

# **Salesforce Administrator Training**

## **Agenda**

### **Day 1**

Overall Goal – To provide an overview of core skills, and help the administrator understand the need to plan their instance in accordance with their business needs.

Items Covered – Planning and implementation guidelines, information flow within salesforce.com, field types and layouts, salesforce.com security and access model, search, and custom objects.

### **Day 2**

Overall Goal – To increase the speed of data changes, improve the accuracy and functionality of reporting and dashboards, and control how information flows through your organization.

Items covered: Reports and dashboards, console, lead assignment, forecasting, custom links and buttons, web-to-lead, and email templates.

### **Day 3**

Overall Goal – To extend salesforce.com beyond its sales abilities and include your customer and/or technical service team, as well as discover some of the unique functions of an Enterprise Edition Organization.

Items Covered: All Editions: Cases, solutions, knowledge base  
Enterprise Edition: products, campaigns, workflow, approvals, alerts, record types