

Salesforce Certified Admin and App Builder

Lesson 24—AppExchange



What You'll Learn

- Finding and selecting an App
- Installing an App
- Finding a Developer
- Finding a Consultant



AppExchange Overview



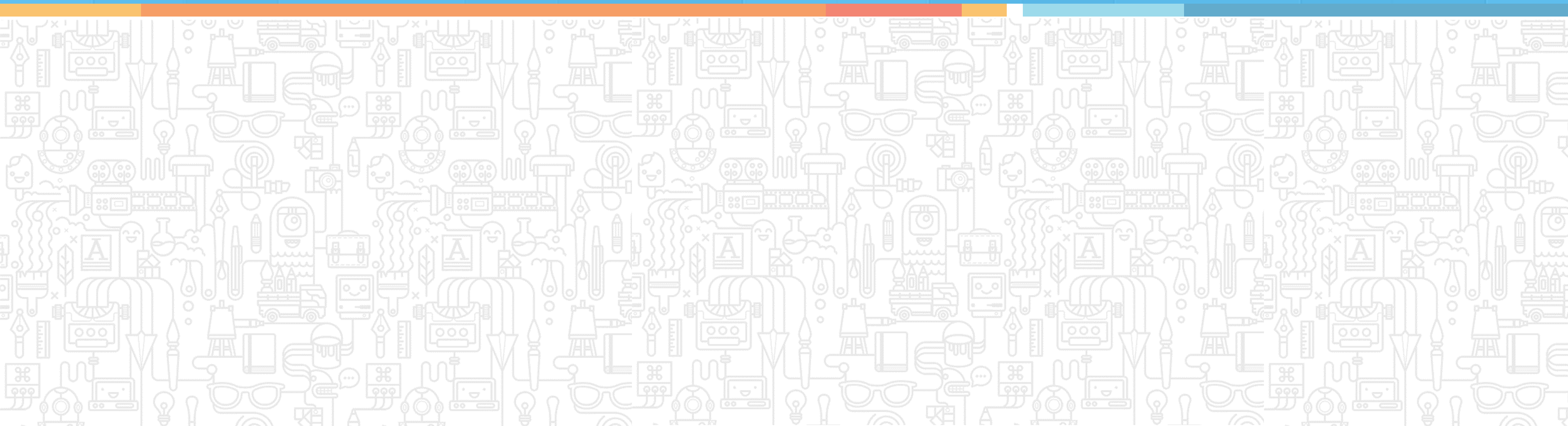
Following are the features of AppExchange:

- Install variety of applications
- Install Lightning components
- Find Salesforce Consultants
- Find Salesforce Developers
- View available Salesforce jobs



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Finding and Selecting an App



Keep the following points in mind while finding and selecting an app:

- Search for industry-specific applications
- Check reviews and product details
- Download white papers
- View product demonstrations



Keep the following points in mind while installing an app:

- Select an app and click the Get It Now button
- Follow installation steps per app instructions
- Grant access to some or all users
- Pay attention to free vs. paid

To get this app, select one of the below options

Log in to the AppExchange
Use your Salesforce credentials

I don't have a login
Continue as a guest

Finding a Developer



Keep the following points in mind while finding a developer:

- You can search based on skill, ratings, location, and languages
- You can view developer profiles and contact information
- You can also view certifications and product expertise

Nathan Pepper



Nathan Pepper
Sr. Software Engineer

ABOUT NATHAN PEPPER : USER SINCE 2010

California native, Cognitive Science major, father, UCLA grad, Excel ninja, Salesforce Jedi
(in order of appearance)

SKILLS

[Java](#), [PHP](#), [Python](#), [HTML/CSS/JavaScript](#), [Apex & Visualforce](#), [C#](#)

COMPANY

[Los Angeles Salesforce Developer Group](#)

Education

101-500 employees

LOCATION

San Francisco, California, United States

Finding a Consultant



Keep the following points in mind while finding a consultant:

- You can search based on regions, ratings, languages, or partner level
- You can provide a wide-range of services
- The different level of partners available are Platinum, Gold, Silver, and Registered

CONSULTANTS

Home
Popular Consultants
New Consultants
Top Partners
Platinum Partners
Gold Partners
Silver Partners
Registered Partners

Type of Service ▴
Business Consulting
Custom App Development
Systems Integration
Training
Preconfigured Solutions

SNAP.
Business Intelligence

★★★★★ (5)

 **propeller**
development

Cloud Development Experts™

★★★★★ (3)



QUIZ

1

Who can install applications from the AppExchange?

