



## # **Salesforce Admin Syllabus** Course Content

### **Salesforce Platform Basics**

- 1.1 **Get Started with the Salesforce Platform**
- 1.2 **Discover Use Cases For the Platform**
- 1.3 **Understand the Salesforce Architecture**
- 1.4 **Navigate Setup**
- 1.5 **Power Up with AppExchange**

### **User Management**

- 2.1 **Add New Users**
- 2.2 **Control What Your Users Can Access**

### **Identity Basics**

- 3.1 **Get to Know Salesforce Identity**
- 3.2 **Get To Know Your Salesforce Identity Users**
- 3.3 **Learn the Language of Identity**

### **Data Security**

- 4.1 **Overview of Data Security**
- 4.2 **Control Access to the Org**
- 4.3 **Control Access to Objects**
- 4.4 **Control Access to Fields**
- 4.5 **Control Access to Records**
- 4.6 **Create a Role Hierarchy**
- 4.7 **Define Sharing Rules**

### **Permission Set Groups**

- 5.1 **Get Started with Permission Set Groups**
- 5.2 **Create a Permission Set Group**
- 5.3 **Mute Permissions in Permission Set Groups**

### **Data Modeling**

- 6.1 **Understand Custom & Standard Objects**
- 6.2 **Create Object Relationships**
- 6.3 **Work with Schema Builder**

### **Lightning Experience Customization**

- 7.1 **Set Up Your Org**
- 7.2 **Create and Customize Lightning Apps**
- 7.3 **Create and Customize List Views**
- 7.4 **Customize Record Highlights with Compact Layouts**
- 7.5 **Customize Record Details with Page Layouts**
- 7.6 **Create Custom Buttons and Links**
- 7.7 **Empower Your Users with Quick Actions**

### **Lightning App Builder**

- 8.1 **Get Started with the Lightning App Builder**
- 8.2 **Build a Custom Home Page for Lightning Experience**
- 8.3 **Build a Custom Record Page for Lightning Experience and the Salesforce Mobile App**
- 8.4 **Build an App Home Lightning Page**
- 8.5 **Work with Custom Lightning Components**

### **Formulas and Validations**

- 9.1 **Use Formula Fields**

**9.2 Implement Roll-Up Summary Fields****9.3 Create Validation Rules****Accounts & Contacts for Lightning Experience****10.1 Store Information About Your Customers****10.2 Understand Account and Contact Relationships****Leads & Opportunities for Lightning Experience****11.1 Create and Convert Leads as Potential Customers****11.2 Work Your Opportunities****11.3 Sell as a Team and Split the Credit****11.4 Visualize Success with Path and Kanban****Products, Quotes, & Contracts****12.1 Create Price Books to Track Your Products****12.2 Configure Quotes for Your Customers and Track Contracts****Campaign Basics****13.1 Meet Salesforce Campaigns****13.2 Organize Campaigns****13.3 Determine Who You're Marketing to****13.4 Report on Your Campaigns****Service Cloud for Lightning Experience****14.1 Begin Your Customer Service Journey****14.2 Administer Service Cloud****14.3 Automate Case Management****14.4 Create Digital Engagement on Multiple Channels****Chatter Administration for Lightning Experience****15.1 Get Started with Chatter****15.2 Work with Chatter Groups****15.3 Enable Feed Tracking****15.4 Approve Records from a Chatter Feed****15.5 Develop a Rollout Strategy****Salesforce Mobile App Customization****16.1 Get Started with the Salesforce Mobile App****16.2 Customize Navigation****16.3 Create Global Quick Actions****16.4 Create Object-Specific Quick Actions****16.5 Customize Compact Layouts****AppExchange Basics****17.1 Get Started with AppExchange****17.2 Navigate AppExchange****17.3 Explore AppExchange Listings****17.4 Install AppExchange Packages****17.5 Connect and Contribute to the AppExchange Community****Data Management****18.1 Import Data****18.2 Export Data****Duplicate Management****19.1 Improve Data Quality in Salesforce****19.2 Resolve and Prevent Duplicate Data in Salesforce****Reports & Dashboards for Lightning Experience****20.1 Introduction to Reports and Dashboards in Lightning Experience****20.2 Create Reports with the Report Builder****20.3 Format Reports**

20.4 **Visualize Your Data with the Lightning Dashboard Builder**

20.5 **Extend Your Reporting Strategy with AppExchange**

**Salesforce Flow**

21.1 **Choose the Right Automation Tool**

21.2 **Automate Simple Business Processes with Process Builder**

21.3 **Guide Users Through Your Business Processes with Flow Builder**

21.4 **Customize How Records Get Approved with Approvals**

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