

Salesforce Essentials for New Lightning Experience Administrators - ADX201 Training

COURSE CONTENT

GET IN TOUCH



Multisoft Systems
B - 125, Sector - 2, Noida



(+91) 9810-306-956



info@multisoftsystems.com



www.multisoftsystems.com

About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

Salesforce Essentials for New Lightning Experience Administrators (ADX201) training by Multisoft Systems is designed to equip professionals with the foundational knowledge and practical skills required to effectively manage and configure Salesforce in the Lightning Experience environment. This comprehensive program focuses on core administrative functions that enable organizations to customize Salesforce according to their business needs.

Module 1: Getting Around the App

- ✓ Data Model and Navigation
- ✓ Lightning Experience
- ✓ Help & Training

Module 2: Getting Your Organization Ready for Users

- ✓ Setting Up the Company Profile
- ✓ Configuring the User Interface
- ✓ Setting Up Activities and Calendars
- ✓ Configuring Search Settings
- ✓ Setting Up Chatter Groups
- ✓ Mobile Access withSalesforce1

Module 3: Setting Up and Managing Users

- ✓ Managing User Profiles
- ✓ Managing Users
- ✓ Setting Up Chatter Free Users and Invites
- ✓ Troubleshooting Login Issues

Module 4: Security and Data Access

- ✓ Restricting Logins
- ✓ Determining Object Access
- ✓ Setting Up RecordAccess
- ✓ Creating a Role Hierarchy
- ✓ Dealing with Record Access Exceptions
- ✓ Managing Field-level Security

Module 5: Object Customizations

- ✓ Administering Standard Fields

- ✓ Creating New CustomFields
- ✓ Creating Selection Fields: Picklists and Lookups
- ✓ Creating Formula Fields
- ✓ Working with PageLayouts
- ✓ Working with Record Types and Business Processes
- ✓ Maintaining Data Quality

Module 6: Managing Data

- ✓ Import Wizards
- ✓ Data Loader
- ✓ Data.com
- ✓ Mass Transfer
- ✓ Backing Up Data
- ✓ Mass Delete and Recycle Bin

Module 7: Reports and Dashboards

- ✓ Running and Modifying Reports
- ✓ Creating New Reports with the Report Builder
- ✓ Working with Report Filters
- ✓ Summarizing with Formulas and Visual Summaries
- ✓ Printing, Exporting, and Emailing Reports
- ✓ Building Dashboards

Module 8: Automation

- ✓ Email Templates
- ✓ Workflow Rules
- ✓ Process Builder
- ✓ Lead Automation

Module 9: Managing the Support Process

- ✓ Managing and Resolving Cases
- ✓ Customizing a Support Process
- ✓ Automating Support
- ✓ Understanding the Salesforce Console for Service
- ✓ Collaborating in the Service Cloud
- ✓ Analyzing Support Data