

Training Program**Salesforce Administrator ADM (201)**

Module 1

Time: 3hr

Set up Organization for Users

- Set up the company profile
- Configure the user interface
- Set up activities and calendars
- Configure search settings

Module 2.

Time: 3hr

Users Management

- Manage user profiles
- Create and manage users
- Troubleshoot user login issues

Module 3.

Time: 10hr

Customization: Objects/Fields (ADM 201)

- Standard and Custom Object
- 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 4.

Time: 8hr

Security and Data Access (ADM 201)

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

Module 5.

Time: 3hr

Managing Data (ADM 201)

- Import new records using import wizards
- Update existing records with the data loader
- Mass transfer records between users
- Back up data with a weekly export
- Mass delete records

Module 6.

Time: 4hr

Reports and Dashboards (ADM 201)

- Run and modify reports
- Create new reports with the report builder
- Filter reports
- Summarize report data with formulas and visual summaries
- Print, export, and email reports
- Build dashboards

Module 7.

Time: 12hr

Automation (ADM 201)

Manage email administration

Set up workflow rules

Validation Rule

Automate leads and cases

Assignment Rule

Approval Process

Module 8.

Time: 6hr

Managing the Support Process (ADM 201)

Automate the support process

Understand the Service Cloud console

Analyze support data with reports and dashboards

Module 9.

Time: 6hr

Lightning and Mobile Components of Salesforce

Introduction to Salesforce1

Use case of appropriate Global and Object specific actions

Action Layouts for Salesforce1

Introduction to Lightning Process Builder

Deployment Considerations