

SALESFORCE Administration Advanced

Who can Learn Salesforce :

- This is one of the most common questions raising in many people. It's obvious that guys often misunderstand that Salesforce CRM Admin training is only for IT people. Let us get a clear idea now. As you know, CRM stands for Customer Relationship Management. It is nothing but an outstanding software system that is able to manage the customers, sales, profits, products or services, and other important business considerations. So, any kind of Retail, Software, Educational, or Commercial Business needs effective CRM systems to meet success and development. Salesforce CRM is a popular cloud-based CRM system. So anyone from any professional or educational background can learn Salesforce CRM. It is really offering lots of job opportunities for technical and non-technical people throughout the world. Online Training Features:
 - Real Time Expert Trainers
 - Industry Specific Scenario's
 - Video Recording Sessions
 - Soft Copy of Materials
 - Interview Preparation Tips Requirements:
 - A thirst for learning and a thrive for knowledge is all that is required!!! What you'll Learn:
 - This is a Project Based Training. You will work on a project requirement thereby learn the concepts
 - Extensive Work Exercises for most of the topics thereby enhancing your practical knowledge
 - Lots of interview preparation materials and certification materials
 - You will become a SOLO Salesforce Admin capable of handling a Salesforce org independently!!
 - Access to all the related Salesforce materials and many quizzes

LESSON 1: Cloud Computing Concepts

- What is Traditional Computing?
- Disadvantages of traditional Computing?
- What is Cloud Computing?
- Advantages of Cloud Computing over Traditional Computing?
- Phases of Cloud Computing (IAAS, PAAS, SAAS)
- Different types of Clouds?
- Architecture of Cloud Computing?

LESSON 2: CRM Overview

- What is CRM?
- How CRM can help to Business?

- Advantages of the CRM?
- What are the different types of CRM technologies in the Market?
- Why salesforce.com CRM is so famous than other CRM technologies?

LESSON 3: Salesforce Overview

- What is Salesforce.com?
- History of the Salesforce.com?
- Architecture of the Salesforce.com?
- Different Clouds in Salesforce.com?
- Different type of API's in salesforce.com?
- What is AppExchange?

LESSON 4: Salesforce

- Introduction to Salesforce
- Salesforce Overview
- Salesforce Editions
- Home Page Customization
- user Management
- Creating & Customizing Tabs
- Creating an APP
- Uploading a Company Logo
- Company Information Page
- System Overview Page
- Updating the Fiscal Year
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LESSON 5: Sales Cloud

- Introduction to Sales Cloud
- Sales Cloud \ Leads Home Page
- Creating List Views
- Creating and Converting leads
- Creating Accounts
- Creating Contacts
- Creating Email Templates
- Sending Individual Mails
- Sending Mass Emails
- Creating and managing Price Books
- Creating Products
- Creating Opportunities
- Creating Activities
- Creating a Web-to-Lead Form
- Creating a Lead Assignment Rule
- Creating a Lead Queue
- Creating an Auto Response Rule
- Creating Campaigns
- Record Types

LESSON 6: Service Cloud

- Introduction to Service Cloud
- Service Cloud
- Creating Cases
- Creating Case Assignment Rules
- Creating Case Escalation Rules
- Enabling Solutions
- Creating Solutions
- Attaching Solutions to Cases
- Enabling Knowledge
- Configuring Knowledge
- Creating a Web-to-case Form
- Creating a Email-to-Case Address

LESSON 7: Applications

- Standard Applications
- Custom Applications

LESSON 8: Objects

- Standard Salesforce Objects
- Custom Salesforce Objects

LESSON 9: Tabs

- Custom Object Tab
 - Web Tab
 - Visual Force Tab
 - Lightning Tab LESSON 10: Datatypes (Fields) } Standard Fields
 - Custom Fields
 - System Fields

LESSON 11: Relationships

- Lookup Relationship
- Master Detail Relationship
- External Lookup Relationship

LESSON 12: Page Layout Management

LESSON 13: Field Dependency

LESSON 14: Formula's

LESSON 15: Validation Rules

LESSON 16: Auto Response Rules

LESSON 17: Assignment Rules

LESSON 18: Role Hierarchy

- Introduction to Role Hierarchy
- Role Hierarchy
- Viewing Role Hierarchy
- Creating Roles
- Enabling Field History
- Creating Groups
- Creating Permission Sets
- Assigning Roles to users

LESSON 19: Profiles

- Introduction to Profiles
- Profiles
- Standard Profiles Overview
- Assigning Page Layouts
- Field-Level Security
- Custom App Settings & Access
- Tab Settings
- Record Type Settings
- Administrative Permissions
- General user Permissions
- Standard Object Permissions
- Custom Object Permissions
- Password Policies & Session Timeout
- Login Hours & IP Ranges
- Enabling Apex & Visual Force Access

LESSON 20: User Management

LESSON 21: Data Management

- Introduction to Data Management
- Data Management
- Importing Leads
- Importing Contacts & Accounts
- using Mass Delete
- Installing Data Loader

- Importing Records with Data Loader
- Updating Records with Data Loader
- Deleting Records with Data Loader
- Exporting Records with Data Loader
- Adding a Field in the Schema Builder
- Scheduling a Data Export
- Creating & using Sandbox
- Mass Transferring Records
- Reporting Snapshots
- Working with Tags LESSON 22: Workflows
- Introduction to Workflow Rules
- Workflow Rules
- Creating a Workflow Rule
- Creating a Workflow Rule Field Update
- Creating a Workflow Rule Task Assignment
- Creating a Workflow Rule Email Alert LESSON 23: Approval Process

LESSON 24: Security Controls

- Introduction to Security Controls
- Security Controls
- Viewing Object Security
- Changing Default Record Access
- Sharing Settings
- Field Accessibility
- Password Policies
- Session Settings
- Login Flows
- Network Access
- Activation
- Session Management
- Login Access Policies
- Certificate & Key Management
- Viewing Setup Audit Trail
- |) Executing Expire All passwords
 - Delegated Administration
 - Remote Site Settings
 - Named Credentials
 - File Upload & Download

LESSON 25: Reports

LESSON 26: Dashboards