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ACT! Training Guide for the Real-World

Finally, an ACT users' guide that was written by someone from the trenches to not only help beginners, but also be a resource for advanced users and administrators.

Houston, TX – August 12, 2008 – ACT by Sage has just released “The Official ACT by Sage QuickStudy Guide” to coincide with the release of their ACT 2009 software. ACT! (the leading contact and customer management software) wanted to provide their end-users with a guide that took a real-world approach. They contracted with Susan Clark of Cornerstone Solutions, Inc. to develop and write a book that could help even the most basic user take their skills to the next level, while still including chapters that would help the advanced user customize and administer the database. A veteran ACT Certified Consultant, a prolific author, and someone who specializes in teaching people how to use technology, Clark was perfect for the project. The first book she authored for them was released in early 2002 and was so successful in boosting their end-users’ productivity that Clark has written seven additional books for them, culminating in the ACT QuickStudy Guide that has just been released.

This new guide goes beyond the dictionary-style of basic explanation and is designed around the day-to-day use of the product, written in a style that is easy to follow. It is currently the only national book available for this version of the software. “Traditionally software user guides are written by an internal staff that may not have had the chance to use the product in a real-life situation,” explains Clark. “I wanted to offer a book that would not only describe what happens when you click a specific command, but also tell you why you would want to click that command. I tried to pack as many ‘aha’ moments as I could into this book so the reader would say ‘Wow I didn’t know it could do that!’ or ‘So that’s why you use that feature...I could see how that could help my business.’ Plus” added Clark, “I like to add a little tongue-in-check humor. Life is too short not to have some fun along the way.”

The book can be used for instructor-led training or as a self-paced user guide, each topic containing brief description, a step-by-step procedure, and a quick exercise designed to help you see a feature work in a real-life business situation. The chapters were also designed so that you can pick and choose which lessons you want to review. No section or exercise is dependent upon completing any previous work. The book can be ordered from www.act.com/quickstudy. Clark has written other helpful guides to help end-users understand how to prepare for updating their

software and associated files. You can download a free copy of [The 5 Things You Should Do Before Upgrading](#).

About Cornerstone Solutions, Inc.

Cornerstone Solutions, Inc. is one of the nation's leading sales software implementers of ACT. Clark established Cornerstone Solutions, Inc. in 1987 to help businesses embrace the new world of PCs. Their focus is helping clients understand and take advantage of technology. They select and customize software to reinforce their client's corporate sales and marketing strategies, while helping build stronger relationships with an existing customer base. Clark also facilitates the Houston Area ACT Users Group. For more information, visit the website at www.cornerstonesolutions.com or call (713) 661-5095.

About ACT by Sage

ACT (previously owned by Symantec and now owned by Sage Software) created the contact and customer management software category in 1987. Today, ACT is the preferred choice of over 2.5 million users and more than 30,000 corporate license customers to help increase productivity by managing the appointments, activities, documents, and notes/histories required for effective customer communications. ACT! helps individuals, small business, and corporate workgroups improve bottom-line results by automating and customizing key aspects of the sales cycle to provide better forecasting and opportunity tracking.