



Eduva Tech

# SALESFORCE ADMIN SYLLABUS

**Prepared For :**  
Eduva Tech

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# Course Outline

## CLLOUD COMPUTING INTRODUCTION

- Introduction
- Cloud Computing
- Classification of Cloud Services
- PAAS(Platform As A Service)
- SAAS(Software As A Service)
- IAAS(Infrastructure As A Service)

## **CUSTOMER RELATION MANAGEMENT:**

- CRM functionalities, Products of SF, Login to SF page
- Sales Architecture, Accounts, Contacts, Lead, Cases

## **CUSTOMIZATION OF UI**

- Create Custom Profiles and Users
- Custom Objects & Custom Fields & Custom Tabs
- Customizing Relationships, Formula fields and Rollup summary fields
- Customize page Layouts , Records Types
- Record Types & Business Processes
- Use Field Level Security

## **SECURITY & ACCESS:**

- Set Organization-Wide Defaults
- Role Hierarchy, Public Groups, Queues, Permission Sets
- Sharing Rules



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## **WORKFLOW:**

- Define Workflow
- Set up workflow rules
- Setup workflow tasks & Email Alerts & Field Updates
- Time dependant workflows

## **PROCESS BUILDER**

- Limitations in Workflow Rule
- Automation via Process Builder

## **APPROVAL PROCESS:**

- Plan Approaches using workflow
- Use the approval wizard – standard vs. jump start
- Create workflow approvals

**ALL THE OOPS CONCEPTS WILL BE COVERED ALSO**



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