Salesforce Certified Platform Administrator Certification Prep

Become a Salesforce Administrator: live, hands-on training in a real Salesforce org, mapped to every section of the current Platform Administrator exam, including the new Agentforce AI section.

MODULES **11, each with a quiz**	SCHEDULE **22 live sessions**	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
- Cases, queues, escalation and Knowledge
- Activities, Chatter, email and the mobile app
- **Agentforce agents, Prompt Builder and the Trust Layer**
- Data Loader, imports and duplicate management
- Reports and dashboards
- Flows: record-triggered, screen and scheduled
- Sandboxes and change sets

Curriculum

11 modules over 22 live sessions, each module followed by a short quiz. Session time follows the exam's weights: the largest sections, Data and Analytics and Automation, get three sessions each. The course ends with a capstone CRM project and full-length practice exams.

Module 1 Salesforce Platform, Org Setup and Users — 2 sessions

- 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 — 2 sessions

- 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** — 2 sessions

- 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** — 1 session

- 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** — 2 sessions

- 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** — 2 sessions

- 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 and Collaboration** — 1 session

- Activities, Chatter, email templates and integration, Files
- The Salesforce mobile app and AppExchange

Module 8 **Agentforce AI for Admins** — 2 sessions

- What Agentforce is; turning on Einstein generative AI and assigning permissions
- Building an agent in Agentforce Builder: topics, instructions and actions (flows, prompt templates), testing and activation
- Prompt Builder template types, grounding with merge fields and Knowledge, and the Einstein Trust Layer (data masking, zero data retention, toxicity detection, audit trail)

Module 9 **Data Management, Reports and Dashboards** — 3 sessions

- 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 10 Automation with Flow and Approvals — 3 sessions

- 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, debugging and approval processes

Module 11 Deployment, Capstone Project and Exam Preparation — 2 sessions

- 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, including the new Agentforce AI section
- 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 Platform Administrator
- About 60 questions in 105 minutes
- Largest sections: Data and Analytics 17%, Setup 15%, Object Manager 15%, Automation 15%
- New: Agentforce AI 8%
- 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.