



**SALESFORCE
ADMINISTRATOR CERTIFICATION**



Learning Collaborations



Global Certifications



About the **Salesforce Administrator Program**

Gain insight into the sales and marketing ecosystem and manage the functionality and wide range of important features available in Salesforce with this practical, hands-on training. Our Salesforce Admin Certification Training course will help you establish your credentials in the Salesforce domain, providing a solid boost to your career.

Course outcome for **Salesforce Administrator Certificate**

- Salesforce Basics and its Tools
- Salesforce Cloud and Force.com platform
- Sales and Customer support fundamentals
- Application customization, Data Validation, and Debugging
- Design portals, Dashboards, and Report preparation
- MVC architecture and SOQL
- Data model features, UI, and security
- Standard List Controller

Prerequisites for **Salesforce Administrator Certificate**

There are no specific prerequisites for joining this Salesforce Administrator training course. Anybody can opt for this Salesforce Admin certification. However, prior experience in any CRM software, experience as a developer or administrator will definitely give a boost to your learning path here.

Modules covered under **Salesforce Administrator Program**

Module 1 : *Salesforce Overview*

- 1.1 Introduction to Salesforce
- 1.2 Salesforce Overview
- 1.3 Introduction to Salesforce (Learning Objectives)
- 1.4 Salesforce Editions
- 1.5 Home Page Customization
- 1.6 User Management
- 1.7 Creating and Customizing Tabs
- 1.8 Creating an App
- 1.9 Uploading a Company Logo
- 1.10 Company Information Page
- 1.11 System Overview Page
- 1.12 Updating the Fiscal Year
- 1.13 Quiz
- 1.14 Case Study
- 1.15 Case Study Demo
- 1.16 Key Takeaways
- 1.17 Conclusion

Modules covered under **Salesforce Administrator Program**

Module 2: Sales Cloud

- 2.1 Introduction to Sales Cloud
- 2.2 Sales Cloud
- 2.3 Leads Home Page
- 2.4 Creating List Views
- 2.5 Creating and Converting Leads
- 2.6 Creating Accounts
- 2.7 Creating Contacts
- 2.8 Creating Email Templates
- 2.9 Sending Individual Emails
- 2.10 Sending Mass Emails
- 2.11 Creating and Managing Price Books
- 2.12 Creating Products
- 2.13 Creating Opportunities
- 2.14 Creating Activities
- 2.15 Creating a Web-to-Lead Form
- 2.16 Creating a Lead Assignment Rule
- 2.17 Creating a Lead Queue
- 2.18 Creating an Auto-Response Rule
- 2.19 Creating Campaigns
- 2.20 Record Types

Module 3: Quote Templates

- *3.1 Introduction to Quote Templates*
- *3.2 Quote Templates*
- *3.3 Creating a Quote Record*
- *3.4 Creating a Quote Template*
- *3.5 Generating a Quote PDF*
- *3.6 Emailing a Quote PDF*
- *3.7 Modifying Quote Templates*

Modules covered under **Salesforce Administrator Program**

Module 4: Service Cloud

- 4.1 Introduction to Service Cloud
- 4.2 Service Cloud
- 4.3 Creating Cases
- 4.4 Creating Case Assignment Rules
- 4.5 Creating Case Escalation Rules
- 4.6 Enabling Solutions
- 4.7 Creating Solutions
- 4.8 Attaching Solutions to Cases
- 4.9 Enabling Knowledge
- 4.10 Configuring Knowledge
- 4.11 Creating a Web-to-Case Form
- 4.12 Creating an Email-to-Case Address

Module 5: AppExchange

- 5.1 Introduction to AppExchange
- 5.2 AppExchange
- 5.3 AppExchange Overview
- 5.4 Finding and Selecting an App
- 5.5 Finding a Developer
- 5.6 Finding a Consultant

Modules covered under Salesforce Administrator Program

Module 6 : Reports

- 6.1 Introduction to Reports
- 6.2 Reports
- 6.3 Understanding Report Formats
- 6.4 Creating a Leads Report
- 6.5 Creating Contacts and Accounts Report
- 6.6 Creating an Opportunity Report
- 6.7 Adding Leads to a Campaign from a Report
- 6.8 Creating a Report Chart
- 6.9 Scheduling Reports
- 6.10 Creating a Campaign Report
- 6.11 Summarizing Report Data
- 6.12 Creating a Report Formula
- 6.13 Exporting Reports to Excel

