

Salesforce Certified Administrator Certification

Prep

Become a Salesforce Administrator: live, hands-on training in a real Salesforce org, mapped to every area of the Salesforce Certified Administrator exam.

MODULES 10, each with a quiz	SCHEDULE As per batch	MODE Live online, instructor-led
LEVEL Beginner	PRACTICE Your own Salesforce org	INCLUDES Quizzes, CRM project, mock exams

What you will learn

- Company settings, users and licences
- Org-wide defaults, roles and sharing
- Profiles, permission sets and field-level security
- Custom objects, fields and relationships
- Formulas, roll-ups and validation rules
- Page layouts, record types and Lightning App Builder
- Leads, opportunities, products and price books
- Campaigns and campaign influence
- Cases, queues, escalation and Knowledge
- Activities, Chatter, email and the mobile app
- Data Loader, imports and duplicate management
- Reports and dashboards
- Flows: record-triggered, screen and scheduled
- Approval processes and email alerts
- Sandboxes and change sets
- Einstein and Agentforce basics

Curriculum

10 modules, each followed by a short quiz. The course ends with a capstone CRM project and full-length practice exams. Session length and the number of sessions depend on the batch; the batch page shows its schedule.

Module 1 Salesforce Platform, Org Setup and Users

- Salesforce, CRM and the platform; Developer org and Lightning navigation
- Company settings: fiscal year, currencies, business hours, locale
- User management: licences, creating, freezing and deactivating users, login hours and IP ranges

Module 2 Security and Access

- Org-wide defaults, role hierarchy, sharing rules and manual sharing
- Profiles, permission sets, permission set groups and field-level security
- Troubleshooting access, MFA, password policies, audit trail and login history

Module 3 Data Model: Objects, Fields and Relationships

- Standard and custom objects, field types and Object Manager
- Lookup, master-detail and many-to-many relationships; Schema Builder
- Formula fields, roll-up summaries and validation rules

Module 4 Lightning Experience: Layouts, Record Types and App Builder

- Page layouts, compact layouts, record types and business processes
- Lightning App Builder, Dynamic Forms, apps, tabs, list views and quick actions

Module 5 Sales and Marketing Applications

- Leads, Web-to-Lead, assignment and auto-response rules, lead conversion
- Accounts, contacts, opportunities, products, price books, teams and forecasting
- Campaigns, campaign members and campaign influence

Module 6 Service and Support Applications

- Cases, queues, assignment, escalation and auto-response rules, Email-to-Case and Web-to-Case
- Knowledge, the Service Console, Omni-Channel and entitlements

Module 7 Productivity, Collaboration and AI

- Activities, Chatter, email templates and integration, Files, the mobile app, AppExchange, Einstein and Agentforce basics

Module 8 Data Management, Reports and Dashboards

- Data Import Wizard, Data Loader, upsert, duplicate management and data export
- Report types, report formats, filters, bucket fields and summary formulas
- Dashboards, components, running user, dynamic dashboards and folder sharing

Module 9 Automation with Flow and Approvals

- Flow fundamentals: flow types, elements, variables and resources
- Record-triggered flows: before-save, after-save, entry conditions and scheduled paths
- Screen flows, scheduled flows, subflows and debugging
- Approval processes, email alerts and moving from Workflow Rules and Process Builder

Module 10 Deployment, Capstone Project and Exam Preparation

- Sandboxes, change sets and release management
- Capstone project: build a sales and service CRM
- Capstone demo, full-length practice exam, review and exam strategy

How you learn

- Live, interactive sessions with an experienced Salesforce trainer

- Hands-on practice in your own free Salesforce Developer org
- A quiz after every module
- Capstone project: a complete sales and service CRM
- Full-length practice exams and exam strategy

Who should enrol

- Graduates and freshers aiming for Salesforce roles
- Professionals moving into CRM careers
- Sales, support and operations staff who use Salesforce
- No coding experience needed

About the exam

- Salesforce Certified Administrator
- About 60 questions in 105 minutes
- Booked with Salesforce (Webassessor)
- Exam fee paid to Salesforce, not included

Course completion

Learners who complete the sessions, quizzes and project receive a course completion certificate through GeeksArray.

Questions about batch dates, timings, fees or anything else?

Contact the course coordinator, **Kaumodini Kedar** · WhatsApp **+91 91726 23305**

Or see the course page on geeksarray.com.