

Salesforce Admin Syllabus ADM201

- Overview -
 - What is Salesforce.com?
 - Data & Navigation
 - Standard Apps, Objects, & Tabs
 - Overview: Quiz
- Company Profile -
 - Configuring the Company Profile
 - Company Profile: Scenario 1
 - Company Profile: Scenario 1 Solution
 - Company Profile: Quiz

User Setup & Login Process -

- Salesforce.com Editions
- Introduction to Sandboxes
- Overview of User Records
- User Localization Settings
- User Authentication
- Exercise: Create a New User
- Users: Scenario 1
 - Users: Scenario 1 Solution
 - Users: Quiz

Security Model -

- Security Overview
- Profiles
- Permission Sets
- Roles
- Groups
- Manual Record Sharing & Auditing
- Delegated Administration
- Security Matrix
- Security: Scenario
 - Security: Scenario 1 Solution
 - Security: Scenario 2
 - Security: Scenario 2 Solution
 - Security: Quiz
 - Security: Advanced Quiz

Data Model -

- Object Relationships
- Entity Relationship Diagrams
- Data Model: Quiz

User Interface

- Home Page Layouts
- Page Layouts
- Buttons & Links
- Applications & Tabs
- List Views
- Search Layouts
- UI: Scenario 1
- UI: Scenario 1 Solution
- UI: Scenario 2
- UI: Scenario 2 Solution
- UI: Quiz

Fields

- Field Usage & Field Types
- Fields: Scenario 1
- Fields: Scenario 1 Solution
- Fields: Quiz

Objects

- Managing Objects
- Field History Tracking
- Lookup or Master-Detail Relationship
- Picklist vs Object
- Many to Many Relationships
- Lookup Filters
- Exercise: Custom Object & Tab
- Objects: Quiz

Formulas

- Formulas Overview
- Formulas: Scenario 1
- Formulas: Scenario 1 Solution
- Formulas: Scenario 2
- Formulas: Scenario 2 Solution
- Formulas: Quiz

Record Types

- Introduction to Record Types
- When to Use Record Types
- Exercise: Configure Record Types
- Record Types: Quiz

Sales Cloud

- Lead Assignment Rules
- Web-to-Lead
- Lead Auto-Response Rules
- Lead Conversion
- Sales Processes and Opportunity Stages
- Basics of Forecasting and Quotas
- Assigning and Selecting Price Books
- Getting Started with Campaigns
- Campaign Hierarchy
- Campaign Influence
- Campaign ROI
- Account & Opportunity Teams
- Contact Roles
- Opportunity Competitors
- Exercise: Lead Management
- Sales Cloud: Misc Resources
- Sales Cloud: Quiz

Service Cloud

- Case Page Layouts & Status
- Case Escalation Rules
- Case Contact Roles & Case Teams
- Solutions Overview
- Communities & Portals Overview
- Service Cloud: Quiz

Activities

- Activities Overview
- Activities: Quiz

Chatter

- Global Search & Sidebar Search
- Feed Tracking & Security
- Chatter: Quiz

Data Management

- Record IDs

- Importing & Manipulating Data

- Validation Rules

- Introduction to Data Quality

- Exercise: Upsert Using External ID

- Data Management: Quiz

Content

- Content Permissions

- Content: Quiz

Analytics

- Report Types

- Reports

- Dashboard

- Analytics: Quiz

Workflow

- Workflow & Approvals Overview

- Workflow: Quiz

Desktop and Mobile

- Desktop and Mobile: Quiz

- Desktop and Mobile: Feedback

AppExchange

- AppExchange: Quiz

Getting Certified

- Nailing the "Gotcha" Questions

- Certified Administrator: Practice Exam [and Dumps](#)