Module 7 : Dashboards

- 7.1 Introduction to Dashboards
- 7.2 Dashboards
- 7.3 Understanding Dashboard Components
- 7.4 Creating a Dashboard
- 7.5 Refreshing a Dashboard
- 7.6 Modifying Columns on Dashboards
- 7.7 Adding Filter to Dashboard
- 7.8 Managing Access to Reports
- 7.9 Adding a Report as a Dashboard Component
- 7.10 Setting Up Dynamic Dashboards
- 7.11 Enabling Dashboards for iPad
- 7.12 Modifying Report and Dashboard Interfaces
- 7.13 Activating the Report Builder on Profiles

Modules covered under Salesforce Administrator Program

Module 8: Chatter & Salesforce to Salesforce Configuration

- 8.1 Introduction to Chatter
- 8.2 Chatter
- 8.3 Chatter Overview
- 8.4 Enabling Chatter
- 8.5 Enabling Chatter Feeds on Records
- 8.6 Configuring Chatter Groups
- 8.7 Creating Customer Groups
- 8.8 Creating a Free Customer Chatter User
- 8.9 Customizing Chatter Email Notifications
- 8.10 Configuring Salesforce to Salesforce
- 8.11 Accepting a Salesforce Connection
- 8.12 Sharing an Account via Salesforce to Salesforce
- 8.13 Enabling Ideas
- 8.14 Configuring Ideas Themes
- 8.15 Enabling Social Accounts
- 8.16 Enabling Libraries and Content
- 8.17 Customizing Libraries and Content
- 8.18 Uploading Documents to Libraries and Content
- 8.19 Configuring Salesforce1

Module 9: Role Hierarchy

- 9.1 Introduction to Role Hierarchy
- 9.2 Role Hierarchy
- 9.3 Viewing Role Hierarchy
- 9.4 Creating Roles
- 9.5 Enabling Field History
- 9.6 Creating Groups
- 9.7 Creating Permission Sets
- 9.8 Assigning Roles to Users

Modules covered under **Salesforce Administrator Program**

Module 10 : Security Controls

- 10.1 Introduction to Security Control
- 10.2 Security Control
- 10.3 Viewing Object Security
- 10.4 Changing Default Record Access
- 10.5 Sharing Settings
- 10.6 Field Accessibility
- 10.7 Password Policies
- 10.8 Session Settings
- 10.9 Login Flows
- 10.10 Network Access
- 10.11 Activations
- 10.12 Session Management
- 10.13 Login Access Policies
- 10.14 Certificate and Key Management
- 10.15 Viewing Setup Audit Trail
- 10.16 Executing Expire All Passwords
- 10.17 Delegated Administration
- 10.18 Remote Site Settings
- 10.19 Named Credentials
- 10.20 File Upload and Download Security

Module 11 : Profiles

- 11.1 Introduction to Profiles
- 11.2 Profiles
- 11.3 Standard Profiles Overview
- 11.4 Assigning Page Layouts
- 11.5 Field-Level Security
- 11.6 Custom App Settings and Access
- 11.7 Tab Settings
- 11.8 Record Type Settings
- 11.9 Administrative Permissions
- 11.10 General User Permissions
- 11.11 Standard Object Permissions
- 11.12 Custom Object Permissions
- 11.13 Password Policies and Session Timeout
- 11.14 Login Hours and IP Ranges
- 11.15 Enabling Apex and Visualforce Access

Modules covered under Salesforce Administrator Program

Module 12 : Data Management

- 12.1 Introduction to Data Management
- 12.2 Data Management
- 12.3 Importing Leads
- 12.4 Importing Contacts and Accounts
- 12.5 Using Mass Delete
- 12.6 Installing Data Loader
- 12.7 Importing Records with Data Loader
- 12.8 Updating Records with Data Loader
- 12.9 Deleting Records with Data Loader
- 12.10 Exporting Records with Data Loader
- 12.11 Adding a Field in the Schema Builder
- 12.12 Scheduling a Data Export
- 12.13 Creating and Using Sandbox
- 12.14 Mass Transferring Records
- 12.15 Reporting Snapshots
- 12.16 Working with Tags

Module 13 : Workflow Rules

- 13.1 Introduction to Workflow Rules
- 13.2 Workflow Rules
- 13.3 Creating a Workflow Rule
- 13.4 Creating a Workflow Rule Field Update
- 13.5 Creating a Workflow Rule Task Assignment
- 13.6 Creating a Workflow Rule Email Alert

Modules covered under Salesforce Administrator Program

Module 14 : Change Set and Deployment

- 14.1 Introduction to Change Sets and Deployment
- 14.2 Change Sets and Deployment
- 14.3 Outbound Change Sets
- 14.4 Inbound Change Sets
- 14.5 Deployment Settings
- 14.6 Deployment Status
- 14.7 Eclipse IDE

