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Training Program

Salesforce Administrator ADM (201)

Module 1	Set up Organization for user Set up the company profile Configure the user interface Set up activities and calendar Configure search setting	Time: 3 hr.
Module 2	User Management Manage user profile Create and manage user Troubleshoot user login issue	Time: 3 hr.
Module 3	Customization: Object/Fields (ADM 201) Standard and Custom Object Administer standard fields Create new custom fields Create Selection fields: Picklist and lookups Create formula fields	Time: 10 hr.
Module 4	Security and Data Access (ADM 201) Restrict logins Determine object access Manage record access with the role hierarchy Deal with record access exceptions Manage field-level security	Time: 8 hr.



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Module 5	Managing Data (ADM 201) Import new records using import wizard Update existing records with the data loader Mass transfer records between users Mass delete records	Time: 3 hr.
Module 6	Report and Dashboards (ADM 201) 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	Time: 4 hr.
Module 7	Automation (ADM 201) Manage email administration Set up workflow rules Validation rule Automate leads and cases Assignment rule Approval process	Time: 12 hr.
Module 8	Managing and Support Process (ADM 201) Automate the support process Understand the Service Cloud console Analyze support data with reports and dashboards	Time: 3 hr.



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Module 9 **Lightning and Mobile Component of Salesforce** Time: 3 hr.

Introduction to salesforce
Use case of appropriate Global and Object specific actions
Action layouts for salesforce
Introduction to Lightning Process Builder
Deployment Considerations