

**Advanced Salesforce System Administration**

**Course Number:** SF-102  
**Duration:** 2 days

**Overview**

This advanced Salesforce® training course teaches students essential system administrator skills and how to customize Salesforce, create custom objects and report types, use sandboxes, and leverage all the automation tools in Salesforce. The course includes a final project giving students a real-world design and customization scenario.

**Note:** This Salesforce class can be taught using the Classic User Interface or the Lightning Interface.

**Prerequisites**

All students should have a working knowledge of Salesforce or should have completed Accelebrate's [Introduction to Salesforce](file:////training/salesforce-system-administration-introduction) training class.

**Materials**

All Advanced Salesforce training students will receive comprehensive courseware.

**Software Needed on Each Student PC**

Salesforce is web-based and attendees only need an Internet connection and modern web browser for training. Salesforce recommends Chrome.

**Objectives**

* Create Flows
* Create Queues, Assignment Rules, Auto-Response Rules, Escalation Rules
* Configure Web to Case and Email to Case
* Configure and Customize a full business scenario
* Understand Sandboxes
* Understand metadata and Change Sets
* Use the AppExchange
* Know when to code
* Be prepared for the System Admin certification exam

**Outline**

* Introduction
* Object Relationships
  + Recognizing the need to create a custom object
  + Lookup or master-detail?
  + Rollup summary fields
* Advanced Reporting
  + Custom Report Types
  + Custom Summary Formulas
  + Bucket Fields
* Salesforce Advanced Automation
  + Workflow
  + Process Builder
  + Approval Processes
  + Flow
* Support Processes
  + Queues
  + Assignment Rules
  + Auto-Response Rules
  + Escalation Rules
  + Web to Case
  + Email to Case
  + Support Settings
* Sandboxes
  + Types of Sandboxes
  + Creating and Refreshing Sandboxes
  + Metadata vs. Data
  + Change Sets
* Know When to Code
  + Understanding declarative limits
  + Evaluate customization priorities
  + Typical coding scenarios
* Final Project
  + Design, configure, and customize a full business scenario in Salesforce
  + Review student solutions
* System Administrator Certification Discussion
  + Requirements
  + Exam Resources
  + Preparation
* Conclusion