

Salesforce

Cheat Sheet

Introduction

- Cloud Software** - Salesforce is leading Customer Relationship Management (CRM) software, offers various features to help organisations keep track of their accounts, contacts and opportunities.
- Cloud Sales** Sales cloud helps in supporting a sales process, which includes campaigns, leads, accounts and contacts and is used by sales organisations.
- Service Cloud** Service Cloud also provides functionalities such as entitlements, knowledge base and case management. Used by support organisations.

Salesforce Objects

- Standard Objects** - The objects are already created for the user by the Salesforce platform, also called Account Object, **Objects** are Account, Account History, Case, Contact, User, Asset, Domain.
- Custom Objects** - Objects that are created by user, based on the business processes.
 - Features:
 - Can build page layouts to control fields, and the read-write access.
 - Can import custom object records.

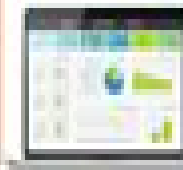
Salesforce Objects Continued...

- External Objects** - The objects which you create map to the data stored outside your organisation.
 - Can create reports and dashboards to analyse custom object data.
 - Can create a custom tab for the custom object.
 - Can track tasks and events.
 - Can import custom object records.
- Standard Objects** - The objects are already created for the user by the Salesforce platform. Also called Account Object, **Standard Objects** are Account, Account History, Case, Contact, User, Asset, Domain.
- Custom Objects** - Objects that are created by user, based on the business processes.
 - Features:
 - Can build page layouts to control fields, and the read-write access.
 - Can import custom object records.

Visualforce



Dashboards



- Provides more insights than reports.
- Combines data from many reports.
- Shows a summarised result.

Salesforce Relational Tables

- Salesforce Platform stores data in relational tables.
- These relational tables are also called API Objects.

Automate Business Processes

- Select an Object to start the process.
- Map criteria to the object to allow the start of the process.
- Map action to the criteria to trigger the execution of the process.

Other Features in Salesforce

- Sales Collaboration
- Email Integration
- File Sync Share
- Sales Forecasting
- Territory Management

Steps to Create Reports



Steps for Exporting Data



Steps for Importing Data



Salesforce User Guide

Jiyuan Zhang



Salesforce User Guide:

Salesforce Christopher Matthew Spencer, 2018-05 Increase customers and their satisfaction while growing your business with the world's 1 customer relationship management CRM software This 6 page laminated guide breaks down options for data and resource transition data migration and essential tools and their function Written by our sales and Salesforce guru and Lynda.com author Christopher Matthew Spencer this well rounded primer to this powerful tool will show you the ropes and get you up and running with a proven roadmap to customer satisfaction and success 6 page laminated guide includes Intro to Salesforce CRM Salesforce Clouds Salesforce CRM Editions Planning Transition Data Migration Initial Setup Permission Sets Profiles Users Groups Queues Roles Organization Wide Default Sharing Settings Data Sharing Overview Health Check Tips for Data Importing Using Salesforce Objects Apps Lightning Pages Page Layouts Tabs Files A Typical Salesforce Team's Workflow Reports Dashboards **Desktop User Guide for MicroStrategy 10** MicroStrategy Product

Manuals, 2015-06-04 MicroStrategy Analytics Desktop User Guide MicroStrategy Product Manuals, MicroStrategy, 2013-10-31 The MicroStrategy Analytics Desktop User Guide describes the steps for a business analyst to execute and analyze a Visual Insight dashboard in MicroStrategy Analytics Desktop It provides the information necessary for a business analyst to import data from a data source and use that data to create and modify dashboards

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9.3 MicroStrategy Product Manuals, MicroStrategy, 2012-09-30 [System Administration Guide for MicroStrategy 9.5](#)
MicroStrategy Product Manuals, MicroStrategy, 2015-02-01 The System Administration Guide describes the concepts and high level steps to implement deploy maintain tune and troubleshoot a MicroStrategy business intelligence system

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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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Salesforce User Guide Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Salesforce User Guide**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we will delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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