

Salesforce Admin Topics (Complete List)

1. Salesforce Basics

- Salesforce Architecture (Multi-tenant, Metadata-driven, Cloud model)
 - Editions, Licenses, and Features
 - Company Profile (Fiscal Year, Business Hours, Holidays, Currencies)
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2. User Setup & Security

- Creating & Managing Users
 - Profiles & Permission Sets
 - Permission Set Groups
 - Roles & Role Hierarchy
 - Organization-Wide Defaults (OWD)
 - Sharing Rules (Criteria-based, Owner-based)
 - Manual Sharing & Team Sharing (Account, Opportunity, Case Teams)
 - Login IP Ranges, Login Hours
 - Two-Factor Authentication (2FA)
 - Session Security Settings
 - Security Health Check
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3. Data Modeling

- Objects (Standard vs Custom)
 - Fields (Standard, Custom, Formula, Roll-Up Summary, Geolocation)
 - Field Types (Lookup, Master-Detail, External Lookup, Indirect Lookup, Hierarchical)
 - Relationships (Lookup, Master-Detail, Many-to-Many with Junction Objects, Self-Relationship)
 - Field Dependencies (Controlling & Dependent Picklists)
 - Schema Builder
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4. Data Management

- Data Import Wizard
- Data Loader (Insert, Update, Upsert, Delete, Export)
- External IDs
- Deduplication (Duplicate Rules, Matching Rules)
- Data Skew Issues

- Large Data Volume Best Practices
 - Mass Transfer Records, Mass Delete Records
 - Data Archiving & Storage Management
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5. Automation Tools

- Workflow Rules (legacy, deprecated)
 - Process Builder (legacy, deprecated)
 - **Flow Builder (current & most important):**
 - Record-Triggered Flow
 - Screen Flow
 - Autolaunched Flow
 - Schedule-Triggered Flow
 - Subflows
 - Approval Processes (Single/Multi-step)
 - Assignment Rules (Lead & Case)
 - Escalation Rules
 - Email Alerts & Templates
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6. UI Customization

- Page Layouts
 - Record Types
 - Business Processes (Sales, Support, Lead)
 - Compact Layouts
 - Path & Guidance for Success
 - Lightning App Builder (Record Page, Home Page, App Page)
 - Dynamic Forms & Dynamic Actions
 - Global Actions vs Object-Specific Actions
 - Buttons, Links, Quick Actions
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7. Reports & Dashboards

- Report Types (Standard, Custom, Joined)
 - Report Formats (Tabular, Summary, Matrix, Joined)
 - Filters (Cross Filters, Field-to-Field Filters)
 - Bucket Fields
 - Row-Level Formulas
 - Dashboards (Components, Filters, Dynamic Dashboards)
 - Report & Dashboard Subscriptions
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8. Sales Cloud Features (Admin Scope)

- Leads & Lead Conversion
 - Campaigns & Campaign Influence
 - Opportunities (Stages, Products, Quotes, Price Books)
 - Forecasting (Collaborative Forecasts)
 - Territory Management
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9. Service Cloud Features (Admin Scope)

- Case Management
 - Queues & Assignment Rules
 - Case Escalation Rules
 - Email-to-Case, Web-to-Case
 - Service Console
 - Knowledge Base (Articles, Data Categories)
 - Entitlements & Milestones (SLA)
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10. Data Security & Compliance

- Field-Level Security
 - Record-Level Security (Role Hierarchy, Sharing Rules, Teams)
 - Shield Platform Encryption (awareness)
 - Data Masking
 - Audit Trail & Setup Audit Trail
 - Login History
 - GDPR / Compliance Awareness
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11. AppExchange & Integrations (Admin Level)

- AppExchange (Install, Manage, Uninstall Apps)
 - Connected Apps & OAuth Basics
 - Email Integration (Outlook, Gmail, Einstein Activity Capture)
 - Salesforce Mobile App (Setup, Compact Layouts, Navigation)
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12. Environment Management

- Sandboxes (Dev, Partial, Full, Scratch Org awareness)
- Change Sets (Inbound & Outbound)

- Deployment Basics (Metadata Migration)
 - Salesforce Optimizer
 - App Packaging (Basics)
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13. Collaboration

- Chatter (Groups, Feed Tracking, Publisher Actions)
 - Slack Integration (awareness)
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14. Monitoring & Troubleshooting

- Setup Audit Trail
- Debug Logs (for Flows, Automation)
- Login History
- Optimizer Reports
- System Status (trust.salesforce.com)