

Business Administration Specialist

Industry Partner: Salesforce

This complete hands-on course is a must for new application developers or developers who are new to Salesforce. Participants will learn how to use the declarative "clicks not code" capabilities of the Lightning platform to create custom applications and customize existing applications. Build your knowledge of objects, fields, UI customization, automation tools, security, app deployment, and more!

Pre-requisite: Basic Computer Programming

Course Objective:

- Clean and import account data
- Create users and manage access
- Create email templates for new marketing needs
- Configure UI tools for a new product type
- Create reports and dashboards
- Manage and apply Chatter tools

Course Outline:

The contents of this course are designed to support the course objectives. The following focus areas are included in this course:

1. Introduction to Cloud
2. Trailhead Basics
3. Impacts of the Fourth Industrial Revolution
4. Trailhead Playground Management
5. Salesforce Platform Basics
6. Salesforce User Basics
7. Lightning Experience Reports & Dashboards Specialist
8. Chatter for Lightning Experience
9. Community Cloud Basics
10. Marketing Cloud Basics
11. Business Administration Specialist

Hardware & Software Requirements

- 4 GB RAM, i3/i5 Processor, High Speed Internet connectivity
- Operating System: Windows 7 or later and Google Chrome