be found within Opportunity and Contact "System Views"

How it works

Enabling Data Validation

Dynamics 365

Salesforce

Step 1

Open up any Unified Interface app, select "Open Org Chart" on Account form, and click "Enable Data Validation" feature Upgrade to latest Sales Navigator for Salesforce app package via AppExchange)

Step 2

Toggle on Data Validation within Sales Navigator Admin Settings

Enable Data Validation?

No

Data Validation enables LinkedIn Sales Navigator to review your CRM Contacts to let you know when the related CRM Account is different than the current company he or she has listed on the matched LinkedIn profile. By leveraging reporting in your CRM, you can then take action to lower any associated risk on open opportunities or engage with brand advocates that have moved to another company.



How it Works

Data Validation



Via CRM Sync, LinkedIn attempts to match¹:

- CRM Contact ⇔ LinkedIn Member Profile
- CRM Account (associated with Contact) ⇔ LinkedIn Company Profile

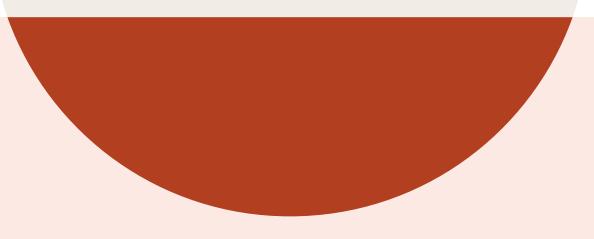
For successful matches:

• Validate that CRM Account information matches with information on LinkedIn Member Profile Sales Navigator returns one of two values to new Contact field:

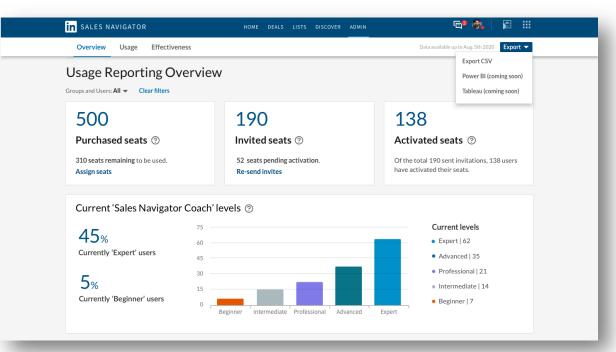
- "Not At Company": Contact not associated with Account
- <null> (SFDC) or "No feedback" (Dynamics 365) : No match OR no change to company

¹For more information on how Sync Matching occurs, visit the LinkedIn Sales Navigator Help Center

Usage Reporting Refresh



What's new? Usage Reporting Refresh new features

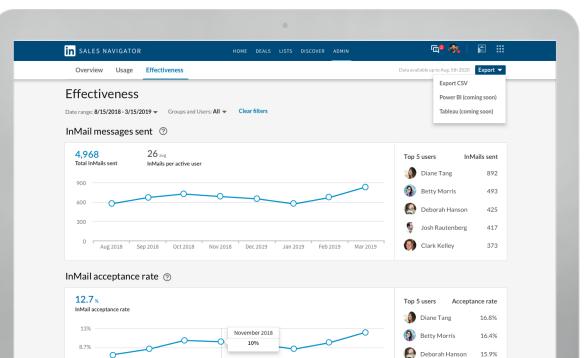


Usage Reporting is getting a new UI and metrics to improve admin experience, rep effectiveness, and to introduce a connected platform.

Key additions:

3-tab navigation: **Overview:** Seat and Coach Level distribution Usage: Basic activity analytics Effectiveness: Selling-based activity analytics New metrics: In Reporting: InMail Acceptance Rate In CSV export: Coach Level + InMail Acceptance Rate Chart filters: Custom date range Filter by group + filter by user CSV export: Access to the above filters Filter out inactive accounts New columns: Employee ID, Coach Level, InMail Acceptance Rate New column headers to match Account Center Access to Analytics Integration partners (Tableau + Power BI) Removed from UI Still in CSV

What's New? Usage Reporting Refresh GTM and value



4 3%

Aug 2018

Sep 2018

Oct 2018

Nov 2018

Dec 2019

Jan 2019

Feb 2019

Mar 201

15.9%

13.6%

13.2%

Josh Rautenberg Clark Kelley

Product Objective: Increase SN usage + adoption, decrease churn

GTM Goal: Increase Usage Reporting adoption

Who will gain access: ENT SKU only to start and no additional actions required to turn on

Value Props:

