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# Salesforce User Guide Summer 1

**Krzysztof Nowacki, Mateusz Twarożek**



## **Salesforce User Guide Summer 1:**

**Learn Salesforce Lightning** Felicia Duarte, Rachel Hoffman, 2017-12-20 Refer to this invaluable how to guide for basic training on Salesforce Lightning Salespeople and technical users and consultants will no longer have to resort to learning the interface on their own which is very time consuming Learn Salesforce Lightning is a step by step visual guide that offers immediate and valuable solutions to the new set of UI tools included in Lightning With chapters broken down into easily absorbed topics you walk through the entire process of managing your daily activities within Salesforce as well as basic customizations and system management The book explains the primary use cases for Lightning and simplifies some of the more complex features such as opportunity stage management and the new dashboard builder Topics covered include Sales and service management Lightning Apps on the AppExchange Lightning dashboards and reports Lightning security Lightning Process Builder and more What You'll Learn Navigate the Salesforce Lightning interface Know where to go in the setup area to make customizations Create dynamic reports and dashboards View Lightning on a mobile device Train other users on common day to day activities within Lightning Who This Book Is for Salespeople managers and executives who are currently evaluating Salesforce.com who recently purchased a license with Salesforce.com or recently upgraded to the Lightning user interface This book is also for Salesforce administrators consultants project managers and technical users looking for basic training on Salesforce Lightning

**Practical Guide to Salesforce Communities** Philip Weinmeister, 2018-06-23 Whether you are brand new to the world of Salesforce communities or you are looking to take your Community Cloud knowledge to the next level this detailed guide will help you to build and manage a Salesforce community by leveraging the declarative power of the platform with clicks not code Each Salesforce community is a part of a widespread ecosystem with thousands of communities and millions of users active today on Community Cloud Through valuable social and business tools this online platform enables companies to empower and equip their customers partners and employees in new powerful ways In this book Philip Weinmeister a Salesforce MVP and the first ever recipient of the Community Cloud MVP Trailblazer award leads you through the ins and outs of Salesforce communities and provides you with an array of best practices to deliver top notch business portals on the Salesforce platform Practical Guide to Salesforce Communities is the first book to comprehensively cover this next generation offering from Salesforce providing real actionable guidance to help individuals build effective and engaging online communities The book takes you through the entire process from planning and designing a community to configuration build setup and administration all the way to deployment Detailed explanations are provided of key components templates and features such as Community Builder Audience Targeting Lightning Bolts and much more Additionally considerations and best practices are covered including valuable tips and insights What You'll Learn Plan and design a community Conceptualize how employees partners and customers use and benefit from communities Assess available templates and make an informed selection decision Use Community Builder and Lightning components

within a Lightning community template Apply topics and knowledge articles to a community to increase value and adoption Inject process automation into a community using Workflow Flow and Process Builder Create dynamic and personalized user experiences with audience targeting Build export and import unique templates with the Lightning Bolt solution framework Provide community data for members or community managers Who This Book Is For Salesforce administrators Salesforce developers Salesforce functional architects Salesforce business analysts and Salesforce community managers **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 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 Features Prepare for the Salesforce Platform App Builder certification exam by exploring important concepts and expert tips and techniques Design

the data model user interface business logic and security for custom apps

**Understand the key milestones and considerations when managing an application lifecycle**

**Book 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 learn**

- Explore the core features of the Lightning Platform
- Design and build an appropriate data model for a given scenario
- Identify the Lightning Platform s features and capabilities
- Customize the Salesforce Lightning Experience UI
- Implement business logic and process automation
- Identify the capabilities of declarative customization

**Who 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 Advanced Administrator Certification Guide](#) Enrico Murru, 2019-11-08 Master advanced Salesforce Administration concepts with expert tips techniques and mock tests

**Key Features**

- Learn advanced features to reduce implementation time and enhance your Salesforce administration skills
- Develop the ability to solve critical issues with a proactive approach and deliver the best solution
- Explore complex automation with workflows approvals process builder and custom Apex coding

