

Salesforce Administrator (50 hours)

Exam Code: CRT-101 –Salesforce Administrator Certification)

Course Topics

1. Introduction to Cloud Computing

- a. Cloud Computing
- b. Cloud Deployment Model
- c. Cloud Service Model

2. Salesforce CRM Basic

- a. CRM overview
- b. Single Tenant Architecture
- c. Multi-Tenant Architecture
- d. Salesforce Products

3. Salesforce Environments

- a. Force.com
- b. Production Environment
- c. Development Environment
- d. Testing Environment

4. **Data Modelling**
 - a. Database & Objects
 - b. Applications
 - c. Tabs
 - d. Fields
 - e. Relationships to objects
 - f. Master-Detail relationship
 - g. Lookup relationship
 - h. Validation rules
 - i. Picklist and Global picklists
 - j. Filed Dependency
 - k. Roll-up Summary
 - l. Schema builder

5. **UI Customization**
 - a. Page Layout
 - b. Compact Layout
 - c. Global Actions
 - d. List Views
 - e. Record types

6. **Data Management**
 - a. Data Import
 - b. Data Export
 - c. Record Id
 - d. External Id

7. **Data Security**

- a. Level of Data Access
- b. Organization Level
- c. Manage Password Policies
- d. Profile Level
- e. Permission Set
- f. Login access by IP Address and Time
- g. Field Level
- h. Record Level
- i. Organization Wide Default
- j. Role Hierarchy
- k. Sharing Rules
- l. Manually Sharing

8. **Process Automations**

- a. Workflow
- b. Approval Process
- c. Flow Builder

9. **Sales Cloud**

- a. Campaign Management
- b. Lead Management
- c. Account Management
- d. Contact Management
- e. Opportunity Management
- f. Product and Pricebook
- g. Lead Assignment rules

10. **Service Cloud**

- a. Activity Management
- b. Case Management
- c. Support Process and Auto Response Rule
- d. Web to case Assignment Rule
- e. Email to Case
- f. Escalation Rule
- g. Solution Management
- h. Knowledge

11. **Report and Dashboard**

- a. Reports
- b. Dashboards

12. **Auditing and Monitoring**

- a. Record modifications
- b. Login History
- c. Field Tracking History
- d. Setup Audit Trail
- e. Security Health check
- f. Storage Usage