Increase rep effectiveness

New actionable insights to drive best practices within your team and improve rep effectiveness

Improve admin experience

Updated look and feel of Usage Reporting to give admins a more flexible experience that fits their company's individual needs

Streamline rep management

Connect Usage Reporting to business intelligence tools to streamline rep management and measurement

0%

Aug 2018

Sep 2018

Oct 2018

Nov 2018

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Jan 2019

Feb 2019

Mar 2019

Usage Reporting Refresh navigation, filters, and CSV export options

Overview Usage Effectiveness	Data availabe up to Aug. 5th 2020 Export 🔻
	Export CSV
Effectiveness	Power BI (coming soon)
Date range: 8/15/2018 - 3/15/2019 - Groups and Users: All - Clear filters	Tableau (coming soon)
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300	Josh Rautenberg 417
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12.7%	Top 5 users Acceptance rate
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13% November 2018	Betty Morris 16.4%
	M Detty Morris 10.4%

Clark Kelley

13.2%

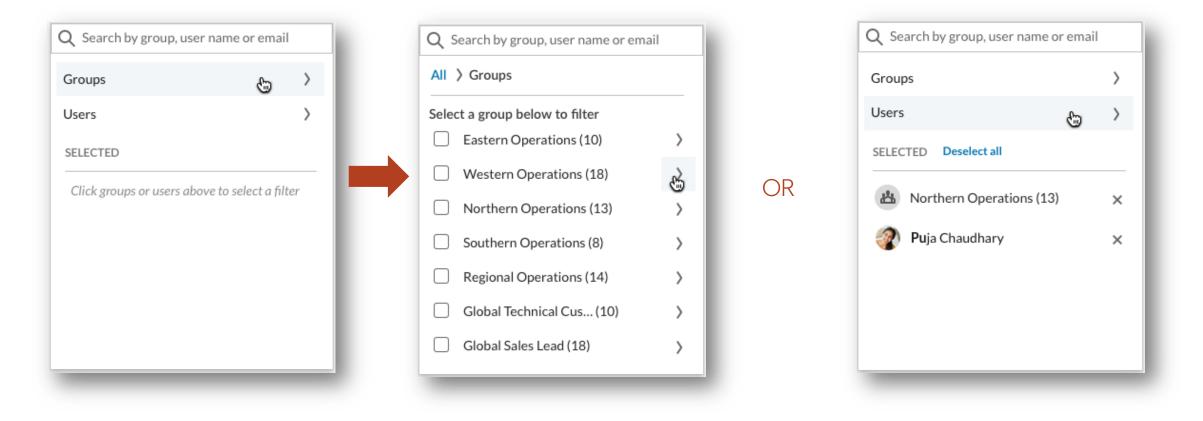
Improved organization and increased flexibility: •New navigation •New filters: •Custom date range •Group and Users •New CSV export options: •Access above filters •Access new Analytics Integrations

What's new? Usage Reporting Refresh custom date ranges

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12.7 % InMail acceptance 13% 8.7% 4.3%	Prate	Top 5 usersAcceptance rateImage: Diane Tang16.8%Image: Diane Tang16.4%Image: Deborah Hanson15.9%Image: Deborah Rautenberg13.6%

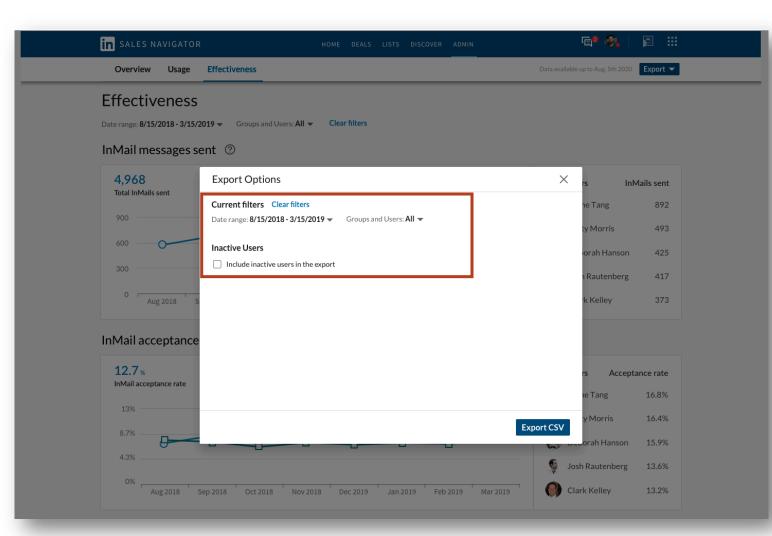
Improved date range customization: •New custom + set date range capabilities

