



Professional Expertise Distilled

Salesforce CRM – The Definitive Admin Handbook

Third Edition

Successfully administer Salesforce CRM and Salesforce mobile implementations with best practices and real-world scenarios

Paul Goodey

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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

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Learning Salesforce Visual Workflow Rakesh Gupta,2015-04-29 Learning Salesforce Visual Workflow is intended for those who want to use Flows to automate their business requirements by click not code Salesforce maintains an incredibly user friendly interface no previous experience in computer coding or programming is required *Salesforce for Beginners* Sharif Shaalan,2020-05-29 Get a 360 degree view of the Salesforce platform and learn how to use it for sales service marketing and automating business processes Key FeaturesUnderstand how to use core Salesforce objects for maximum efficiencyBuild various dashboards and reports to analyze results and improve visibility in your business processesLearn the basics of Salesforce administration and mobile app set upBook Description Salesforce is the world s leading Customer Relationship Management CRM software helping businesses connect with their constituents and partners This book will give you a comprehensive introduction to managing sales marketing customer relationships and overall administration for your organization You ll learn how to configure and use Salesforce for maximum efficiency and return on investment You ll start by learning how to create activities manage leads and develop your prospects and sales pipeline using opportunities and accounts and then understand how you can enhance marketing activities using campaigns Packed with real world business use cases this Salesforce book will show you how to analyze your business information accurately to make productive decisions As you advance you ll get to grips with building various reports and dashboards in Salesforce to derive valuable business insights Finally you ll explore tools such as process builder approval processes and assignment rules to achieve business process automation and set out on the path to becoming a successful Salesforce Administrator By the end of the

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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

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Salesforce CRM - the Definitive Admin Handbook Paul Goodey,2015 *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

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Cloud and Service Cloud applications Who This Book Is For This book is written for Salesforce admins who are looking to gain an in depth knowledge of the Salesforce platform and grow their value in their organization It will teach them to implement and design advanced business process automation for the benefit of their organization What You Will Learn Adopt Lightning Experience to improve the productivity of your organization s sales team Create and maintain service entitlements and entitlement processes Process Builder basic and advanced concepts Different ways to deploy applications between environments Best practices for improving and enriching data quality In Detail The book starts by refreshing your knowledge of common admin tasks You will go over Lightning Experience and various security aspects You will be shown how to implement territory management in your organization and make use of custom objects From here the book progresses to advanced configuration data management and data analytics before swiftly moving on to setting up advanced organization wide features that affect the look and feel of the application Extend the capabilities of your organization s Salesforce implementation by optimizing and extending Sales Cloud Salesforce1 and Service Cloud applications This guide will equip you with the tools you need to build a successful career in Salesforce Style and approach The book takes a straightforward no nonsense approach to working with the Salesforce CRM platform It is filled with examples advanced use cases and all the resources you need to be a Salesforce Jedi

Salesforce CRM A Complete Guide - 2020 Edition Gerardus Blokdyk,
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