



Salesforce Administrator Training Course Details



Jumpstart your Salesforce Career with Salesforce Certification

Get the Knowledge through live sessions
Hands-on-practice with Practical Project Use cases
Mentoring throughout your preparation & certification journey
Placement assistance available

www.enterprise-infotech.com



Salesforce Administrator Training

Get the Knowledge , Practical Project Use cases and Assistance to ace your Salesforce Certification & Jumpstart your Salesforce Career

We provide comprehensive Salesforce training and enablement programs to enable students/fresh IT professionals from varied disciplines to start or advance their careers in the Salesforce ecosystem. We provide training which help to start their preparation for Salesforce Administrator, Platform Developer or App Builder certification.

WEEK DAYS BATCH | WEEK END BATCH

- Introduction to Salesforce
- Online Training Sessions on All Areas for Administrator Certification.
- 2 Project Use Cases for Practice.
- Offline Support for Clarifications.
- Help with Resources for Certification preparation
- Introduction to Cloud and Salesforce
- Configuration and Set Up
- Sales and Marketing Application/ Productivity and Collaboration
- Service and Support Operations.
- Data and Analytics Mgmt.
- Workflow/Process Automation

Salesforce Administrator Training Topics

Introduction to Cloud and Salesforce

- Introduction to Salesforce platform
- Salesforce Platform Architecture
- Use Cases for the platform
- Salesforce AppExchange
- Navigate the platform & Setup

Configuration and Set Up

- User Management
- Modify Date Model
- Create Custom Objects & Fields
- Manage User Access
- Identity Basics
- Data Security on Salesforce
- Roles, Profiles, Permission Sets, Org Wide Defaults & Sharing Rules.
- Formulas & Validations
- Change Object Types.

Sales and Marketing Application/ Productivity and Collaboration

- Account & Contacts in Lightning
- Leads & Opportunities Management
- Products, Quotes & Contract
- Campaign Basics.
- Manage Sales Process.
- Activities, Tasks, Events and Calendars
- Chatter Administration
- Salesforce Mobile App Customizations.

Service and Support Operations.

- Service Cloud for Lightning
- Service Console Set Up
- Case Management & Support Processes.
- Case Escalation & Entitlements.
- Knowledge Management
- Omnichannel Set Up.
- Projects - Create a Lightning Console app, Configure Omnichannel, Email to Case and Support Process.

Data and Analytics Mgmt.

- Data Management
- Duplicate Management
- Import & Export of Data
- Update Records Using External IDs
- Reports & Dashboards
- Reports & Dashboards Folder Access Control

Workflow/Process Automation

- Workflows
- Which Process Automation tool To Use?
- Flows
- Process Builders
- Approval Processes.
- Project - Create an App using App Builder, Custom Objects, Automation & Reports.



Enterprise Infotech is a budding information technology services firm focusing on the end-to-end life cycle of digital transformation. We help enterprises to thrive in the digital world by bridging the gap between their expectations and actual delivery.



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