- a. Marketing User
- b. System Administrator
- c. Standard User
- d. Contracts User



QUIZ

1

Who can install applications from the AppExchange?

- a. Marketing User
- b. System Administrator
- c. Standard User
- d. Contracts User



The correct answer is **b**.

Only system administrators can install applications from the AppExchange.

QUIZ 2

What type of services would a Salesforce consultant NOT perform?

- a. Training
- b. Configuration
- c. Documentation
- d. Licensing



QUIZ

2

What type of services would a Salesforce consultant NOT perform?

- a. Training
- b. Configuration
- c. Documentation
- d. Licensing



The correct answer is **d**.

A Salesforce consultant would not perform licensing as only Salesforce provides licensing to customers.

QUIZ

3

What is required to list a managed package on the AppExchange?

- a. Salesforce Professional Edition
- b. Salesforce Developer Edition
- c. Salesforce Unlimited Edition
- d. Salesforce Enterprise Edition



QUIZ

3

What is required to list a managed package on the AppExchange?

- a. Salesforce Professional Edition
- b. Salesforce Developer Edition
- c. Salesforce Unlimited Edition
- d. Salesforce Enterprise Edition



The correct answer is **b**.

A Salesforce developer edition is required to create managed package on the AppExchange.

QUIZ

4

What programming language would a Salesforce Developer specialize in?

- a. HTML
- b. Java
- c. Apex
- d. JavaScript



QUIZ

4

What programming language would a Salesforce Developer specialize in?

- a. HTML
- b. Java
- c. Apex
- d. JavaScript



The correct answer is **c**.

A Salesforce developer specializes in the Apex programming language.

QUIZ

5

What are the five resources available on the AppExchange?

- a. Apps, Products, Components, Developers, Jobs
- b. Jobs, Consultants, Programs, Apps, Developers
- c. Apps, Components, Consultants, Developers, Jobs
- d. Programmers, Consultants, Jobs, Apps, Components



QUIZ

5

What are the five resources available on the AppExchange?

- a. Apps, Products, Components, Developers, Jobs
- b. Jobs, Consultants, Programs, Apps, Developers
- c. Apps, Components, Consultants, Developers, Jobs
- d. Programmers, Consultants, Jobs, Apps, Components



The correct answer is **c**.

The five resources of the AppExchange include apps, components, consultants, developers, and jobs.



Case Study

Scenario

Analysis

Solution

United Containers is having problems mapping its customers across the United States. Sales people are constantly traveling, and don't have time to prepare lengthy lists of customers for the various cities and regions. The ability to view customers on a map would increase sales and reduce customer turnover facilitated through in-person visits from salespeople.

Scenario

Analysis

Solution

United Containers installed the Geopointe application from the AppExchange:

1. Customers can be displayed in a heat map throughout the United States.
2. Routing and planning of travel is optimized through radius searches.
3. Sales people can access Geopointe via their mobile devices for convenient access.

Scenario Analysis Solution

United Containers performed the following steps to install the Geopointe application:

1. The system administrator went to the AppExchange, searched for Geopointe, and installed it.
2. Sales people were given training on how to view customers and generate maps.
3. Sales people were sent back to the field and used Geopointe throughout their travels.

Key Takeaways

- The AppExchange is a valuable resource for third party applications
- Consultants and Developers can be researched
- Reviews and ratings can be found



This concludes 'AppExchange.'

The next Lesson is 'Communities.'