What's new? Usage Reporting Refresh new filters detail



Improved chart flexibility: Filter down to specific groups (added in Account center) or specific individuals

What's new? Usage Reporting Refresh CSV export detail



Increased control over CSV export: •Custom date filters •Ability to filter by group and

user •Ability to exclude or include

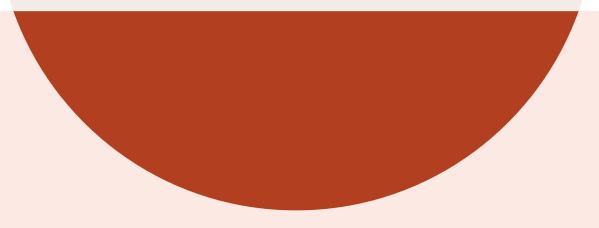
•Ability to exclude or includ inactive users

New actionable details + insights in CSV export download: •Employee ID •Coach level •InMail Acceptance Rate •SSI still in CSV but no longer in UI

Analytics Integrations

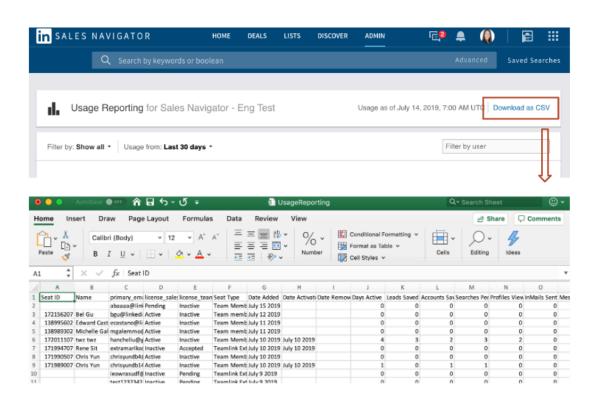
Integrations with Tableau and Power BI

Note: This feature is only available for **Sales Navigator Enterprise** edition customers



What's changing?

Analytics Integrations



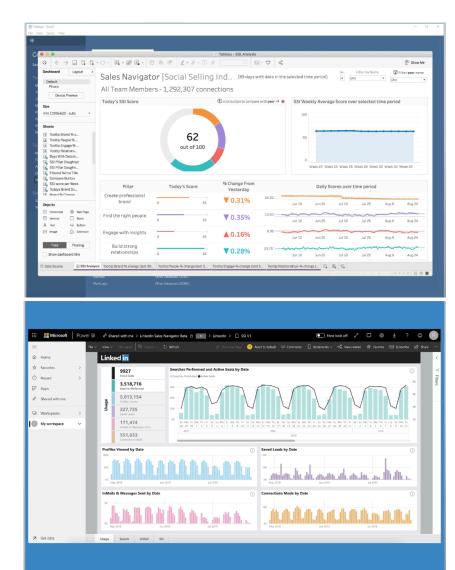
Old way:

Users would manually download Sales Navigator usage data via CSV files

New, improved way:

Users can now seamlessly view Sales Navigator usage data within their own business intelligence tool (Tableau or Power BI)

Analytics Integration



Launching **Analytics Integrations** with Tableau and Power BI, two new Business Intelligence partners in SNAP.

Overview:

The integration allows sales teams to better analyze and visualize Sales Navigator usage data in one view, delivering insights to enable fast, informed decisions

Personas + Value Propositions:

- For program managers / admins... get valuable insights and analysis faster
- For sales ops... uncover meaningful results

For sales leaders... optimize sales performance

How it works



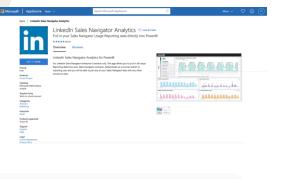
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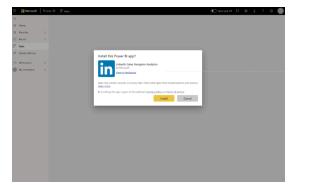


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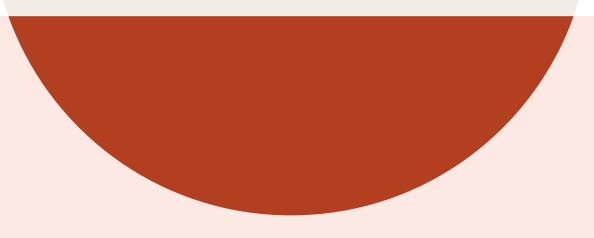




