

# CERTIFICATION PREPARATION FOR NEW ADMINS



**15 minutes**    **Overview**

- Exam Objectives. Analysis of the official study guide.

**60 minutes**    **Security and Record Access**

- Users
- Record Access
- Overview of topics including: User Setup, Troubleshooting Record Access, Securing Your Organization, the Sharing Model, Standard and Custom Profiles, Role Hierarchy, and Licenses.

**70 minutes**    **Standard and Custom Objects**

- The Standard Data Model
- Overview of topics including: the Standard Object Architecture, Object Relationships, Lead Conversion, Related Lists
- Customizing the Data Model
- Overview of topics including: Field Types, Custom Fields, Formula Fields, Page Layouts, Record Types, Business Processes, Field Deletion, and Dependent Fields

**50 minutes**    **Automation**

- Automating Approvals and Business Processes
- Overview of topics including: Time-Dependent Actions, Approval Processes, Web-to-Case, Workflow Rules, Validation Rules, Escalation Rules, and Queues

**15 minutes**    **Data Management**

- Importing, Exporting, and Working with Data
- Overview of topics including: Importing and Exporting Data, Import Wizards, Data Loader, and Backup Options

**45 minutes**    **Reports and Dashboards**

- Creating and Customizing Reports and Dashboards
- Overview of topics including: Standard and Custom Report Types, Report Formats, Report Filters and Logic, Chart Types, Printing and Exporting Reports, Scheduled Reports, Dashboard, and Running Users

**90 minutes**    **Mock Up Exam**

- Mock Up Exam with Question Discussion

**15 minutes**    **Conclusion & Next Steps Including**

- + Certification voucher
- + Full access to the Instructor until the exam is taken

**SALESFORCE CERTIFIED**  
Administrator

**DURATION**  
• 1 day

**DELIVERY FORMAT**  
• Virtual Classroom

**AUDIENCE**  
• Experienced Salesforce Administrators

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