**Book Description** The Salesforce Advanced Administrator certification extends beyond administrator certification covering advanced platform features and functions such as configuration automation security and customization Complete with comprehensive coverage of all these topics and exam oriented questions and mock tests this Salesforce book will help you earn advanced administrator credentials You ll start your journey by mastering data access security monitoring and auditing and understanding best practices for handling change management and data across organizations The book then delves into data model management for improving data quality and lets you explore Sales features such as products schedules quotes and forecasting capabilities As you progress this book will guide you in working with content management to set up and

maintain Salesforce content You'll also master organizing your files and data using reports and dashboards Finally you'll learn how to use a combination of automation tools to solve business problems By the end of the book you will have developed the skills required to get your advanced administrator credentials What you will learn Master data security to monitor your org effectively Explore best practices for handling change management across orgs Extend the capabilities of Salesforce objects using advanced relationships validation rules and duplicate management Handle file libraries with Salesforce CRM content Understand ways to deliver the best solutions with Sales and Service Cloud applications Build reports and dashboards to visualize data for better decision making Customize your CRM with process automation features Who this book is for If you've already achieved your Salesforce administrator certification this book will help you prepare for the Salesforce Advanced Administrator certification You'll also find this guide useful if you are a Salesforce administrator or developer and want to maximize your administration skills with deeper knowledge of advanced Salesforce declarative features 1-2 years of experience as a Salesforce administrator or developer is enough to help you to get the most out of the book

*Salesforce Platform Developer I Certification Guide* Jan Vandeveld, Gunther Roskams, 2019-05-24 Build and deploy scalable applications on the Salesforce Lightning Platform using the latest features of Spring 19 Key Features An end-to-end guide with practice tests to help you achieve the Salesforce Platform Developer certification Design data models user interfaces and business logic for your custom applications Understand the complete development life cycle from designing to testing

**Book Description** Salesforce Lightning Platform used to build enterprise apps is being increasingly adopted by admins business analysts consultants architects and especially developers With this Salesforce certification you'll be able to enhance your development skills and become a valuable member of your organization This certification guide is designed to be completely aligned with the official exam study guide for the latest Salesforce Certified Platform Developer I release and includes updates from Spring 19 Starting with Salesforce fundamentals and performing data modeling and management you'll progress to automating logic and processes and working on user interfaces with Salesforce components Finally you'll learn how to work with testing frameworks perform debugging and deploy metadata and get to grips with useful tips and tricks Each chapter concludes with sample questions that are commonly found in the exam and the book wraps up with mock tests to help you prepare for the DEV501 certification exam By the end of the book you'll be ready to take the exam and earn your Salesforce Certified Platform Developer I certification What you will learn Solve sample questions and mock tests and work with exam patterns Gain an understanding of declarative Salesforce tools such as Process Builder flows and many more Code in Salesforce using the Developer Console and IDEs Grasp the basics of object-oriented programming Write Apex classes Visualforce pages and Apex test classes with easy-to-follow steps Explore the different deployment tools that you can use to push metadata to different environments Build custom declarative apps and programs on Force.com platforms Who this book is for The Salesforce Platform Developer I Certification Guide is for you if you want to learn how to develop and deploy

business logic and user interfaces using the capabilities of the Lightning Platform No prior knowledge of Apex programming is required

