

Salesforce- Administration

Session 1: Know the Basic

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| ✓ Wet Your Feet | ✓ Learn Navigation In SF CRM |
| ✓ Architecture Of Salesforce | ✓ Personal Setup |
| ✓ Reset Person Info, Password Security Token | ✓ Understanding Salesforce Editions |
| ✓ Understanding Salesforce Licenses | ✓ Configuring Company Setup |
| ✓ Security and Identity Confirmation | |

Session 2: Know your Object and Data Structure

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| ✓ Custom and Standard Object | ✓ Create Custom Object and Its Fields |
| ✓ Understanding Of The Schema Builder | ✓ SFDC Data Components - Overview |
| ✓ Data Relationships | ✓ Lookup Relations |
| ✓ Master Detail Relationships | ✓ Many to Many Relationship- Junction Object |
| ✓ Creating Field Dependencies | |

Session 3: Lock the Org

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| ✓ Defining Password Policies | ✓ Managing Users |
| ✓ Managing Roles | ✓ Managing Profiles |
| ✓ Organization Wide Default | ✓ Defining Sharing Rules |
| ✓ Field Level Security | ✓ Field Accessibilities |

Session 4: Administration and Utilities

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| ✓ Creating /Editing/Deleting : Records | ✓ Mass Data Operations |
| ✓ Mass Upload /Mass Update /Mass Delete | ✓ Mass Transfer |
| ✓ Exporting Data | ✓ Scheduling Exports |
| ✓ Data Storage Usage | ✓ Data Loader |
| ✓ Web to lead | ✓ Queue Assignment /Lead Assignment |

Session 5: Customization

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| ✓ Creating Email Templates | ✓ Customizing Home Page Layouts |
| ✓ Creating Custom Home Pages | ✓ Customizing Page Layouts |
| ✓ Customizing Display - Tabs & Pages | ✓ Customizing View |
| ✓ Profile | ✓ Creating Service Cloud Console |

Session 6: Develop Your Logic

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| ✓ Automation using Formulas | ✓ Defining Validation Rules |
| ✓ Creating SFDC Flows | ✓ Workflow Rules |
| ✓ Process Builder | ✓ Approval Processes |

Session 7: Do Analysis

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| ✓ Working with Standard Reports | ✓ Creating reports |
| ✓ Report Formats | ✓ Controlling Report Accessibility |
| ✓ Scheduling Reports | ✓ Defining Report Types |
| ✓ Creating Dashboards | |