

# Salesforce.com - Sales Cloud

## Administration Essentials

**Duration:** 40.00 hours (5 days)

**32.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

### Course Information

**Delivery Format:** Instructor Led - Online

### Course Overview

In this course, students will identify information about the five native business processes every company can manage using Salesforce, regardless of the License Edition. Students will also gain insight into each of the functional groups of users (Inside Sales, Outside Sales, Marketing, Customer Support, and Management), and they will establish patterns of critical thinking that can help them to ensure that they are indeed taking the right approach and providing the necessary support for each request they receive.

### About This Course

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## Who Should Attend

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This course is intended for individuals who need to manage instances of Salesforce Sales Cloud®. Target students have Sales Cloud user skills and are often existing Sales, Administrative, or Operations support employees, IT employees who are given the additional responsibilities of Salesforce.com® system administration, or external consultants who have been engaged to provide administrative support for an organization. This course can also be an important component of preparing for the Salesforce Certified Administrator exam for students who are seeking the Salesforce Certified Administrator certification.

# Learning Outcomes

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**Upon successful completion of this course, participants will be able to:**

In this course, students will perform the basic skills required of a typical Salesforce system administrator. Students will:

- Describe basic concepts related to Salesforce administration.
- Set up an organization.
- Manage user accounts.
- Implement security controls.
- Configure the Salesforce Classic user interface.
- Support the Lightning Experience user interface.
- Customize pages.
- Manage Opportunities.
- Implement additional Opportunity features.
- Implement data validation and workflows.
- Manage Leads.
- Manage Accounts.
- Manage Contacts.
- Manage Campaigns.
- Manage Cases.
- Manage custom objects.
- Manage data.
- Configure views, reports, and dashboards.
- Integrate and extend Salesforce.

## Additional Course Details

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Nexus Humans Salesforce.com - Sales Cloud Administration Essentials training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Salesforce.com - Sales Cloud Administration Essentials course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for Salesforce.com - Sales Cloud Administration Essentials?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: How many CPD hours does this course provide?**

The 5-day Salesforce.com - Sales Cloud Administration Essentials course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the Salesforce.com - Sales Cloud Administration Essentials training?**

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for Salesforce.com - Sales Cloud Administration Essentials?**

Yes, we provide corporate training, dedicated training, and closed classes for Salesforce.com - Sales Cloud Administration Essentials. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for Salesforce.com - Sales Cloud Administration Essentials?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Salesforce.com - Sales Cloud Administration Essentials training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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