

Paul Goodey

# Salesforce CRM Admin Cookbook

Second Edition

Solutions to help you implement, configure, and  
customize your business applications with Salesforce  
CRM and Lightning Experience



**Packt**

# Salesforce Crm Admin Cookbook Goodey Paul

**Paul Goodey**



## **Salesforce Crm Admin Cookbook Goodey Paul:**

**Salesforce CRM Admin Cookbook.** Paul Goodey, 2017-12-22 Extend and unleash the power of Salesforce CRM and the advanced features of the Lightning interface to create techniques for user interaction and derive real world solutions About This Book Implement advanced user interface techniques to improve the look and feel of Salesforce CRM Discover hidden features and hacks that extend standard configuration to provide enhanced functionality and customization Build real world process automation using detailed recipes to harness the full power of Salesforce CRM Who This Book Is For If you are a system administrator interested in developing and enhancing your skills with data management process automation and security enhancements with Salesforce CRM then this book is for you Some basic understanding of Salesforce CRM and system administration knowledge would be needed What You Will Learn Building home page components and creating custom links to provide additional functionality and improve the Home Tab layout Improving the look and feel of Salesforce CRM with the presentation of graphical elements using advanced user interface techniques Improving the data quality in Salesforce CRM and automatic data capture Implement an approval process to control the way approvals are managed for records in Salesforce CRM Increase productivity using tools and features to provide advanced administration Extend Lightning Experience Record Pages to tailor user interaction experience Create Lightning component to implement Search before Create for customer person accounts In Detail Salesforce CRM is a market leading customer relationship management CRM application that is accessed over the internet This application greatly enhances a company's sales performance improves customer satisfaction and provides a robust customer relationship management system for an organization Salesforce CRM Admin Cookbook Second Edition enables you to instantly extend and unleash the power of Salesforce CRM and its Lightning Experience framework It provides clear comprehensive instructions along with detailed screenshots and code Whether you are looking for solutions to enhance the core features such as data management process automation data validation and home page administration or are looking for ideas on advanced customization techniques this book will provide you with immediate practical and exciting real world recipes This book guides you through interesting topics spanning a variety of functional areas Recipes are provided that allow you to configure build and extend the capability of Salesforce CRM using the Lightning Experience framework Style and approach We will be discussing recipes about several modules which will help you gain mastery over different modules such as data management security enhancements and so on which is expected of an administrator *Salesforce CRM* Paul Goodey, 2013-01-01 A practical guide which will help to discover how to setup and configure the Salesforce CRM application It offers solutions and practical examples on how to further improve and maintain its functionality with clear systematic instructions Being highly organized and compact this book contains detailed instructions with screenshots diagrams and tips that clearly describe how you can administer and configure complex Salesforce CRM functionality with absolute ease This book is for administrators who want to develop and

