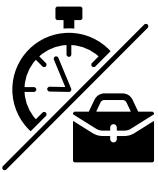




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# SALESFORCE ADMINISTRATOR TRAINING



## About Training Program:

The Salesforce Administrator is designed to equip you with the skills & knowledge needed to manage & optimize Salesforce CRM effectively.

salesforce

It covers a wide concepts like security, reports, dashboard and automation through hands on session.



# SALESFORCE

# ADMINISTRATOR TRAINING

The Salesforce Administrator is designed to equip you with the skills & knowledge needed to manage & optimize Salesforce CRM effectively. It covers a wide concepts like security, reports, dashboard and automation through hands on session.

## In-Demand Careers In the 21st Century



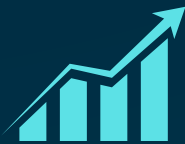
### Job Postings:

projected that there will be over 9.6 million new Salesforce job opportunities worldwide by the year 2026.



### Skill Development:

Professionals well-versed in Salesforce possess a range of valuable skills that attract high-paying job offers.



### Growing Salesforce Industry:

14.4% CAGR in the global Salesforce industry.



### Future-Oriented Career:

The Salesforce industry is on a growth trajectory, and getting an early head start can be advantageous

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# Transform Your Future with NewRoute Edu Salesforce Training

Step into the world of limitless career opportunities with NewRoute Edu. Our expert-led salesforce training Programs are tailored to empower you with in demand skills in Salesforce Administration



## KEY HIGHLIGHTS

- 30-40 hours of sessions
- Real time scenario based Project
- One on one mentorship
- Job Placement Assistance
- Interview preparation
- Certification Guidance



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**WHAT WILL YOU LEARN**



**Salesforce  
Administrator**



**Salesforce  
App Builder**



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# SALESFORCE ADMINISTRATOR **FULL** **COURSE SYLLABUS**

## **COURSE DURATION:**

35 hours (Hands-on Training and Project)

## **TRAINING TYPE:**

Online Live Interactive Session  
(Daily 1 hour)

## **Module 1: Introduction & Salesforce Basics**

- Overview of Salesforce: What is CRM?
- Introduction to Salesforce Cloud (Sales Cloud, Service Cloud, Marketing Cloud)
- Introduction to Salesforce Editions (Essentials, Professional, Enterprise, Developer)
- Understanding the Salesforce Ecosystem (AppExchange, Lightning Experience, and Mobile App)
- Salesforce Setup: Overview of Setup Menu and Navigation
- Introduction to Salesforce terminology: Objects, Fields, Records, and Apps

## **Module 2: Salesforce Data Model**

- Objects in Salesforce: Standard vs Custom Objects
- Understanding Fields (Standard Fields, Custom Fields, Field Types)
- Relationships between Objects: Lookup, Master-Detail, and Many-to-Many
- Creating and Managing Objects and Fields
- Record Types, Page Layouts, and Business Processes
- Introduction to Schema Builder





## **Module 3:**

# **User Management & Security**

- Creating and Managing User Accounts
- User Licenses and Profiles
- Setting Up Roles and Role Hierarchy
- Permission Sets, Public Groups, and Sharing Rules
- Login History and Monitoring User Activity

## **Module 4:**

# **Security Model**

- Object-Level Security (Profile Permissions)
- Field-Level Security
- Record-Level Security (Sharing Rules, Manual Sharing, Role Hierarchy)
- Sharing and Visibility: Private, Public Read/Write, Public Read-Only
- Introduction to Field-Level Security and Data Access





## **Module 5:**

# **Workflow Rules & Process Builder**

- Introduction to Workflow Rules
- Creating Workflow Rules, Actions (Field Updates, Tasks, Email Alerts)
- Process Builder vs Workflow Rules
- Creating and Managing Processes in Process Builder
- Advanced Workflow and Process Builder Features

## **Module 6:**

# **Automation Tools: Flows and Approval Processes**

- 
- Introduction to Flows: Flow Builder Overview
  - Creating Record-Triggered Flows and Screen Flows
  - Introduction to Approval Processes
  - Setting Up an Approval Process
  - Handling Complex Automation Requirements
- 



## **Module 7: Reporting & Dashboards**

- Introduction to Reports: Types of Reports (Tabular, Summary, Matrix, Joined)
- Report Filters and Sorting
- Creating Custom Reports and Report Types
- Understanding Report Formats (Charts, Tabular, Summary)
- Introduction to Dashboards
- Creating Dashboards: Adding Components, Charts, and Visual Elements
- Sharing Dashboards with Teams and Users
- Best Practices for Dashboards and Reporting

## **Module 8: Data Management & Maintenance**


- Importing Data: Data Import Wizard vs Data Loader
- Exporting Data from Salesforce
- Data Quality and Duplicate Management
- Mass Data Updates using Data Loader & Data Validation Rules



## **Module 9: Backups, Data Security & Regular Maintenance**

- Understanding Data Security Policies in Salesforce
- Managing Data Backup and Recovery
- Regular System Health Checks and Best Practices
- Organizing Data for Maximum Efficiency (Archiving, Storage Limits)

## **Module 10: Advanced Admin Concepts (App Customization & Lightning Experience)**

- Creating Custom Apps in Lightning Experience
  - Customizing the Salesforce Lightning Interface (App Builder, Lightning Pages)
  - Understanding Lightning Components and Appexchange
  - Customizing Record Pages, Tabs, & Compact Layouts
- 



## Module 11

# Advanced Features & Integration

- Introduction to AppExchange and Installed Packages
- Integrating Salesforce with External Systems (Overview of APIs, External Objects, and Integration Tools)
- Data Integration Concepts (REST APIs, SOAP, ETL Tools)
- Mobile App Configuration and Management
- Understanding Chatter and Collaboration Tools

## Module 12: Review & Final Project

### Salesforce Admin Best Practices & Troubleshooting:

- Best Practices for Salesforce Admins
- Debugging and Troubleshooting Common Issues
- Handling System Errors and Permissions Issues
- Auditing and Monitoring System Activity (Audit Trail, Field History Tracking)

# Prepare for Excellence

Take your Salesforce interview prep to the next level with NewRouteEdu's expert-led mock interviews! Our hands-on sessions simulate real-world interview situations, helping you gain confidence and master the skills employers are looking for. Get expert feedback on your performance, tackle common Salesforce scenarios, and learn how to navigate tough interview questions. With our tailored approach, you'll be ready to stand out and impress your future employers. Whether you're a Salesforce beginner or experienced professional, NewRouteEdu will ensure you're fully prepared for success!"



# Course Project

During this training, you will have the chance to engage in hands-on, real-world projects that will enhance your proficiency in various corporate business scenarios



**Sales Tracker CRM**



**eBay Sales & Service Project**



**Event Management System**



**Covid 19 Tracker**



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Unlock your potential with Salesforce CRM training at NewRouteEdu. Our expert instructors provide hands-on, in-depth training to help you master Salesforce features, improve customer engagement, and optimize business processes. Whether you're advancing your career or transforming your business, NewRouteEdu equips you with the skills to succeed in today's competitive market.

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