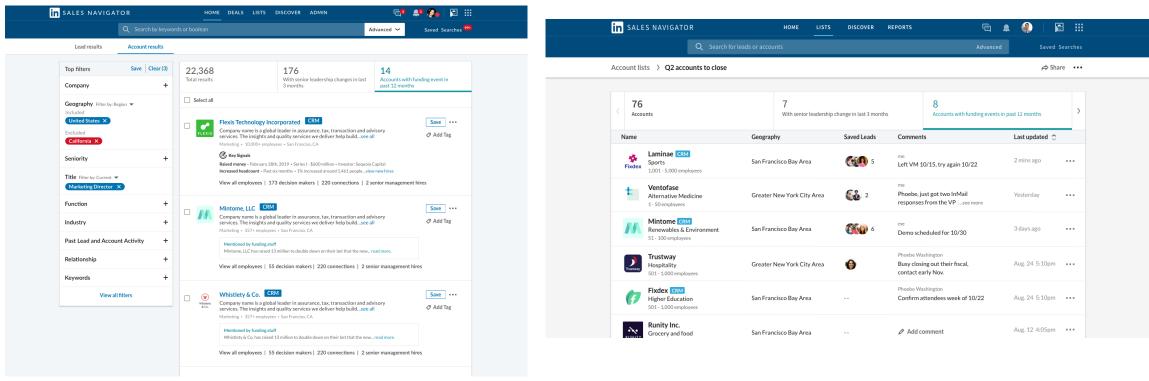




Funding Events Spotlight



This quarter we are launching a funding events spotlight for account search & account lists aimed at helping you understand the right time to target new accounts or re-engage prior ones.



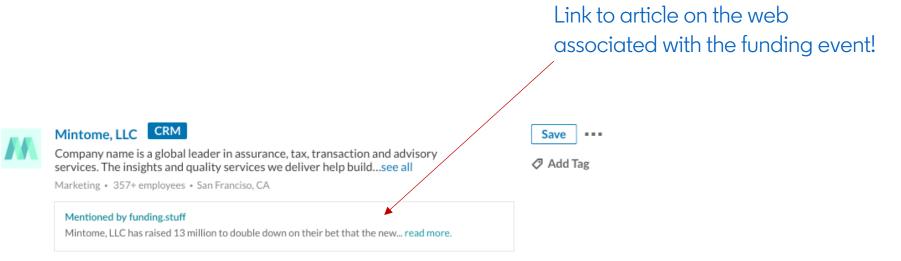
Spotlight in account search

Any account search that yields results who have had a funding event in the past 12 months will populate under the spotlight with a link to the associated article directly on the result.

Spotlight in account lists

Any account list with saved accounts who have had a funding event in the past 12 months will populate under the spotlight with a link to the associated article directly on the result.

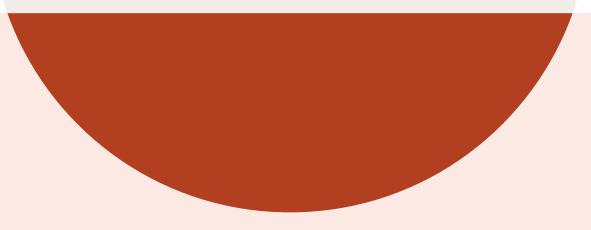
Deep Dive: Link to funding event article



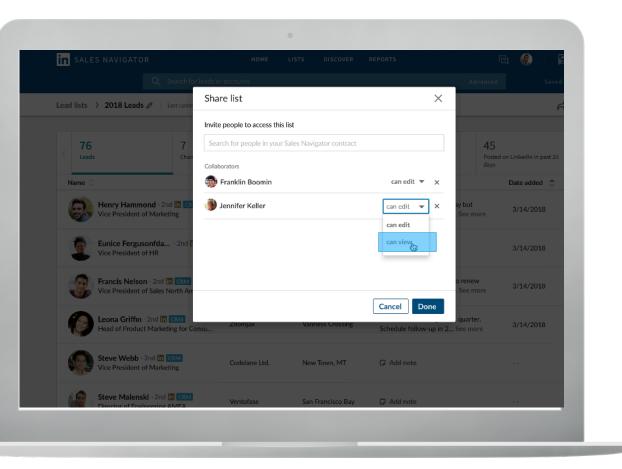
View all employees | 55 decision makers | 220 connections | 2 senior management hires

Lists Enhancements & Permissions

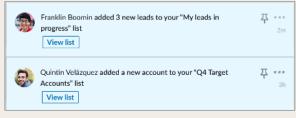
Permissions, Alerts, and Descriptions



Lists Permissions, Alerts, & Descriptions



- **Permissions:** List owners will have the ability to designate View Only or Edit permissions to ensure collaborators modify the appropriate list. Those with edit access will be able to add, remove, and comment on leads or accounts within the list
- Alerts: List Collaborators will now receive alerts when leads or accounts have been added or removed from a custom list
- **Descriptions:** List owners will be able to add context for others by including a short description on their List.