strengthen their Salesforce CRM skills in the areas of configuration and system management Whether you are a novice or a more experienced admin this book aims to enhance your knowledge and understanding of the Salesforce CRM platform and by the end of the book you should be ready to administer Salesforce CRM in a real world environment     *Salesforce CRM - The Definitive Admin Handbook* Paul Goodey,2019-04-27 A definitive guide covering all the core concepts necessary to pass the Salesforce Administrator Certification exam Key Features Understand critical design considerations for setting up Salesforce CRM Facilitate and manage the transition from Salesforce Classic to Lightning Experience Learn key functions of application security to manage user profiles and data Book Description Salesforce s winter 19 release offers a host of new features for CRM designed to meet your sales and marketing requirements With this comprehensive guide to implementing Salesforce CRM administrators of all levels can easily get a thorough understanding of the platform This Salesforce handbook begins by guiding you in setting up users and security and then progresses to configuration data management and data analytics You ll discover process automation and approval mechanisms while also exploring the functional areas of Sales Cloud Service Cloud Marketing Cloud and Salesforce Chatter This book covers Salesforce CRM system administration in a practical way and it ll serve as an invaluable reference for both new administrators and experienced professionals Furthermore you ll also delve into Salesforce mobile apps and mobile administration along with Salesforce Adoption Manager You ll gain insights into Lightning Experience Salesforce s new app and learn how its modern design and sleek interface helps you to build customizable components Finally we ll see how the two versions compare and help manage the transition from Salesforce Classic to Lightning Experience By the end of the book you will have mastered the techniques to configure and control various user interface features in Salesforce CRM What you will learn Configure a variety of user interface features in Salesforce CRM Understand the capabilities of the Salesforce CRM sharing model Explore Einstein Analytics Salesforce s new wave of advanced reporting Get to grips with the Lightning Process Builder workflow Set up user profiles security and login access mechanisms Find out how Apex and Visualforce coding can be used in Salesforce CRM Manage the transition from Salesforce Classic to Lightning Experience Implement data manipulation features to apply best practices in data management Who this book is for This book is for administrators who want to develop and strengthen their Salesforce CRM skills in the areas of configuration and system management Whether you are a new or experienced professional this book will enhance your knowledge and understanding of Salesforce CRM features     *Salesforce Crm - The Definitive Admin Handbook - Third Edition* Paul Goodey,2015-01-30 This book is for administrators who want to develop and strengthen their Salesforce CRM skills in the areas of configuration and system management Whether you are a novice or a more experienced administrator this book aims to enhance your knowledge and understanding of the Salesforce CRM platform and features

*Salesforce CRM Admin Cookbook* Paul Goodey,2013-03-26 This book is written in a Cookbook style format and provides you with immediately useable recipes that extend the functionality of Salesforce CRM and solves real world problems

encountered within the Salesforce CRM application The recipes in this Cookbook contain proven step by step instructions along with detailed screenshots This Cookbook has been designed so that you can read it chapter by chapter starting with recipes that provide enhancements to the user interface and finishing with recipes that cover data and systems integration You can also refer to the list of recipes and choose to access them in no particular order Either method allows you to rapidly implement solutions in your organization that extend and enhance the functionality of Salesforce CRM for your users This book is for Salesforce administrators and developers who want to quickly incorporate enhanced functionality and extend the power of Salesforce CRM Whether you are a Salesforce novice or a more experienced administrator this book provides practical step by step instructions in the use of hidden features advanced user interface techniques and solutions for process automation plus data and systems integration Not only are standard Salesforce CRM features covered such as workflow and approval processes validation rules and formula fields but you will also be exposed to further technologies that include HTML Javascript CSS Apex and Visualforce

**Salesforce CRM Admin Cookbook** Paul Goodey, 2017-12-22 Extend and unleash the power of Salesforce CRM and the advanced features of the Lightning interface to create techniques for user interaction and derive real world solutions Key Features Implement advanced user interface techniques to improve the look and feel of Salesforce CRM Discover hidden features and hacks that extend standard configuration to provide enhanced functionality and customization Build real world process automation using detailed recipes to harness the full power of Salesforce CRM Book Description Salesforce CRM is a market leading customer relationship management CRM application that is accessed over the internet This application greatly enhances a company's sales performance improves customer satisfaction and provides a robust customer relationship management system for an organization Salesforce CRM Admin Cookbook Second Edition enables you to instantly extend and unleash the power of Salesforce CRM and its Lightning Experience framework It provides clear comprehensive instructions along with detailed screenshots and code Whether you are looking for solutions to enhance the core features such as data management process automation data validation and home page administration or are looking for ideas on advanced customization techniques this book will provide you with immediate practical and exciting real world recipes This book guides you through interesting topics spanning a variety of functional areas Recipes are provided that allow you to configure build and extend the capability of Salesforce CRM using the Lightning Experience framework What you will learn Building home page components and creating custom links to provide additional functionality and improve the Home Tab layout Improving the look and feel of Salesforce CRM with the presentation of graphical elements using advanced user interface techniques Improving the data quality in Salesforce CRM and automatic data capture Implement an approval process to control the way approvals are managed for records in Salesforce CRM Increase productivity using tools and features to provide advanced administration Extend Lightning Experience Record Pages to tailor user interaction experience Create Lightning component to implement Search before Create for customer person accounts

