

Salesforce.com Administrator Course Details

By [Besant Technologies](#)

Course Name	Salesforce.com Administrator
Category	Cloud Computing
Venue	Besant Technologies
Address	No.24, Nagendra Nagar, Velachery Main Road, Velachery, Chennai – 600 042 Landmark – Opposite to Phoenix Market City
Official URL	Salesforce.com Administrator Training
Demo Classes	At Your Convenience
Training Methodology	30% Theory & 70% Practical
Course Duration	35-40 Hours
Class Availability	Weekdays & Weekends
For Demo Class	Call - +91-996 252 8293 / 94 Email ID – besanttech@gmail.com

Why Besant Technologies?

- Training by highly experienced and certified professionals
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- Real-time projects scenarios & Certification Help
- Most competitive & affordable course fees
- Placement support for all courses
- List of established & satisfied clients & students ([Visit our website for reviews](#)).

Salesforce.com Administrator Training Outline

Introduction

- Introduction to Cloud Computing
 - What is Cloud Computing
 - Advantages
 - Layers – Client, Application(Software as a Service (SaaS)), Platform (platform as a service (PaaS)), InfraStructure("infrastructure as a service" (IaaS)), Server
 - Deployment Models – Public cloudm Community Cloud, Hybrid Cloud, Private Cloud
- Introduction to SalesForce
 - What is salesforce.com
 - Advantages
 - Products and Services
 - Customer Relationship Management(CRM) – Salesforce CRM and other CRM
 - The Sales Cloud
 - The Service Cloud
 - Force.com Platform
 - Chatter
 - AppExchange
 - Configuration
 - Web services
 - Mobile support

Introduction to Force.com Platform

- Registering Developer Edition with Salesforce.com
- Standard applications
- Standard Tabs
- Standard Objects and relationships, Links/li>
- Setup page – Personal Setup, Application Setup and Administration Setup

Personal Setup

- Personal Information
- Change Password
- Reset my security Token
- Change My Display
- Grant Login Access
- Calendar Access
- Reminders
- Email Settings

Designing Applications on Force.com – I

- Creating new application
- Creating Custom objects
- Creating Tabs – Custom Tabs, Web tabs
- Adding text ,Currency,Checkbox,Date fields
- Creating Picklists
- Field Dependencies

Designing Applications on Force.com - II

- Encrypted fields, field help, and field history tracking
- Use master detail, lookup, and many-to-many Relationships
- Custom button and links Creation
- Rollup Summary field

Designing Applications on Force.com – III

- Develop custom formulas .
 - Use the vlookup, regex, ischanged, isnew, and priorvalue functions to build business processes
- Validation Rules – Creating rule by applying formulas
- Payelayouts – Payelayout Editor, Grouping fields into New Section, adding spece between Fields, Editing Field properties
- Search Layouts

Designing Applications on Force.com – IV

- Workflows
 - Introducing Workflow Rules and work flow actions
 - Email Alerts – Email templates
 - Tasks
 - Field Updates – Queues and Time Dependent Workflow Actions

Designing Applications on Force.com – V

- Creating an approval Process
 - Create an Email template for approvals
 - Create an Approval Process
 - Create a Custom Profile
 - Create User
 - Test the Approval Process

Reports

- Introducing Reports and Custom Reports
- Create a tabular Report
- Create a Summary Report – Adding Summary fields and adding Columns and Filters
- Create Matrix Report

- Exporting Reports
- Dashboards – Creating and Editing Dashboards, Adding Dashboard Snapshots to Home Page, Creating Additional Reports
- Creating Custom Report Types

Sharing and Security data – I

- Creating User Accounts
- Controlling Access to Data
- Controlling Access to Objects
 - Introducing Profiles
 - Standard Profiles
 - Custom Profiles
- Controlling Access to Fields
 - Introducing Field Level Security
 - Accessing Field-Level Security Settings

Sharing and Security data – II

- Controlling Access to Records
 - Introducing Organization-Wide Defaults
 - Introducing Role Hierarchies
 - Company Roles and Profiles
 - Sharing Rules
 - Manual Sharing

Sharing and Security data – III

- Displaying Field values and Page Layouts according to Profiles –
- Overriding Sharing with Object Level Permissions
- Administration Groups – Managing Groups(Public and Personal)

Sharing and Security data – IV

- Login History
- Password Policies
- User session Settings
- Set Trusted Ip range

Administration Setup – Mobile, Desktop and Email administration

- Mobile Administration:
 - Configuring Mobile user
 - User Settings
- Desktop Administration:
 - Configuring for outlook
 - Offline Briefcase configuration
- Email Administration
 - Testing Deliverability

- Deliverability Settings
- Setting Organization-Wide addresses
- Compliance BCC
- Setting Enail Footers
- Company Profile and Monitoring
 - Editing Company Information
 - Settings Fiscal Year
 - Settings Business Hours and Holis
 - Language Settings
 - Debug Logs
 - Email Log files

Managing data - I

- Importing data to Salesforce.com from external Sources
- Import Custom objects
- Data Export
- Mass Transfer Records
- Mass Delete Records
- Mass Trnasfer Approval
- Mass Update addresses

Managing data – II

- Data Loader
 - Data loader Overview
 - When to use Data Loader
 - Installing and Configuraing dayta Loader
 - Use Data Loader to create mapping files and upsert data
 - Running Batch Processes
 - Command Line Quick start
- Dataloader.io