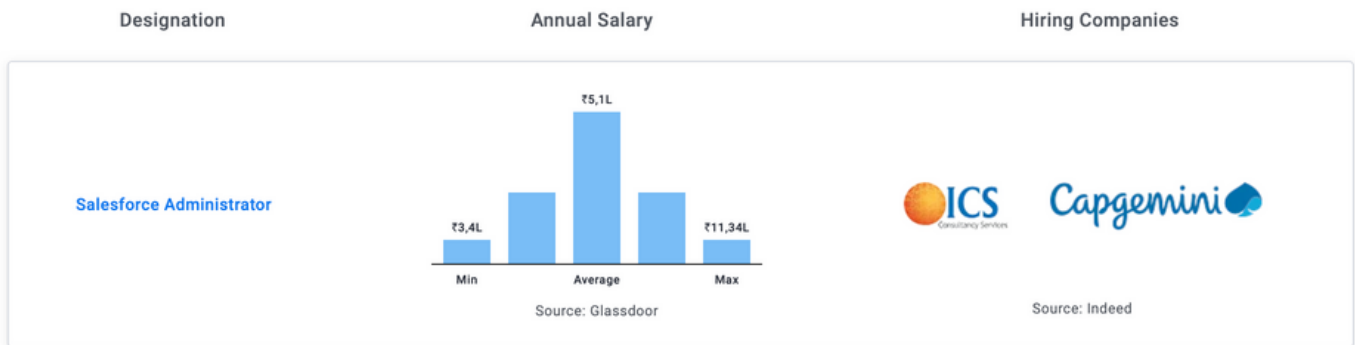
Module 15 : Communities

- 15.1 Introduction to Communities
- 15.2 Communities
- 15.3 Creating a New Community
- 15.4 Topic Management
- 15.5 Recommendations Management
- 15.6 Reputation Management
- 15.7 Adding Members
- 15.8 Managing Tabs and Branding
- 15.9 Login and Registration
- 15.10 Community Preferences

Module 16 : Projects And Interviews

- 16.1 Covering all the concepts
- 16.2 Project Work
- 16.3 Resume Preparation
- 16.4 Interview Question Preparation

Benefits as **Salesforce Administrator Program**



Our Training Benefits as **Salesforce Administrator Program**

- Our complete training is constructed as per the current industry standard.
- Live Project & Industrial Based Training.
- One of the biggest team of Certified Expert & Competent Trainers.
- Easy to understand study material.
- Regular and Weekends classes for IT & Software training is provided.
- Interaction, analysis and case studies are an integral part of the training.
- Smart Labs with Real Latest Equipments.
- Students are free to access the labs for an unlimited number of hours
- Free Study Material, e-PDFs, Video Trainings, Sample Questions.
- Globally Recognized Course Completion Certificate.
- The ability to retake the class at no-charge as often as desired.
- One-on-One attention from instructors.
- Helps students to take knowledge of complex technical concepts.
- Post Training Support will help the students.
- Personality Development & Interview Preparation classes.
- 100% Job Assistance with dedicated training & placement team.



Join One of the Best Salesforce Training Institute in India

(In-Class & Live Online Training by Industry Experts)



5740+
Batches Completed



68806+
Students Trained



470+
Skilled Instructors



Our Latest Reviews



Hi All, I am Shilpa and i have done my Certification from TechVidya. The study environment is good and trainers are full of knowledge. I personally recommend TechVidya Institute to all the students who looking for quality education and sincere about there future.

I am grateful to TechVidya - both the faculty and the Training & Placement Department. They've made efforts ensuring maximum number of placed students. The Institute started grooming us for placements in the first few months including courses such as Professional Excellence Program and Professional Skills Enhancement. I suggest to join TechVidya which comes under top 10 IT & Software training institute.



Hi I am Amit Kumar and my Enrollment ID with TechVidya is TV230967. I completed my Certification from TechVidya. They provides IT & Software courses in more practical & real scenario basis. Complete project based training help me to sharpen my technical skills.

TechVidya has always believed in helping and guiding its students and it was no different during the placement time. Regular classes held to help us with our aptitude and technical skills. Recommend to all the students who looking for best computer classes with quality education. Thanks TechVidya for explore my career.