Alerts

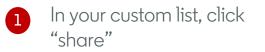
Permissions

If you are the **owner** of a list you can set permissions for new collaborators or exit permissions for existing collaborators:

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Share list		×
Invite people to access this list		
Search for people in your Sales Navigator contract		
Collaborators		
💮 Franklin Boomin	can edit 🔻	×
谢 Jennifer Keller 3	can edit 💌	×
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If sharing with someone new, type the name of the person to find and add them*

You can edit each collaborators permissions using the drop down menu next to their name

*You can only share lists with other people on your contract

2

3

If you are a **collaborator** on a list you can view a list of your collaborators from the "Actions" drop-down in your shared list:

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the "Actions" drop-down

In your shared list, click on

In the drop-down menu, select "View List Info"

1

2

- From the "List Info" pane, select "View Collaborators"
 - From here, you will be able to view the list owner and all collaborators

You can **add list descriptions** when creating a new list: from your search results or lists hub:

Create new list		×
List name		
2018 NA Prospects		
List description (optional)		17/75
These are the leads I'm currently working on. Franklin Conor on following up.	on qualif	ying;
		50/350
[Cancel	Create

You can add a list description when creating a new list. This step is optional.

How it works: Creating List Descriptions

You can also **edit existing list descriptions** (if you are an owner or if you have edit access):

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	earch for leads or accounts		Ad	ivanced	ed Searches	List name	
in progress	丛			Permissions: edit Save all leads fi		List description	
	7 Changed jobs in past 90 days	14 Leads with TeamLink intro	8 Mentioned in the news in the past 30 days	Make a copy View list info Remove from m	ny lists	These are the leads I'm currently work Conor on following up.	ting on. Franklin on
	Account	Geography	Comments	Lost update	u 🗸	Created on	
hau • 2nd 🕻 ant	RM V Saved Energence	Greater New Yo Area	nk me Left VM 10/15, try again 10/22	2 2 mins ago		February 16, 2019 by Conor Weber Last modified on April 26, 2019 by Franklin Boomin	
;uyen - 2nd (ng Associate	CRM Mintome	Atoka, KY	me Phoebe, just got two InMail responses from the VPsee m	Yesterday		View collaborators	C

1 In your shared list, click on the "Actions" drop-down

² In the drop-down menu, select "View List Info"

From the "List Info" pane, click the pencil icon next to "List description" to edit

 \times

n qualifying

List Descriptions can be **viewed** from the following locations:

How it works: Viewing List Descriptions

in sales navigator	номе	LISTS DISCOVER REPOR	rs 🕫 🛔 🌒 📔
Lead lists			Gin My saved leads (3.2k) + Create leads
All 👻			
Name	Number of leads	Owner	Last updated 🗘
My leads in progress	214	😭 Phoebe Washingt	on 01/02/2018 Phoebe Washington ⇔ Share
This list is a trusted community marketplace for people to list, discover, and book unique accommodations around the world online or an	246		01/02/2018 me → Share
in-person account.	124		01/02/2018 me → Share
Potential leads for new software purchase 🕮	350	🥷 me	01/02/2018 me ⇔ Share ••

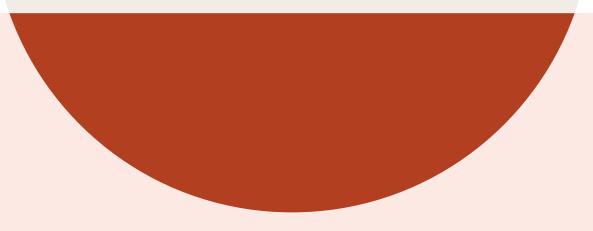
In the Lists Hub, by hovering over the list name

_	55 쓰				
					Save all leads from this list
	7 Changed jobs in past 90 days	14 Leads with TeamLink intro	8 Mentioned in the news in the past 30 days	12 Pos day	Make a copy View list info
	Account	Geography	Comments		Last updated 🗸

