

Date:	13 July 2020	Name:	Safiya Banu
Course:	Salesforce	USN:	4AL16EC061
Topic:	<ul style="list-style-type: none"> • Stories of Salesforce • Get to Know Our Terms • Your First Trailhead Playground • Customize the Salesforce Platform 	Semester & Section:	8th sem “B” section
Github Repository:	Safiya-Courses		

What does a Salesforce Administrator do?

Salesforce Administrators work with stakeholders to define requirements and to customize the platform. To put it simply: they enable users to get the most out of Salesforce.

A Salesforce Admin best understands how to make the platform work for their company's unique needs. Some companies may employ many people in this role. A Salesforce Administrator's colleagues can rely on them to:

- Maintain the platform
- Make it as easy as possible for users of any technical level to use Salesforce
- Stay updated on the platform's new tools, capabilities, and updates

Think of Salesforce Administrators as your trusted advisors on all things Salesforce. They are a vital bridge between business and technology.

At some companies, these administrator jobs are combined with other roles. However, depending on their needs, some companies hire for this role specifically. Because of our platform's

capabilities, having someone with an admin certification can ensure the company is using the platform to its fullest potential.

Take, for example, your sales team. They might use Sales Cloud to keep track of opportunities and close deals. With the help of a Salesforce Admin, your salespeople can set up personalized dashboards, fields, alerts, and reports to shorten the sales cycle and track every lead in greater detail. This level of organization can lead to greater satisfaction among salespeople and new customers.

And that's just one department. We have solutions for just about every team in a company, including sales, marketing, customer service, and more. Each department can learn from the Salesforce Admin how to use our platform most effectively.

What's an App?

You're probably comfortable with the idea of app stores. Whether you're downloading apps on your phone, tablet, computer, or other device, you have to download and install apps to make the most of your technology. Salesforce is the same way.

Salesforce has a community of partners that use the flexibility of the Salesforce platform to build amazing apps that anyone can use. These apps are available for installation on AppExchange (some for free, some at a cost).

What's a Package?


A package is a set of pre-created configurations and developments. At various points in your Trailhead learning journey, you may need to install a package in order to complete a challenge or work through the steps in a badge.

Packages allow us to load sample data, custom objects and fields, or just about anything else into your Trailhead Playground.

Install an App or Package in Your Trailhead Playground

To install an app or package in your Trailhead Playground, you just need the package ID provided in the Trailhead content. This is a long string that starts with `04t`—you'll know it when you see it.


First things first: Launch your Trailhead Playground by going to any hands-on challenge, scrolling to the bottom of the page, and clicking **Launch**. If you see a tab in your org labeled Install a Package, fantastic! Follow the steps in the Your Playground Has the Playground Starter App section below.

If not, click  to launch the App Launcher, then click **Playground Starter** and keep reading. If you don't see the Playground Starter app, go ahead and skip to the Your Playground Doesn't Have the Playground Starter App section.

Your Playground Has the Playground Starter App

If your playground has the Playground Starter app, follow these steps to install an app or package.

1. Find the package ID starting with `04t` and copy it to your clipboard.
2. Click the **Install a Package** tab.
3. Paste the package ID into the field.
4. Click **Install**.



INSTALL A PACKAGE

Here's a handy tool you can use to install an app or package in this Trailhead Playground. Enter the ID for your app or package and click **Install**.

Package ID

Install

Note: This tool is only available in Trailhead Playgrounds. You won't find it in your production org. Learn more about installing apps in the [Trailhead Playground Management](#) module on Trailhead.