



Salesforce Administration and Configuration in Lightning Experience (SP-ADX201)

Course ID #: 7000-416-ZZ-Z

Hours: 35

Course Content

Course Description:

This class is designed to teach students the foundation of Salesforce in Lightning Experience and to help students prepare for the Salesforce Certified Administrator exam. This class is an alternative to the Administration Essentials for New Admins in Lightning Experience (ADX201) offered by Salesforce.

At Course Completion:

After completing this course, student will be able to:

- Administer and configure Salesforce in Lightning and develop new applications utilizing the Force.com platform

Prerequisites:

- General technology experience

Topics:

The class presents a broad range of topics covering just about everything on which a student will be tested. These topics include but are not limited to: basic administration, the Force.com architecture, configuration, customization and data management. There is in depth coverage of system security topics such as: Users, Licenses, Profiles, Field Level Security, Permission Sets, Record Security, Organization Wide Defaults, Role Hierarchy & Roles, Sharing Rules, Account Teams, Sales Teams, and Queues.

The object model related to sales force automation, marketing automation and service is thoroughly covered as well with sections on: Accounts, Contacts, Opportunities, Products & Price Books, Quotes, Leads, Campaigns, Cases, Solutions, Knowledge, Ideas and Answers. The automation of processes within Salesforce including the use of Workflow Rules, Approval Processes, and the Process Builder will be discussed and used in scenario driven exercises. Students will also learn to develop new applications on the Force.com platform using the declarative interface. Analytics, including Lightning Reports, Lightning Dashboards, and list views will be covered in detail as well.