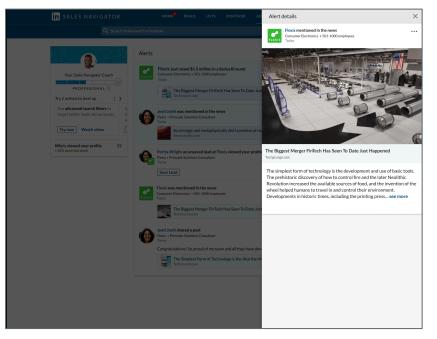
In the List itself, by selecting "View List Info" from the action dropdown

Homepage Enhancements

Slide-In Panel & Alerts Re-design

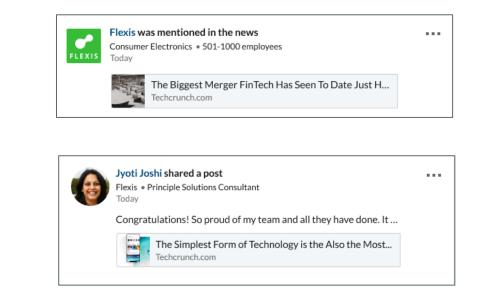


This quarter we are launching enhancements to the homepage experience aimed at improving your ease of use and maximizing efficiency.



Slide-in panel:

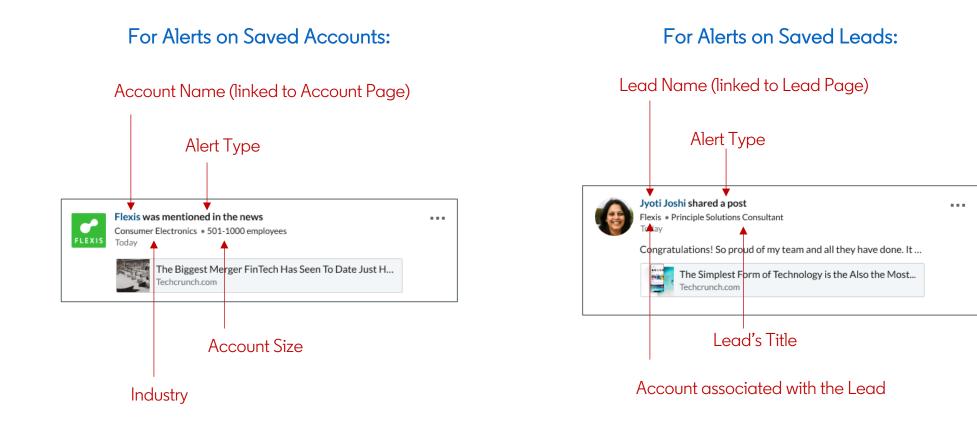
All Mentioned in the News Alerts will now open into a panel that slides out from the right side of the homepage, allowing you to view the article without leaving Sales Navigator.



Re-designed Alert format:

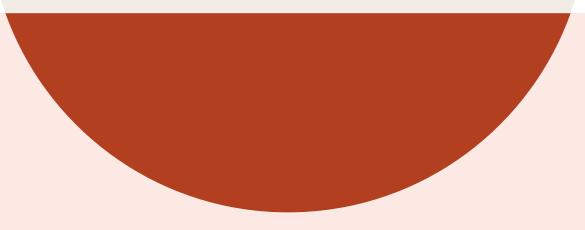
The design of each individual alert has been enhanced so that key details of the saved account or saved lead can be more easily seen and accessed.

Deep Dive: Re-designed Alert Format



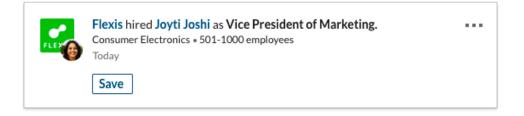
New Alerts

Headcount Growth, Senior Hires & New User alerts



New Alerts: Headcount Growth & Senior Hires

FLEXIS	Flexis has grown by 7% in the last 90 days. Consumer Electronics • 501-1000 employees Today	
	View Insights	



Sales Navigator Alerts give you on time, relevant, and actionable insights on your saved leads and accounts. With Alerts, you can spend less time researching and more time selling and building relationships.

This quarter we are adding two new alerts for your saved accounts:

- Your saved account has headcount growth: This alert notifies you when a saved account has grown over 5% in the last 90 days
- You have new senior hires at your saved account: This alert notifies you when your saved account has a new senior management hire.

To receive these types of alerts, please make sure you have saved accounts. No set up is required.

