

COURSE TEMPLATE

1. Department:	Computer Science and Engineering		
2. Course Name: B.Tech IV Sem :SalesForce – Admin	3. Course Code	4. L-T-P	5. Credits
	BCO 504A	3-0-0	3
6. Type of Course (Check one):	Programme Core <input type="checkbox"/> Programme Elective <input checked="" type="checkbox"/> Open Elective <input type="checkbox"/>		
7. Pre-requisite(s), if any: None			
8. Brief Syllabus: Become Job Ready Admin edition is a 5-month learning journey designed for B.Tech students . Salesforce uses the power of its free learning platform - Trailhead, to teach students everything from the fundamentals of the Salesforce platform, to the automation, security, and coding the platform provides. The program provides curated content to help students learn the Salesforce skills that employers seek.			
Lectures: 36 hours		Practice	
		Tutorials: 00 hours	Lab Work: 00 hours
9. Course Outcomes (COs) Possible usefulness of this course after its completion i.e. how this course will be practically useful to him once it is completed.			
CO 1	Understanding fundamentals of Salesforce platform		
CO 2	Comprehending customization of Salesforce platform		
CO 3	Analyze different security features by learning how to secure organization's data and how users can work together to keep data safe.		
CO 4	Learn about the power of Sales Cloud and Service Cloud in Salesforce.		
CO 5	Explore Reports and Dashboards which visualize key business metrics in real-time and create eye catching Dashboard to display key business information.		
10. UNIT WISE DETAILS No. of Units: 5			
Unit Number: 1	Title: Basics of the Salesforce Platform	No. of hours: 6	
Content Summary: Trailhead Basics, Trailhead Playground Management, Salesforce Platform Basics, Salesforce User Basics, User Engagement, Salesforce CRM, Prepare Your Salesforce Org for Users Trailblazer Community Groups			
Unit Number: 2	Title: Customizing Salesforce	No. of hours: 6	
Content Summary: Lightning Experience Basics ,Data Modeling, Formulas & Validations, Picklist Administration, AppExchange Basics, Data Management, Customize a Salesforce Object			
Unit Number: 3	Title: Data security and Safety	No. of hours: 6	

Content Summary: Lightning Experience Customization, Salesforce Mobile App Basics, Identity Basics User Management, , Security Basics Data Security, Salesforce Mobile App Customization, Accounts & Contacts for Lightning Experience

Unit Number: 4

Title: Sales Cloud and Service Cloud in Salesforce

No. of hours: 6

Content Summary: Leads & Opportunities for Lightning Experience, Service Cloud for Lightning Experience, Entitlement Management, Set Up Case Escalation and Entitlements, Chatter for Lightning Experience, Sales force Einstein Basics, Sales Cloud Basics, Marketing Cloud Basics, Experience cloud Basics, Products, Quotes, & Contracts

Unit Number: 5

Title: Reports and Dashboards

No. of hours: 6

Content Summary:

Reports & Dashboards for Lightning Experience, Quick Start: Lightning App builder , Create Reports and Dashboards for Sales and Marketing Managers, Customize an Org to Support a New Business Unit, Data Quality, **Lightning Experience Reports & Dashboards Specialist, Business Administration Specialist**

11. Brief Description of Self-learning components by students (through books/resource material etc.):

<https://trailhead.salesforce.com/users/asiagtm/trailmixes/salesforce-administrator-pcp-track>

12. Books Recommended:

Textbooks:

Kaufman, M., & Wickershi, M. (2015). *Learning Apex Programming*. Packt Publishing Ltd.

Reference Books:

Appleman, D. (2018). *Advanced Apex Programming in Salesforce*. Desaware Publishing.

Reference Websites:

<https://trailhead.salesforce.com/>

13. Course Outcomes (COs)

CO1 :Understanding fundamentals of Salesforce platform

CO2: Comprehending customization of Salesforce platform

CO3: Analyze different security features by learning how to secure organization's data and how users can work together to keep data safe.

CO4: Learn about the power of Sales Cloud and Service Cloud in Salesforce.

CO5: Explore Reports and Dashboards which visualize key business metrics in real-time and create eye catching Dashboard to display key business information.

Mapping of PO's and CO's

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3
CO1	2	1	3	2	2							3	2	2	2
CO2	2	2	2	3	3							3	1	1	1
CO3	2	3	2	3	3					1	1	3	1	2	2
CO4	2	1	1	2	3	1				1	2	3	1	3	2
CO5	1	2	2	2	3	2				1	1	3	2	2	2