

Salesforce Administrator (50 hours)

Course Topics

1. Introduction to Cloud Computing

- a. Cloud Computing
- b. Cloud Deployment Model
- c. Cloud Service Model

2. Salesforce CRM Basic

- a. CRM overview
- b. Single Tenant Architecture
- c. Multi-Tenant Architecture
- d. Salesforce Products

3. Salesforce Environments

- a. Force.com
- b. Production Environment
- c. Development Environment
- d. Testing Environment

4. **Data Modelling**

- a. Database & Objects
- b. Applications
- c. Tabs
- d. Fields
- e. Relationships to objects
- f. Master-Detail relationship
- g. Lookup relationship
- h. Validation rules
- i. Picklist and Global picklists
- j. Filed Dependency
- k. Roll-up Summary
- l. Schema builder

5. **UI Customization**

- a. Page Layout
- b. Compact Layout
- c. Global Actions
- d. List Views
- e. Record types

6. **Data Management**

- a. Data Import
- b. Data Export
- c. Record Id
- d. External Id

7. **Data Security**

- a. Level of Data Access
- b. Organization Level
- c. Manage Password Policies
- d. Profile Level
- e. Permission Set
- f. Login access by IP Address and Time
- g. Field Level
- h. Record Level
- i. Organization Wide Default
- j. Role Hierarchy
- k. Sharing Rules
- l. Manually Sharing

8. **Process Automations**

- a. Workflow
- b. Approval Process
- c. Flow Builder

9. **Sales Cloud**

- a. Campaign Management
- b. Lead Management
- c. Account Management
- d. Contact Management
- e. Opportunity Management
- f. Product and Pricebook
- g. Lead Assignment rules

10. **Service Cloud**

- a. Activity Management
- b. Case Management
- c. Support Process and Auto Response Rule
- d. Web to case Assignment Rule
- e. Email to Case
- f. Escalation Rule
- g. Solution Management
- h. Knowledge

11. **Report and Dashboard**

- a. Reports
- b. Dashboards

12. **Auditing and Monitoring**

- a. Record modifications
- b. Login History
- c. Field Tracking History
- d. Setup Audit Trail
- e. Security Health check
- f. Storage Usage