New Alerts: New Users

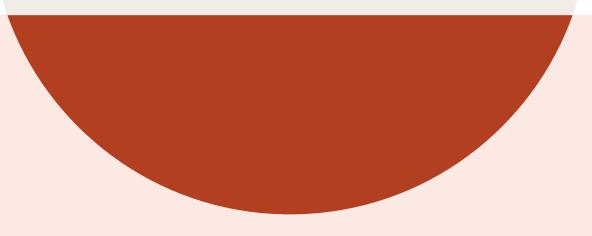
***	Have you explored Sales Navigator Coach ? Visit Coach to learn how to use Sales Navigator's most powerful features	1h
	Visit Coach	
	Save your recently viewed lead, Jeff Tanaka, to receive updates on	•••
	LinkedIn activity, job changes, promotions	3h
	Save	
	View a list of decision makers at Telendo to help you discover leads	
τ.	and identify your best path in	3h
	View decision makers	

Sales Navigator Alerts give you on time, relevant, and actionable insights on your saved leads and accounts. With Alerts, you can spend less time researching and more time selling and building relationships.

This quarter we are adding three new alerts to help users get started in the product.

- Visit Sales Navigator Coach: This alert on day 2 sends new users to Sales Navigator Coach to get them started trying features.
- Save your recently viewed lead: This alert on day 4 prompts users who have never saved a lead to save a lead they viewed recently.
- View decision makers: This alert on day 7 encourages users to view decision makers at a saved or viewed account.

Bing Geo Migration



This quarter, we are changing the data powering our geography filter to Bing Maps data. This change should vastly increase our location coverage and provide more accurate search results for searches involving the geography filter.

Key Highlights & Data Wins!

- 1. Expanding our country coverage.
- 2. Adding 2,000+ states/provinces.
- 3. Adding 2.4 million cities.
- 4. City level search for 100+ countries that previously could only be searched as a country.
- 5. More accurate taxonomy of postal codes and regions.

Impact to User Experience:

The Number of Cities Available is Increasing By....

- 1. 1,174% for APAC
- 2. 647% for EMEA
- 3. 515% for LATAM
- 4. 228% for MENA
- 5. 186% for NAMER

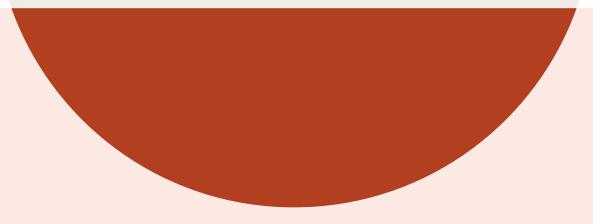
- When searching by location, you'll notice that the names of regions or areas you're familiar with may have changed (e.g. "greater New York City Area" is now "New York City Metropolitan Area")
- Saved searches that use location should automatically update to reflect the new location. This may result in a one-time slight change in the total results in a saved search.

Deep Dive: A look at new Bing geography data

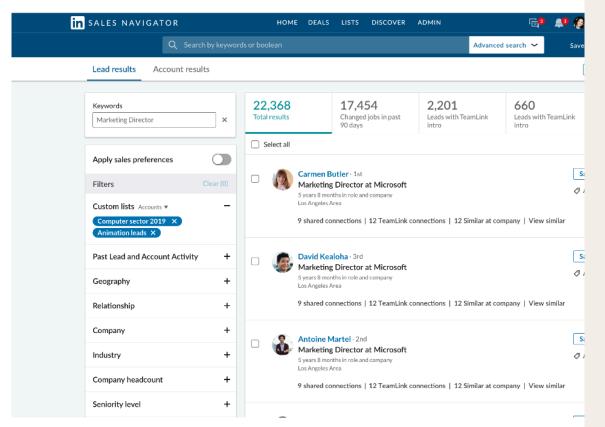
n sales naviga [.]	TOR	ном	1E DEALS LISTS	DISCOVER ADMIN	E <mark>9</mark>	9 🚱 🖻 🏢
	Q Search by keywor	rds or boolean		A	dvanced search 🐱	Saved Searches ⁹⁹⁺
Lead results	Account results					Save search
Top filters	Save Clear (3)	22,368 Total results		176 With senior leadership changes i	12 Data Companies Raise	ed Funding in Past
Company	+	Total results		3 months	6 months	
Geography Filter by: Re	egion 🔻	Select all				
Included Dundrum, Dublin, Ireland × Excluded Howth, Dublin, Ireland × Seniority + Title +		C PLEXIS	services. The insights and Marketing • 10,000+ employ Mentioned by funding.stuf Fresh Inc. raised 2.5 million	al leader in assurance, tax, transactio d quality services we deliver help bui yees • Dublin, Ireland	dsee all	Save •••• Add Tag
Function Industry Included Financial Services X Past Lead and Account			services. The insights and Marketing • 357+ employee Mentioned by funding.stuf Mintome, LLC has raised 1:	al leader in assurance, tax, transactio d quality services we deliver help bui s • Dublin, Ireland if 3 million to double down on their bet that	dsee all	Save ····
Relationship	+		View all employees 55	decision makers 220 connections	2 senior management hir	es
Keywords	+		Whistlety & Co.	м		Save

