Lab1.1
As a CRM intern, I want to explore the Salesforce platform and compare editions so I can recommend the right version for our company and understand the core features.

Learning Outcomes

- Understand different Salesforce editions

- Identify key Salesforce apps and features

- Navigate through the Salesforce Lightning UI

- Explore major clouds (Sales, Service, Marketing)

Steps to Perform (Lab Solution)

1. **Login to Salesforce Developer Org**

   o Use Trailhead Playground or a fresh Developer Edition.

   o Explore the Home tab, App Launcher, and Key Tabs (Accounts, Contacts, Opportunities).

2. **Navigate the App Launcher**

   o Search for and open:

     ▪ Sales

     ▪ Service Console

     ▪ Marketing

   o Note the differences in tabs/modules shown per app.

3. **Access Company Information (Edition Identification)**

   o Go to **Setup → Company Information**

   o Note the **Salesforce Edition** (Developer, Enterprise, etc.)

4. **Explore Standard Objects**

   o Open Accounts, Opportunities, and Cases

   o Identify key features like Kanban view, List Views, Activity Timeline.

5. **Compare Editions using Trailhead**

   o Visit the official [Salesforce Editions comparison](#) page.

   o Document 3 major differences between **Professional**, **Enterprise**, and **Unlimited** editions.

6. **Write a Summary**

     ▪ What makes Salesforce a strong CRM?

     ▪ Which edition would they recommend to a startup vs. an enterprise?