

## Salesforce Admin Course Syllabus

### Module 1: Salesforce.com Introduction (Duration-2hrs)

- Cloud Computing & its Models.
- What is Salesforce.com?
- Evolution and Products
- Different Editions in Salesforce.com
- How to sign up for Developer Edition.

### Module 2: Getting Your Organization Ready for Users (Duration-2hrs)

- Set up the company profile
- Configure the user interface
- Configure search settings
- Set up Chatter

### Module 3: Security and Data Access (Duration-4hrs)

- Restrict logins
- Determine object access
- Set up record access
- Manage record access with the role hierarchy
- Deal with record access exceptions
- Manage field-level security

### Module 4: Managing Data (Duration-3hrs)

- Data Loader v/s Import wizards
- Import new records using import wizards
- Update existing records with the data loader
- Upsert operation, Export and Export All
- Mass transfer records between users
- Back up data with a weekly export
- Mass delete records

### Module 5: Automation (Duration-5hrs)

- Manage Email Administration
- Set up workflow rules and Approval Processes
- Automate Leads and Cases

## Module 6: Getting Around the App (Duration-3hrs)

- Understand the data model and navigation
- Find answers in Help & Training
- Rollup summary & Cross object formula.

## Module 7: Setting Up and Managing Users (Duration-2hrs)

- Manage user profiles
- Create and manage users
- Troubleshoot user login issues
- Set up Chatter Free and Chatter external users.

## Module 8: Customization: Fields (Duration-3hrs)

- Administer standard fields
- Create new custom fields
- Create selection fields: picklists and lookups
- Create Formula Fields
- Work with Page Layouts
- Work with Record Types and Business Processes
- Maintain Data Quality

## Module 9: Reports and Dashboards (Duration-4hrs)

- Run and modify reports
- Create new reports with the report builder
- Filter reports
- Summarize Report Data
- Bucket Fields in Reports
- Print, Export, Scheduling and Email Reports
- Build Dashboards
- Adding Dashboards in Home Page

## Module 10: More Administration (Duration-2hrs)

- Queues
- Public Groups