

SALESFORCE

ADMINISTRATION

Salesforce Overview Identity Management

- Overview of Salesforce.com
- Other Cloud Computing Providers
- Trusted IP Ranges
- Login Access Settings
- Security Token
- Personal Email Settings
- Changing Password

UI/Navigation Settings& Organization Administration

- Configuring the UI
- Configuring the Search Settings
- Configuring Chatter
- Company Profile & Licenses
- Multi Currencies
- Fiscal Year
- Storage Settings

Salesforce Customization

- Profiles
- User Login Restrictions
- Administering the Standard Objects & Fields
- Creating Custom Objects & Fields
- Object Relationships
- Managing the Pick Lists
- Creating Formulas & Roll Up Summary Fields
- Creating Applications, Tab
- Page Layouts
- Record Types
- Data Quality-Validation Rules

Security & Data Access

- Role Hierarchy
- Organization Wide Defaults(OWD)

- Sharing Rules
- Record Level Access & Exceptions
- Managing Users, Public Groups
- Queues

Automation – Workflows

- Workflow Rules
- Tasks & Email Alerts.
- Field Updates
- Approval Process Steps

Data Utilities

- Import Wizard
- Data Loader – DML Operations
- Data Export – Schedule
- Mass Update, Delete and Recycle Bin

Analytics

- Reports & Dashboards
- Report Types
- Scheduling Reports & Dashboards
- Analytical Snapshots

Marketing Administration

- Campaign Management
- Lead Management
- Assignment Rules & Auto Response Rules

Service Administration

- Case Management
- Solution Management
- Assignment Rules & Auto Response Rules

Additional Content

- Application Exchange Market Place
- Console Setup
- Security Settings
- Password Policies
- Session Settings

- Viewing Setup Audit Trial
- Desktop Integration
- Sandbox management
- Deployment
- Communication Template
- Email Administration & Mass Email
- Monitoring
- Mobile Administration
- Custom Links
- Web Tabs

Business Logic

- Analyse & Gather Requirements
- Build & Test Application