**Salesforce Data Architect Certification Guide** Aaron Allport, 2022-11-18 Learn data architecture essentials and prepare for the Salesforce Certified Data Architect exam with the help of tips and mock test questions Key Features Leverage data modelling Salesforce database design and techniques for effective data design Learn master data management Salesforce data management and how to include considerations Get to grips with large data volumes performance tuning and poor performance mitigation techniques Book Description The Salesforce Data Architect is a prerequisite exam for the Application Architect half of the Salesforce Certified Technical Architect credential This book offers complete up to date coverage of the Salesforce Data Architect exam so you can take it with confidence The book is written in a clear succinct way with self assessment and practice exam questions covering all the topics necessary to help you pass the exam with ease You ll understand the theory around Salesforce data modeling database design master data management MDM Salesforce data management SDM and data governance Additionally performance considerations associated with large data volumes will be covered You ll also get to grips with data migration and understand the supporting theory needed to achieve Salesforce Data Architect certification By the end of this Salesforce book you ll have covered everything you need to know to pass the Salesforce Data Architect certification exam and have a handy on the job desktop reference guide to re visit the concepts What you will learn Understand the topics relevant to passing the Salesforce Data Architect exam Explore specialist areas such as large data volumes Test your knowledge with the help of exam like questions Pick up useful tips and tricks that can be referred to time and again Understand the reasons underlying the way Salesforce data management works Discover the techniques that are available for loading massive amounts of data Who this book is for This book is for both aspiring Salesforce data architects and those already familiar with Salesforce data architecture who want to pass the exam and have a reference guide to revisit the material as part of their day to day job Working knowledge of the Salesforce platform is assumed alongside a clear understanding of Salesforce architectural concepts

**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 for Beginners** Sharif Shaalan, Timothy Royer, 2022-10-31 Learn how to leverage the Salesforce platform for sales service marketing and automating business activities from a 360 degree perspective Purchase of the print or Kindle book includes a free eBook in the PDF format Key Features Automate business processes with Salesforce Flow the new replacement for workflow rules and process builders on the Salesforce platform Discover key data integrity and security concepts with new specially dedicated chapters Take your first steps in basic testing and debugging as a Salesforce professional Book Description The second edition of Salesforce for Beginners provides you with a holistic introduction to the Salesforce platform Whether you need help with the lead generation process Salesforce user management

and data security or automating tasks with Salesforce Flow this book is for you Throughout this new edition you will find real world business use cases to demonstrate concepts screenshots of the latest UI displayed for screen navigation and exercises at the end of every chapter to test your newfound knowledge Working with the world's leading CRM software you will learn how to create activities manage leads develop your prospects and sales pipeline using opportunities and accounts and understand how you can enhance marketing activities using campaigns You will be able to take your administration skills to the next level as you approach real world user management topics such as ownership skew You will learn about data security on the Salesforce platform with an introduction to the role hierarchy system and user permissions and much more In this new edition you'll get to explore the popular automation tool Salesforce Flow You'll learn about the different flow types to employ how to construct your first flow and how to extensively test your flow This will allow you to come away from reading this book with a real functional flow for your business processes What you will learn Explore business development with leads accounts and contacts in Salesforce Find out how stages and sales processes help you manage your opportunity pipeline Achieve marketing goals using Salesforce campaigns Perform business analysis using reports and dashboards Practice automating business processes with Salesforce Flow Gain a high level overview of the items in the administration section Grasp the different aspects needed to build an effective Salesforce security model Who this book is for If you are new to Salesforce and want to learn it from scratch an administrator looking to build your Salesforce skills or a student looking to start a career in Salesforce this book is for you No prior knowledge of the Salesforce is required to get started with this book

**Salesforce CRM Administration Handbook** Krzysztof Nowacki, Mateusz Twarożek, 2024-04-30 Master the core concepts of Salesforce administration and gain a holistic understanding of the SF ecosystem that will also help you prepare for the Salesforce certification exam Key Features Understand Salesforce architecture and security model Integrate Flow Builder with other Salesforce components for seamless automation Understand how to create and manage approval workflows in Salesforce Purchase of the print or Kindle book includes a free PDF eBook Book Description Do you aspire to be a successful Salesforce administrator or consultant If yes then this step by step guide is for you Written by certified Salesforce professionals the Salesforce CRM Administration Handbook will take you through the intricacies of Salesforce covering objects records automation and much more while also prepping you for the Salesforce certification exam Starting with an overview of the capabilities and limitations of Salesforce you'll progress toward a holistic understanding of system architecture with real world examples including workarounds that enable the successful completion of projects As you delve deeper you'll learn about the fundamental concepts of a CRM system its purpose and the pivotal role of an administrator in the Salesforce lifecycle You'll also explore the basic structures of the entire Salesforce system and navigate confidently through the intricacies of security automation and reporting in the Sales Service Cloud By the end of this book you'll have the confidence you need to navigate Salesforce's backend seamlessly implement configuration changes effortlessly and



