NTI TECH ACADEMY

Salesforce Administrator Training Course Content

Module – Salesforce Classic

Salesforce Overview

- · ðIntroduction to Cloud Salesforce and Cloud Services
- · ðIntroduction to CRM
- · ðSalesforce Architecture
- · ðSalesforce Editions
- · ðSalesforce licences
- · ðTypes of Sandboxes - Development lifecycle in Salesforce

Salesforce Overview Contd.

- · ðSalesforce Object Overview
- · ðSalesforce Navigation
- · ðUser Creation
- · ðLead conversion process

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Designing Applications on Salesforce Platform

- · ðDatatypes in Sobjects - I
  - · ðDatatypes in Sobjects - II
- · ðDeveloping custom app
  - · ðDeveloping custom objects
- · ðRelationships in salesforce LookUp,

  MDR

- · ðCreating custom tabs
- · ðCreating custom applications
- · ðFormula fields, Summary filed etc

Designing Applications Contd.

- · ðRoll up summary
- · ðPage layouts, edit layout etc
- · ðRecord types

Implementing Business Processes

- · ðValidation rules
- · ðWorkflow rule

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Implementing Business Processes Contd

- · ðApproval process
- · ðProcess builder
- · ðTracking Configuration modifications, Emails
- · ðData Modification

Designing Applications for Multiple Users

· Security Model - Profiles and Permission sets

- · ðSharing Model - OWD
- · ðRole hierarchy
- · ðSharing rules
- · ðManual Sharing

Company Profile Setting

- · ð Fiscal Year
- · ð Local language, Currency and time zone
- · ð Holidays and breaking hours etc

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Managing Data

- · ðData loader
- · ðImport Wizard
- · ðInsert, delete, update, upsert, undelete
- · ð Reports
- · ð Custom Report Type
- · ðDashboards

Hands on Project and Practice

- ○ · ðModular Assignments
- ○ · ð Industries based Project

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