Introduction to Salesforce Administration & Configuration (SPADM-203): Class Slides & Exercises plus Sample Exam Questions

Steve Wasula, Stony Point

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This book is designed to accompany the Introduction to Salesforce Administration and Configuration (SPADM-203) class offered by Stony Point. The book is simply a print out of the slides used in the class with room for a student to take notes. A student in the class will learn basic and advanced administration, configuration and development skills. The book contains valuable real world scenarios, discovery questions and exercises that may be useful for anyone preparing to sit for either the Salesforce Certified Administrator or the Force.com Certified Developer exam. Particularly useful are the 120 sample exam questions now included in the book. To get full value out of the material, Stony Point highly recommends taking the class instead of simply purchasing the book as a stand alone tool.

The class itself is delivered by a senior instructor with many years of real world experience as a Salesforce administrator and / or a developer. This class is specifically designed to prepare students to pass the both the Salesforce Certified Administrator Exam and the Force.com Certified Developer exam.

This book and the class present a broad range of topics cover just about everything on which a student will be tested. These topics include but are not limited to: security, sharing, data management, customization, configuration, data validation, workflow rules, approval processes, the Force.com architecture, and the model, view, controller design pattern. There is in-depth coverage of system security topics such as: Users, Licenses, Profiles, Field Level Security, Permission Sets, Record Security, Organization Wide Defaults, Role Hierarchy & Roles, Sharing Rules, Account Teams, Sales Teams, Case Teams & Queues. The object model related to sales force automation, marketing automation, case management, and the community application is thoroughly covered with detailed sections on: Accounts, Contacts, Opportunities, Products & Price Books, Leads, Campaigns, Cases and Solutions. This book includes information and exercises related to all automation features including formula fields, workflow rules, validation rules, escalation rules, assignment rules and approval process. Finally, topics concerning data management, integration, and analytics will be covered in depth including exercises to reinforce all the major concepts.

As a participant in the class, each student will be given a practice learning environment to use during hands-on exercises during the class. The student will be able to use this learning environment indefinitely after the class without any additional fee.

Stony Point is a leading provider of Salesforce training for sales people, customer service personnel, marketers, system administrators, developers and consultants. Stony Point delivers public and private classes virtually and in-person at locations throughout the world. Please visit www.stonyp.com for more information on the classes and services offered.

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