Who this book is for If you are a system administrator interested in developing and enhancing your skills with data management process automation and security enhancements with SalesforceCRM then this book is for you Some basic understanding of SalesforceCRM and system administration knowledge would be needed *Salesforce CRM - The Definitive Admin Handbook - Third Edition* Paul Goodey,2015-01-30 This book is for administrators who want to develop and strengthen their Salesforce CRM skills in the areas of configuration and system management Whether you are a novice or a more experienced administrator this book aims to enhance your knowledge and understanding of the Salesforce CRM platform and features Salesforce Platform App Builder Certification Guide Paul Goodey,2020-11-13 Get up to speed with the essential concepts and techniques necessary to prepare for the Salesforce Platform App Builder certification exam Key FeaturesPrepare for the Salesforce Platform App Builder certification exam by exploring important concepts and expert tips and techniquesDesign the data model user interface business logic and security for custom appsUnderstand the key milestones and considerations when managing an application lifecycleBook Description Do you want to be able to confidently design and build apps that support business processes within the Lightning Platform Salesforce Platform App Builder Certification Guide not only helps you to do this but also prepares you for the certification exam The book starts by describing the core capabilities of the Lightning Platform You ll learn techniques for data modeling to design build and deploy apps without writing code and achieve rapid results with the declarative capabilities that the Lightning Platform provides Next you ll explore utilities for importing and exporting data and the features available in the Lightning Platform to restrict and extend access to objects fields and records You ll also be able to customize the Salesforce Lightning Experience user interface UI and build functionality for custom buttons links and actions Later this certification study guide will take you through reporting and the social and mobile features of the Lightning Platform Finally you ll get to grips with Salesforce build environments and deployment options By the end of this Salesforce book you ll not only have learned how to build data models enforce data security and implement business logic and process automation but also have gained the confidence to pass the Platform App Builder exam and achieve Salesforce certification What you will learnExplore the core features of the Lightning PlatformDesign and build an appropriate data model for a given scenarioIdentify the Lightning Platform s features and capabilitiesCustomize the Salesforce Lightning Experience UIImplement business logic and process automationIdentify the capabilities of declarative customizationWho this book is for This book is for beginners and aspiring developers who want to learn how to build apps on the Salesforce Platform or pass the Salesforce Platform App Builder certification exam Salesforce administrators and existing Salesforce Lightning Platform developers looking to learn more about the declarative non programmatic app building capabilities of the Salesforce Lightning Platform will also find this book useful Salesforce Reporting and Dashboards Johan Yu,2015-03-26 This book is intended for all Salesforce users administrators managers business analysts or report writers who are new to creating reports or dashboards within Salesforce Basic knowledge of the

