

CERTIFICATION PREPARATION FOR ADVANCED ADMINISTRATOR

OVERVIEW

Are you ready to be recognized for your mastery of Salesforce administration by becoming a Salesforce Certified Advanced Administrator? By covering the details around the exam objectives, this course will help hone your knowledge of next-level techniques to administer and manage Salesforce's CRM capabilities through guided scenarios, lecture, and discussion.

WHO SHOULD TAKE THIS COURSE?

This course is ideal for any administrator with an interest in furthering the development of their Salesforce CRM administration, Sales and Service Cloud management, and process automation skills, and who ultimately wants to succeed at the Salesforce Certified Advanced Administrator exam.

WHEN YOU COMPLETE THIS COURSE, YOU WILL BE ABLE TO:

- Configure data and application security.
- Describe Sales Cloud and Service Cloud applications.
- Implement business logic and process automation .
- Build advanced reports and dashboards.
- Apply data management best practices.

PREREQUISITES

The Salesforce Certified Administrator credential is required before sitting for the Salesforce Certified Advanced Administrator exam and is highly recommended before attending this class. We also recommend the following courses or experiences:

- At least one year of proven experience administering a Salesforce organization.
- Completion of the [Administration Essentials for Experienced Admins \(ADM211\)](#) course.



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SALESFORCE CERTIFIED

Advanced Administrator

DURATION

- Between 5 & 13 days depending on the format

DELIVERY FORMAT

- Classroom
- Virtual Classroom

AUDIENCE

- Experienced Salesforce Administrators

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MODULES & TOPICS

Salesforce Security and Custom Objects

- Restricting and Extending Object, Record, and Field Access
- Determining Appropriate Sharing Solutions
- Territory Management
- Data Relationships

Automation, Change Management, and Auditing

- Process Automation Tools and Best Practices
- Change Management Options
- Sandboxes
- Deployment Tools
- Auditing and Monitoring

Analytics and Data Management

- Creating Reports
- Report Types
- Dashboards
- Data Quality Features and Policies

Sales, Service, and Content Applications

- Products, Price Books, Schedules, and Quotes
- Forecasting
- Salesforce Knowledge
- Entitlements
- Service Cloud Console Toolkit
- Content Management

Wrapping Up

- Test Preparation
- Practice Exam



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