RECORD BREAKING PLACEMENTS 100% JOB PLACEMENT ASSISTANCE

MEET OUR PLACED STUDENTS



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Career Assistance Services



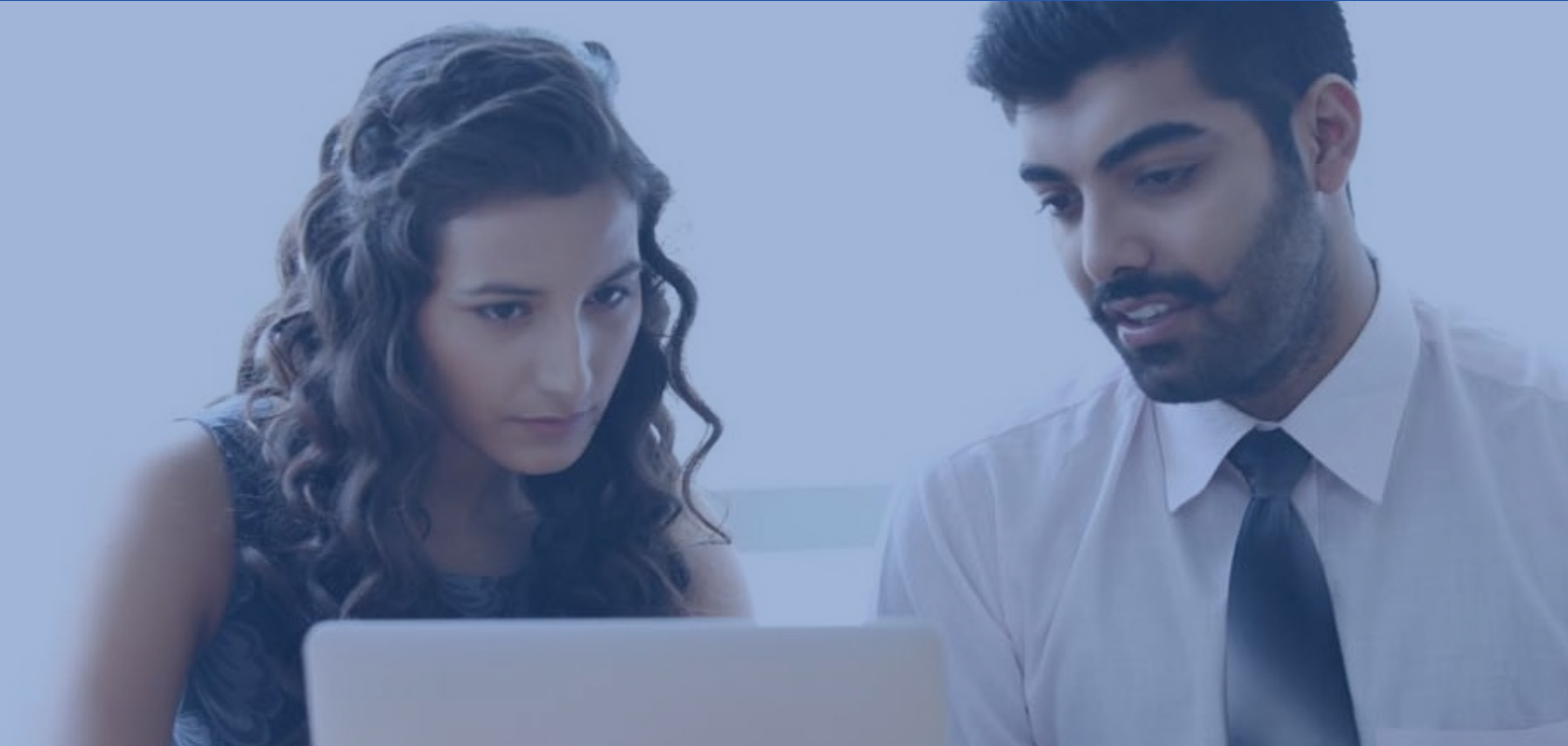
-  **Career Oriented Sessions**  Throughout the Course
-  **Resume & LinkedIn Profile Building**  After 70% of the Course Completion
-  **Mock Interview Preparation**  After 80% of the Course Completion

-  **1 on 1 Career Mentoring Sessions**  After 90% of the Course Completion
-  **Assured Interviews**  After 90% of the Course Completion
-  **1 Year Placement Assistance**  After 100% of the Course Completion



Our Top Placement Partners





TechVidya In News



08-Jan

ET Now- Startup Central

TIMESNOWNEWS.COM

22-Dec

What skills in demand & how should upgrade?

THE HINDU
BusinessLine

14-Nov

Turning executive education into class act

EducationTIMES
EST. ESTABLISHED

30-Sep

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02-Sep

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THE ECONOMIC TIMES

16-Jun

The journey of an EduTech Company



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