

Salesforce System Administrator Training

COURSE CONTENT

GET IN TOUCH



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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

The Salesforce System Administrator Training offered by Multisoft Systems is designed to equip professionals with the critical skills required to efficiently manage and configure Salesforce environments.

Module 1: Getting Around the App

- ✓ Understand the data model and navigation
- ✓ Find answers in Help & Training

Module 2: Getting Your Organization Ready for Users

- ✓ Set up the company profile
- ✓ Configure the user interface
- ✓ Set up activities and calendars
- ✓ Configure search settings
- ✓ Set up Chatter
- ✓ Understand Salesforce1 settings

Module 3: Setting Up and Managing Users

- ✓ Manage user profiles
- ✓ Create and manage users
- ✓ Troubleshoot user login issues
- ✓ Understand Salesforce capabilities
- ✓ Set up Chatter Free and Chatter external users

Module 4: Security and Data Access

- ✓ Restrict logins
- ✓ Determine object access
- ✓ Set up record access
- ✓ Manage record access with the role hierarchy
- ✓ Deal with record access exceptions
- ✓ Control access to events
- ✓ Manage field-level security

Module 5: Customization: Fields

- ✓ Administer standard fields
- ✓ Create new custom fields
- ✓ Create selection fields: picklists and lookups
- ✓ Create formula fields
- ✓ Work with page layouts
- ✓ Work with record types and business processes
- ✓ Maintain data quality

Module 6: Managing Data

- ✓ Import new records using import wizards
- ✓ Update existing records with the data loader
- ✓ Keep records up to date with Data.com and social accounts and contacts
- ✓ Mass transfer records between users
- ✓ Back up data with a weekly export
- ✓ Mass delete records

Module 7: Reports and Dashboards

- ✓ Run and modify reports
- ✓ Create new reports with the report builder
- ✓ Filter reports
- ✓ Summarize report data with formulas and visual summaries
- ✓ Print, export, and email reports
- ✓ Build dashboards

Module 8: Automation

- ✓ Manage email administration
- ✓ Set up workflow rules
- ✓ Automate leads and cases

- ✓ Managing the Support Process
- ✓ Automate the support process
- ✓ Understand the Service Cloud console
- ✓ Enable collaboration in the Service Cloud
- ✓ Analyze support data with reports and dashboards