Lead Search within Lists

FIND THE LEADS YOU WANT IN THE ACCOUNTS YOU'VE ALREADY DEEMED IMPORTANT



What's new? Lead Search Within Lists

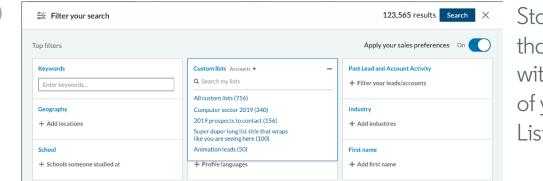


DETAILS

Now you can quickly and easily search for leads from the accounts that matter to you by filtering your lead searches so they only search for relevant leads within the Account or Lead Lists you've created (or that have been shared with you).

This filter is available for lead searches only (not account searches) on the desktop version of Sales Navigator. Users can search for a lead from within one, several, or all of their Account or Lead Lists (not both together).

How it works



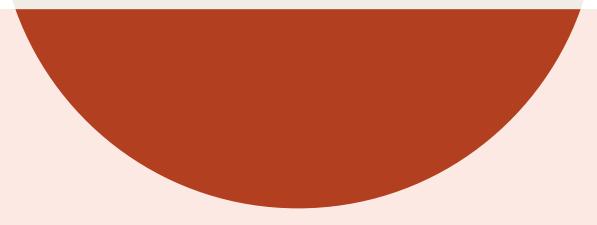
Start a new search that only searches within one or more of your Custom Lists or...

Q Search by	keyword	s or boolea
Lead results Account results		
Keywords Marketing Director	×	22,30 Total res
Apply sales preferences (Selec
Filters Clea	r (O)	
Custom lists Accounts V	-	
Q Search my lists		
All account lists (756)		
Computer sector 2019 (340)		
2019 prospects to contact (156)		
Super duper long list title that wraps like you are seeing here (100)		
Animation leads (50)		
Past Lead and Account Activity	+	

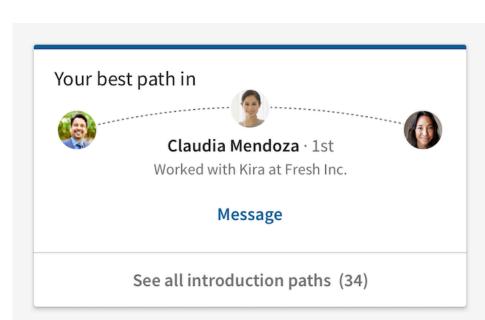
...Add a filter to a completed or saved search.

Best-Intro-Path Improvement

FIND THE BEST INTRODUCER TO REACH OUT TO FOR HELP CONNECTING WITH A LEAD



What's new? Best-Intro-Path

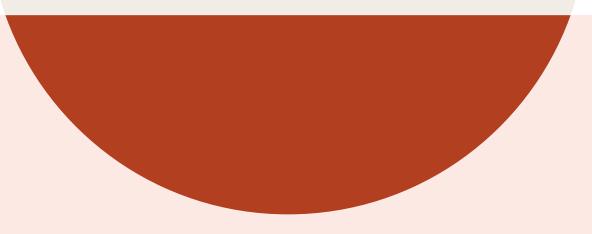


Find the best way in

Using connection strength scores based on members interaction, we pick the best introducer (highest connection strength score to seller and buyer) to reach out to for help connecting with a lead.

No setup needed, available for all Sales Navigator users.

SNAP Partners



SNAP Integrations: New Partners

In addition to our new Business Intelligence category, we are announcing the next wave of partner integrations available on the Sales Navigator Application Platform (SNAP) as well as an updated look, feel, and functionality for select existing partner integrations.

Our latest integrations are shown below, representing an expansion of our offerings in the following SNAP categories:



Business Intelligence



eSignature



CRM



Marketing Automation



Sales Acceleration

Ę



Web Conferencing



Other