

Salesforce Administration Essentials

Tuesday, January 17th - Thursday, January 19th, 2017
Chicago, Illinois

Day 1 (9:00am - 5:00pm)

Overview 9:00-10:30

- Introductions
- Terminology
- Customization vs Development
- System Navigation
- Search

Break 10:30-10:45

Salesforce Basics 10:45-12:00

- Company Information
- Lightning
 - Classic vs. Lightning
 - Lightning Experience
- Chatter
- Change Sets

Lunch Break 12:00-1:00

Objects 1:00-2:45

- Object Types
 - Standard
 - Custom
- Object Functionality
- Activity Objects

Break 2:45-3:00

Fields 3:00-5:00

- Object Details
 - Fields
 - Field Types
 - Fields: Creating, Modifying and Deleting
 - Page Layouts
 - Related Lists
 - Record Types
 - Validation Rules



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- Day 2 (9:00am - 5:00pm)
- Process Builder 9:00-10:45
- Break 10:45-11:00
- Email Templates 11:00-12:00
- Lunch Break 12:00-1:00
- Apps/Tabs 1:00-2:30
 - AppsExchange
 - Tab Configuration
- Break 2:30-2:45
- Users and Security 2:45-3:45
 - User
 - Creating
 - Role Hierarchy
 - Security
 - Permission Sets
 - Security Roles
- Break 3:45-4:00
- Data Loader 4:00-5:00

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- Day 3 (9:00am - 4:00pm)
- Workflows 9:00-10:30
- Break 10:30-10:45
- Approval Processes 10:45-11:15
- Kanban 11:15-12:00
- Lunch Break 12:00-1:00
- Reporting 1:00-2:30
- Break 2:30-2:45
- Dashboards 2:45-4:00