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SOLUTIONS

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Difference Between

SALESFORCE ADMIN
AND
SALESFORCE BA

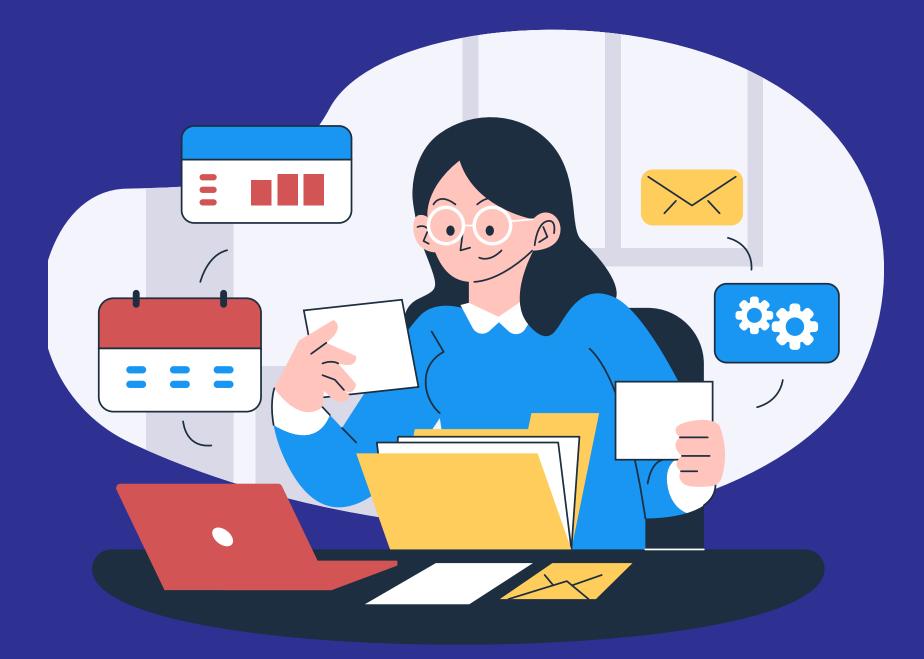| Salesforce Admin	Salesforce Business Analyst
operational	project-based
Admins Set Up Users, Security Measures, And Processes, And They Maintain Data On The Salesforce Platform. They Are The Salesforce Experts Within The Organization.	Business Analysts Use Data To Plan And Oversee Salesforce Projects. They Apply Their Knowledge Of Salesforce Capabilities And Limitations To Guide The Business To The Best Solutions. And They Act As Interpreters Between IT And Business Stakeholders.

Key Tasks

Salesforce Admin	Salesforce Business Analyst
• Set Up The Salesforce Org • Set Up Users • Configure Security And Access Settings. • Create Custom Objects And Create And Maintain Fields:	• Elicit And Document Requirements • Develop And Define Project Roadmaps. • Write User Stories • Communicate With Managers And Stakeholders

Salesforce Admin	Salesforce Business Analyst
• Manage Sales And Marketing Applications • Manage Service And Support Applications. • Manage Activities And Collaboration • Build Reports, Dashboards, And Other Analytics.	• Facilitate Business Solutions. • Manage Salesforce Projects. • Create And Deliver Business Presentations • Manage And Analyze Salesforce Implementations.

Salesforce Admin	Salesforce Business Analyst
• Administer Desktop And Mobile Apps • Install Packages From AppExchange. • Manage Sandbox And Production Environments. • Communicate With Stakeholders	• Apply Frameworks And Methodology To Salesforce Projects. • Create User Training Materials. • Solve Issues During Testing. • Understand Current Business Processes And Document Processes in Development

Required Skills & Key Qualities

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Salesforce Admin	Salesforce Business Analyst
Communication Skills To Work With People Across The Organization, From Leadership To The Actual Users Themselves	**Problem Solving Skills** To Solve For The Best Best Solution For The Organization.
Time Management Skills To Help With Case Management And Constant User Requests	**Communication Skills** To Work With Stakeholders At All Levels Of The Business, Gather Requirements. And Oversee Projects From Beginning To End.
Problem Solving Skills To Solve For The Best Best Solution For The Organization.	**Project Management Skills** To Keep Salesforce Projects On Track And Moving Toward The End Business Goal.

Salesforce Admin	Salesforce Business Analyst
Empathetic. Listens To And Understands Customer Needs. Requests. And issues. **Confident.** Draws On Knowledge About The Salesforce Platform To Argue Against Requests That T Aren't In The Best Interest Of The Business **Encouraging.** Drives User Adoption	**Data-Driven** Tracks And Evaluates Data To Provide Insights Back To The Business **Action-Oriented.** Makes Quick, Actionable Recommendations Based On Data Findings. **Solution-Oriented.** Takes Project Requirements And Creates The Best Solution For The Organization

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WAS THIS HELPFUL?

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