Salesforce platform is required      [Salesforce CRM Admin Cookbook](#) Paul Goodey,2013 This book is written in a Cookbook style format and provides you with immediately useable recipes that extend the functionality of Salesforce CRM and solves real world problems encountered within the Salesforce CRM application The recipes in this Cookbook contain proven step by step instructions along with detailed screenshots This Cookbook has been designed so that you can read it chapter by chapter starting with recipes that provide enhancements to the user interface and finishing with recipes that cover data and systems integration You can also refer to the list of recipes and choose to access them in no particular order Either method allows you to rapidly implement solutions in your organization that extend and enhance the functionality of Salesforce CRM for your users This book is for Salesforce administrators and developers who want to quickly incorporate enhanced functionality and extend the power of Salesforce CRM Whether you are a Salesforce novice or a more experienced administrator this book provides practical step by step instructions in the use of hidden features advanced user interface techniques and solutions for process automation plus data and systems integration Not only are standard Salesforce CRM features covered such as workflow and approval processes validation rules and formula fields but you will also be exposed to further technologies that include HTML Javascript CSS Apex and Visualforce      **Salesforce Process Builder Quick Start Guide** Rakesh Gupta,2018-07-24 Click your way to automating business processes with Salesforce Visual Workflow Key Features Create and maintain complex business processes using Process builder Discover how to debug and deploy Flow and Process Builder Use new or existing Flows to work with Salesforce Lightning Experience Book Description Salesforce Management System is an information system used in CRM to automate business processes such as sales and marketing Process Builder is a visual tool created to automate business processes in Salesforce It enables users with no coding expertise to build complex Salesforce workflows The book starts with an introduction to Process Builder focussing on the building blocks of creating Processes Then you will learn about different applications of Process Builder for developing streamlined solutions You will learn how to easily automate business processes and tackle complex business scenarios using Processes The book explains the workings of the Process Builder so that you can create reusable processes It also explains how you can migrate existing Workflow Rules to Process Builder By the end of the book you will have a clear understanding of how to use Flows and Process Builder to optimize code usage What you will learn Develop an application using point and click with the help of Process Builder Bypass Processes for specific users Understand the concepts of reusable processes Handle complex business processes using Process Builder and keep them clean Work with formulae in Process Builder to minimize the code required Create a process with no criteria so as to minimize the amount of rework Overcome Salesforce s known limitation in terms of referencing picklist values Who this book is for This book is for people who want to use Process Builder to automate their business requirements by clicking not coding A basic understanding of Salesforce is required but not extensive programming knowledge      **Salesforce B2C Solution Architect's Handbook** Mike King,Melissa

Murphy,2024-05-31 Design solutions across the Salesforce Customer 360 ecosystem with this definitive guide for Salesforce B2C solution architects covering B2C Commerce Service Cloud Data Cloud and Marketing Cloud Key Features Create a frictionless customer experience and a unified view of all touchpoints Avoid expensive rework by getting your architecture right the first time Use real world scenarios and best practices to prepare for the B2C Solution Architect certification exam Purchase of the print or Kindle book includes a free PDF eBook Book DescriptionIn today s competitive landscape the ability to create a unified view of the customer and turn data into actionable insights is a game changer for businesses With Salesforce B2C Solution Architect s Handbook you ll gain a deeper understanding of the integration options and products that help you deliver value for organizations The book will guide you through the tools techniques and scenarios needed to confidently tackle the B2C Solution Architect exam You ll start by building a robust understanding of each component within the Customer 360 ecosystem diving into their capabilities data models and governance structures As you progress you ll explore the role of a B2C solution architect in planning critical requirements and implementation sequences to avoid costly reworks and unnecessary delays You ll learn about the available options for integrating products with the Salesforce ecosystem and demonstrate best practices for data modeling across Salesforce products and beyond By the end of this journey you ll not only be prepared to ace the exam but also to excel as a Salesforce B2C Solution Architect ready to shape the future of customer engagement What you will learn Explore key Customer 360 products and their integration options Choose the best integration architecture to unify data and experiences Plan for requirements design choices and implementation sequences Architect a single view of the customer to support service marketing and commerce Integrate Customer 360 solutions into a single source of truth solution Orchestrate data and user flows to support functionality from multiple components Understand the capabilities and design considerations for Data Cloud Prepare for the B2C Solution Architect exam Who this book is for This book is for professionals in high level job roles that heavily rely on Salesforce proficiency It s primarily written for Salesforce technical architects application functional architects integration architects enterprise architects and CTO teams looking to benefit from a deeper understanding of this platform Before you get started you should understand the fundamentals of data integration APIs and connected systems in general along with knowledge of the basics of business to consumer B2C customer experiences *Learning Force.com Application Development* Chamil Madusanka,2015-04-27 If you are a developer who wants to learn how to develop and deploy applications from the Salesforce com platform then this book is for you No prior knowledge of Salesforce is necessary

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