communicate fluently in Salesforce terminology What you will learn Discover strategies to stay up to date with Salesforce releases Integrate Salesforce products seamlessly to meet diverse business needs Explore Sales and Service Cloud and its transformative impact on sales and customer support operations Master opportunity management for successful deal closures and pipeline forecasting Understand Salesforce Orgs managing users settings and customization Explore data import and export methods and data mapping Discover best practices mock tests and valuable tips and tricks to prepare for Salesforce certification Who this book is for This book is for aspiring Salesforce administrators and consultants looking to build a solid foundation in Salesforce products system setup and customization as well as advance their careers within the Salesforce ecosystem It s also a great resource for those preparing to take the Salesforce ADM 201 certification exam as it serves as an excellent supplement to the existing learning materials

**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

**Hands-On Low-Code Application Development with Salesforce** Enrico Murru,2020-10-16 Explore a wide range of low code tools in the Salesforce platform for building customized CRM applications without writing any code Key Features>Create apps with a rich user experience without paying for costly developers>Leverage Salesforce Lightning Platform s declarative features to build professional grade applications>Improve productivity with business process automation using Workflow Process Builder and FlowBook

Description Low code platforms allow users to focus on business logic to create solutions without getting trapped in programming complexities Thanks to its powerful features for designing developing and deploying apps without having to hand code Salesforce is at the forefront of the low code development revolution This book will guide you in building creative applications for solving your business problems using the declarative framework provided by Salesforce You ll start by learning how to design your business data model with custom objects fields formulas and validation rules all secured by the Salesforce security model You ll then explore tools such as Workflow Process Builder Lightning Flow and Actions that will help you to automate your business processes with ease This book also shows you how to use Lightning App Builder to build personalized UIs for your Salesforce applications explains the value of creating community pages for your organization and teaches you how to customize them with Experience Builder Finally you ll work with the sandbox model deploy your solutions and deliver an effective release management strategy By the end of this Salesforce book you ll be ready to customize Salesforce CRM to meet your business requirements by creating unique solutions without writing a single line of code What you will learnGet to grips with the fundamentals of data modeling to enhance data qualityDeliver dynamic configuration capabilities using custom settings and metadata typesSecure your data by implementing the Salesforce security modelCustomize Salesforce applications with Lightning App BuilderCreate impressive pages for your community using Experience BuilderUse Data Loader to import and export data without writing any codeEmbrace the Salesforce Ohana culture to share knowledge and learn from the global Salesforce communityWho this book is for If you are a citizen developer business analyst Salesforce administrator or anyone interested in developing applications or solutions for business problems but lack technical knowledge this book is for you No prior programming experience is required

*Records and Information Management* Patricia C. Franks,2013 Benefiting LIS students and professionals alike Franks presents complete coverage of the records and information lifecycle model Encompassing paper electronic databases office suites email and new media records blogs wikis as well as records residing in the cloud software as a service the text addresses a full range of topics including The origins and development of records and information The discipline of information governance Creation capture classification and file plan development Retention strategies Access storage and retrieval Electronic records and electronic records management systems Emerging technologies such as web records social media and mobile devices Vital records disaster preparedness and recovery and business continuity Monitoring auditing and risk management Inactive records management archives and long term preservation Education and training Developing a strategic records management plan

**Hands-On Salesforce Data Cloud** Joyce Kay Avila,2024-08-09 Learn how to implement and manage a modern customer data platform CDP through the Salesforce Data Cloud platform This practical book provides a comprehensive overview that shows architects administrators developers data engineers and marketers how to ingest store and manage real time customer data Author Joyce Kay Avila demonstrates how to use Salesforce s native connectors canonical data model and

