

Sales Force Admin ADM 201

Total Sessions : 10
Total hrs: 20 (2 hrs/ session)
Cost : \$300
Time: Week Ends and Week Days (Flexible)

Cost Includes: Notes+labs+preparation for Certification and Interviews

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Sales Force Developemnt DEV 401

Total Sessions : 10
Total hrs: 20 (2 hrs/ session)
Cost : \$300
Time: Week Ends and Week Days (Flexible)

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Sales Force Sales Consultant

Total Sessions : 10
Total hrs: 20 (2 hrs/ session)
Cost : \$400
Time: Week Ends and Week Days (Flexible)
Cost Includes: Notes+labs+preparation for Certification and Interviews

Course Agenda:
Salesforce.com Administrator- ADM 201

Introducing Sales Force

Understanding the Home Page
Brief of sales/service Cloud, Reports, Dashboards, chatter, data, security, workflow,
AppExchange

Organization Setup

Understanding of a company profile

User Creation

Steps to set up a user and how to maintain it.

Scenario based discussion to troubleshoot user access And visibility issues

Standard and Custom Objects Differences

Standard object and custom object architecture and their relationship model how to customize fields, page layouts, for standard and custom objects

Scenarios discussion to understand the object creations and usages.

Business process using Record Types

Scenarios for Record types in standard and custom object settings.

Usage of Recycle bin.

How to create formula fields and when to use it.

Security and Access Controls

Various organization security options discussions

Features of the sharing model and its capabilities.

Scenarios on sharing model

Profiles usages and creation

Use of a custom profile with different licenses scenarios

Workflow Rules Automation

Discussions on workflow rules.

Different Evaluations of workflow rules and its actions

Scenarios to identify the recommended workflow solution

Discussions on use cases for the approval process

Chatter

Sales Cloud Applications Practices

Understandings of before sales process using sales cloud.

Features of sales process objects. Accounts, contacts

Opportunity management processes.

Capabilities of lead management and ways to generate leads

Scenario provided to identify how to automate lead management

Explanations on campaign management

Service Cloud Applications Practices

Usage and capabilities of case management
Real time scenario, to automate case management.

Usage of solution management

Portals Discussion

Activity Management

Describe the capabilities of activity management

Desktop and Mobile Administration

Describe the capabilities of Salesforce Classic Lite

Describe the installation and synchronization options of Salesforce for Outlook

Managing Data

Learnings how to import, update, transfer, and mass delete data

Scenario to understand the DML operations

Different ways to backup data

Discussions on Content and Folder Management

Customizing folders to manage and secure templates, dashboards, reports, and documents

Analytics – Reports and Dashboards

Creating reports and dashboards based on the business scenarios.

Scenario to understand different report types provided.

AppExchange

Identify use cases for AppExchange applications