

# Salesforce Business Analyst Certification 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 Business Analyst Certification Training by Multisoft Systems is designed to equip aspiring professionals with the knowledge and skills required to succeed as a certified Salesforce Business Analyst. This comprehensive program covers key areas such as business process mapping, requirement elicitation, stakeholder engagement, and translating business needs into effective Salesforce solutions.

## Module 1: Basic and overview

- ✓ Cloud Computing: Overview on SaaS, PaaS, IaaS
- ✓ What is CRM Architecture of CRM and its uses
- ✓ Creation of Salesforce Account for Practice
- ✓ Overview of MVC Model: M-Model, V-View, and C-Controller
- ✓ Deep understanding of Application, Objects, Fields, Tabs

## Module 2: Understanding Salesforce

- ✓ Understanding Salesforce User Interface
- ✓ Understanding Sales Standard App Objects – Standard & Custom Fields – Standard & Custom Data Types
- ✓ Creation of Object, Tab & App
- ✓ Field Dependencies – State & Country Example
- ✓ Object Relationships

## Module 3: Relationship and Lookup filters

- ✓ Lookup Relationship and Master Detail Relationship
- ✓ Junction Object (Many to Many Relationship)
- ✓ Lookup Filters
- ✓ Formula Fields
- ✓ Rollup Summary Field

## Module 4: Records Types, Page Layout, Page Layout

### Assignment

- ✓ Introduction to Page Layout
- ✓ Profiles – Set of Permissions, Visibilities
- ✓ Users and Profiles
- ✓ Permission Sets – Additional Permissions
- ✓ Field Level Security

- ✓ Record Types
- ✓ Record Types and Page Layouts
- ✓ Record Ownership

## **Module 5: Salesforce CRM Functionality Overview**

- ✓ Sharing Settings – OWD, Sharing Rules, Manual Sharing
- ✓ Organization Wide Defaults
- ✓ Sharing Rules
- ✓ Manual Sharing
- ✓ Creating Profile, Permission Set, Sharing Settings
- ✓ Creating Roles & Implementing Role Hierarchy
- ✓ Creating Queue, Setting up Public Groups

## **Module 6: Workflow Automation, Process Builder, History Tracking**

- ✓ Validation Rules
- ✓ Workflows & Approval Processes
- ✓ Auditing Process
- ✓ Field History Tracking
- ✓ Data Management
- ✓ Process Builder

## **Module 7: Visualization using Reports and Dashboards**

- ✓ Classic Reports
- ✓ Lightning Reports
- ✓ Dashboard (Classic & Lightning)

## **Module 8: Apex Triggers and Custom Visualforce Pages**

- ✓ Apex Triggers

- ✓ SOQL and SOSL
- ✓ Visualforce Pages
- ✓ Apex Classes
- ✓ Standard Controller & Standard List Controller
- ✓ Custom Controller
- ✓ JavaScript / JQuery in Visual Force Page

## **Module 9: Business Analyst Overview**

- ✓ Business Analysis Process and Techniques
- ✓ Stakeholder Need Analysis
- ✓ Introduction to Software Development Life Cycles
- ✓ Requirement Lifecycles
- ✓ SLDC Models (Waterfall, Spiral, Agile, Incremental)

## **Module 10: Requirement Process**

- ✓ Requirement Analysis and Transformation Techniques
- ✓ Functional and Non-Functional Requirement
- ✓ Finalizing Requirements

## **Module 11: Documentation and Quality Assurance**

- ✓ BRS & SRS document
- ✓ Overview of Testing and UAT Testing
- ✓ Impact Analysis in Software Testing Business Analysis Process and ER Diagram  
Tools for Designing use cases and data model