Einstein's built-in trust layer to accelerate your time to value. You'll learn how to leverage Salesforce's low-code/no-code functionality to expertly build a Data Cloud foundation that unlocks the power of structured and unstructured data. Use Data Cloud tools to build your own predictive models or leverage third-party machine learning platforms like Amazon SageMaker, Google Vertex AI, and Databricks. This book will help you develop a plan to execute a CDP project effectively and efficiently. Connect Data Cloud to external data sources and build out a Customer 360 Data Model. Leverage data sharing capabilities with Snowflake, BigQuery, Databricks, and Azure. Use Salesforce Data Cloud capabilities for identity resolution and segmentation. Create calculated streaming visualization and predictive insights. Use Data Graphs to power Salesforce Einstein capabilities. Learn Data Cloud best practices for all phases of the development lifecycle.

Management Information Systems  
James A. O'Brien, George M. Marakas, 2008. The benchmark text for the syllabus organized by technology: a week on databases, a week on networks, a week on systems development, etc., taught from a managerial perspective. O'Brien defines technology and then explains how companies use the technology to improve performance. Real-world cases finalize the explanation.

**Cloud Computing Using Salesforce** Ashwini Kumar Raj, Saifullah Saifi, 2021-01-02. Design customized software solutions using the Salesforce Application Development services.

**KEY FEATURES** Get an overview of Salesforce. Understand the Design and Data Process. Automate Business Process using Salesforce tools. Study up on Security Data Management in Salesforce. Learn how to write code on the Salesforce Platform.

**DESCRIPTION** This book enables you to use Salesforce as per your business needs. You will get an overview of all the aspects and features of Salesforce. Following the introduction, the book focuses on how to design an app. You will then learn how to use the Salesforce Data Process and Security Architecture in the app design. Moving on, you will understand how to use force.com to customize the UI and automate the process. Lastly, you will learn how to deploy and debug the app. If you are planning to get a PD1 Platform Developer 1 Admin or App builder certification, this book is for you.

**WHAT YOU WILL LEARN** Get to know more about the Lightning Experience Unit. Learn how to develop reports and dashboards in Salesforce. Get familiar with the basics of Salesforce Apex Coding and Programming. Learn how to use Custom Controllers and Controller Extensions in Salesforce. Learn how to integrate Email services in Salesforce.

**WHO THIS BOOK IS FOR** This book is designed for Computer Science students who want to learn Salesforce. It is also for Salesforce Admins who want to explore the coding part of Salesforce. This book will also help professionals to clear PD1 Platform Developer 1 Admin and App builder certification.

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Integration 22 Debugging Deployment      Essentials of Health Care Marketing Eric N. Berkowitz, 2021-03-22 Essentials of Health Care Marketing Fifth Edition provides students with a foundational knowledge of the principles of marketing and their particular application in health care Offering an engaging and accessible approach the Fifth Edition of this highly current text offers new content on social media and digital marketing a thorough consideration of ethics and additional multimedia to add relevance and further engage students New to the Fifth Edition New chapter on social media and digital marketing to fully explore marketing for the modern college student who is constantly engaged by social media New chapter on ethics that covers areas of topical interest and debate in health care marketing Coverage of the most current cutting edge developments in the field including invigorating discussions in marketing theory the new concept of Customer Empowerment wholly revised discussion of pricing in relation to trends in value based payment new pricing and payment models      **House Furnishing Review**, 1927      **Higher Education: Handbook of Theory and Research** Laura W. Perna, 2025-01-30 Published annually since 1985 the Handbook series provides a compendium of thorough and integrative literature reviews on a diverse array of topics of interest to the higher education scholarly and policy communities Each chapter provides a comprehensive review of research findings on a selected topic critiques the research literature in terms of its conceptual and methodological rigor and sets forth an agenda for future research intended to advance knowledge on the chosen topic The Handbook focuses on a comprehensive set of central areas of study in higher education that encompasses the salient dimensions of scholarly and policy inquiries undertaken in the international higher education community Each annual volume contains chapters on such diverse topics as research on college students and faculty organization and administration curriculum and instruction policy diversity issues economics and finance history and philosophy community colleges advances in research methodology and more The series is fortunate to have attracted annual contributions from distinguished scholars throughout the world

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