

# Application Administrator

## Blackbaud Enterprise CRM

Could you use an extra staff member to perform front-end administrative tasks in Blackbaud Enterprise CRM? Then Blackbaud Application Administrator service could be perfect for you.

Application Administrator can add, edit, configure and troubleshoot a wide range of areas in Blackbaud Enterprise CRM. You simply relay requests to the Blackbaud team via email, Case Central or phone, and we take care of the rest.

Here are some of the areas we can help with:

### ADMINISTRATIVE FEATURE AREA:

- System Roles
  - Create a new system role
  - Edit an existing system role
  - Add an application users to a system role
  - Troubleshoot access issues for a system role
  - Constituent Security
  - Sites
- Application Users
  - Add application users
  - Delete application users
  - Troubleshoot access issues for application users
- Audit Tables
  - Enable/disable auditing on specified tables
  - Run audit reports for specified table
  - Purge audit tables
- Queues
  - Add/edit/delete queues
  - Manage queue process
- Code tables
  - Add/edit/delete code table entries
  - Edit sort method
  - Assign table permissions
- Business Process
  - Edit/Delete Job Schedules
- Catalog Browser
  - Load catalog items



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- Shell Designer
  - Make cosmetic changes to page
- Configuration Tasks
  - Countries and states
  - Fiscal Year
  - Manage constituency criteria
  - Manage attribute categories
  - Manage smart fields
  - Manage educational institutions
  - Configure report model record access security
  - Enable/disable phone formatting
  - Manage direct debit header file
  - Import ZIP Code table

#### CONSTITUENT FEATURE AREA:

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- Duplicate Constituents
- Constituent Correspondence

#### MAJOR GIVING FEATURE AREA:

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- Major Giving Setup
- Wealth Information

#### REVENUE FEATURE AREA:

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- Pledge subtypes
- IATS Merchant Accounts
- Global Pledge Write-off
- Post Revenue to GL
- Acknowledgements
- Receipts
- Pledge Reminders

#### EVENT FUNCTIONAL AREA:

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- Registration types
- Locations

#### VOLUNTEER FUNCTIONAL AREA:

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- Volunteer types
- Screening plans
- Skill levels

#### FUNDRAISER FUNCTIONAL AREA:

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- Purpose Types
- Giving Level Programs
- Benefit Catalog

#### REPORTS FUNCTIONAL AREA:

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- Report model generator

#### DATA FUNCTIONAL AREA:

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- Batch Entry
- Import
- KPIs
- Global Changes

#### *Tasks not included in this service but available for additional fees:*

- Consulting and/or Project management
- Development of Microsoft Word Merge documents
- Development of reports
- Development of customizations