



Salesforce Administrator Training Program

This course is recommended
For IT Graduates specialising
in:

- System Administration
- Cloud Computing



www.appskill.com.au
appskill@studyandwork.com.au

Melbourne Location: Elizabeth Street, Melbourne VIC 3000
Sydney Location: Quay Street, Sydney NSW 2000
T: 1 300 79 80 69, 02 9264 2504

Salesforce Administration Training Program

About the Program:

Salesforce is the world's fastest growing cloud computing CRM platform and this course will prepare you for Salesforce Administrator Certification.

About the Instructor:

Our instructors are industry practitioners not academics, who have the latest technical skills, at least 3 years of relevant industry experience and are passionate about technology and training future talent.

Career Path:

- Salesforce Administrator

Skill Level:

Beginner to Intermediate

Program Duration:

Lecture: 30 hours, Assignment: 15 hours, Internship: 270 hours

Program Delivery:

2 weeks of classroom training followed by 12 weeks of in-company internship (optional)

Program Fee:

\$750 Online Training OR
\$1,500 Inclassroom

Internship Fee:

\$1,750

Timetable Option 1:

Monday to Friday, 10am to 1pm

Timetable Option 2:

Monday to Friday, 6pm to 9pm (Online only)

Internship Timetable:

Monday to Friday, 9am to 5pm (3 to 5 days)

Intake Dates:

Fortnightly

Melbourne Location:

Elizabeth Street, Melbourne VIC 3000

Sydney Location:

Quay Street, Sydney NSW 2000

Zoom:

Online

COURSE SYLLABUS

Module 1: Salesforce.com Introduction

- Cloud Computing & its Models.
- What is Salesforce.com? • Evolution and Products
- Different Editions in Salesforce.com
- How to sign up for Developer Edition.

Module 2: Getting Your Organization Ready for Users

- Set up the company profile
- Configure the user interface
- Configure search settings
- Set up Chatter

Module 3: Security and Data Access

- Restrict logins
- Determine object access
- Set up record access
- Manage record access with the role hierarchy
- Deal with record access exceptions
- Manage field-level security

Module 4: Managing Data (Duration-3hrs)

- Data Loader v/s Import wizards
- Import new records using import wizards
- Update existing records with the data loader
- Upsert operation, Export and Export All
- Mass transfer records between users
- Back up data with a weekly export
- Mass delete records

Module 5: Automation

- Manage Email Administration
- Set up workflow rules and Approval Processes
- Automate Leads and Cases

Module 6: Getting Around the App

- Understand the data model and navigation
- Find answers in Help & Training
- Rollup summary & Cross object formula.

Module 7: Setting Up and Managing Users

- Manage user profiles
- Create and manage users
- Troubleshoot user login issues
- Set up Chatter Free and Chatter external users.

Module 8: Customization: Fields

- Administer standard fields
- Create new custom fields
- Create selection fields: picklists and lookups
- Create Formula Fields
- Work with Page Layouts
- Work with Record Types and Business Processes

- Maintain Data Quality

Module 9: Reports and Dashboards

- Run and modify reports
- Create new reports with the report builder
- Filter reports
- Summarize Report Data
- Bucket Fields in Reports
- Print, Export, Scheduling and Email Reports
- Build Dashboards
- Adding Dashboards in Home Page

Module 10: Reports and Dashboards

- Queues
- Public Groups

Why learn from Appskill?

- Our training programs offer what no other university degree or education program can: real industry experience.
- You will attend live training inclassroom or online via Zoom delivered by industry professionals, not academics.
- Our trainers bring in-depth experience from the field to the classroom each day, providing invaluable insights into succeeding on the job.
- We limit our class sizes at 10 students so you can ask all the questions you want.
- We organise internships in reputable host companies who are looking to hire staff so you get a chance to practice and improve your skills while getting assessed for employment.
- We try our best to convince host companies to make a job offer, thus most internships lead to employment.
- We provide Satisfaction Guarantee, which means if you are not completely satisfied with the quality of training delivered by our trainer or the work experience provided by host company, we will offer a replacement training program and internship at no extra cost.

What training programs are on offer?

- Amazon Web Services
- Microsoft Azure
- Agile Scrum Master
- Data Analytics with Python and Tableau
- Full Stack Web Development
- Android Application Development
- Salesforce Administration
- Digital Marketing

Why get trained now?

- Many organisations are migrating their IT infrastructure and databases into cloud.
- Many traditional shop-front businesses are going online for e-commerce.
- Most organisations are using data analysis and business intelligence to make impactful business decisions.
- Millions of IT jobs are available worldwide in spite of a global recession.
- Earn above \$100,000 pa after a few years of industry experience.

Join a Free Demo Lesson for an hour

Join a free demo lesson to assess the quality of our training programs and trainers.

Register now by sending your resume to: appskill@studyandwork.com.au.

Call us on 1300 79 80 69 to speak to a Course Advisor.