

Salesforce Certification Study Guide

Get a 360-degree view of the Salesforce platform and learn how to use it for sales, service, marketing, and automating business processes. Key Features Understand how to use core Salesforce objects for maximum efficiency Build various dashboards and reports to analyze results and improve visibility in your business processes Learn the basics of Salesforce administration and mobile app set up Book 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 book, you'll have learned how to use Salesforce effectively to achieve your business goals. What you will learn Understand the difference between Salesforce Lightning and Salesforce Classic Create and manage leads in Salesforce Explore business development with 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 Gain a high-level overview of the items in the administration section Grasp the different aspects needed to build an effective and flexible Salesforce security model Who this book is for If you're new to Salesforce and want to learn it from scratch, this book is for you. No prior knowledge of Salesforce is required to get started with this book.

Are you facing a challenging Salesforce.com problem--say, relating to automation, configuration, formulation, or reporting--that you can't quite crack? Or maybe you are hoping to infuse some creativity into your solution design strategy to solve problems faster or make solutions more efficient? Practical Salesforce.com Development Without Code shows you how to unlock the power of the Force.com platform to solve real business problems--and all without writing a line of code. Adhering to Salesforce.com's "clicks, not code" mantra, Salesforce.com expert Phil Weinmeister walks you through different business problems and identifies effective, creative--and proven--approaches to solutions using the platform's declarative framework. If you are a Salesforce.com administrator, analyst, consultant, or developer, you can attest to the insatiable appetite of users for new functionality. Your clients expect solutions--and now. By adopting Practical Salesforce.com Development Without Code as your guide, you will learn how to deliver business solutions within Salesforce.com by combining analysis, creativity, and logic with some of its core elements, including validation rules, workflow rules, and formula fields. In addition, Weinmeister dissects and explains the most useful functions

and features for developers, and shows you how to use them. Among other things, you will learn how to: Build objects, fields, and relationships to establish a sensible data model Automate business processes by using workflow rules and flows (Visual Workflow) Utilize functions and develop formulas effectively for a variety of business needs Develop intricate approval processes to handle exception scenarios Employ publisher actions to drive additional functionality from the Chatter feed Manage your data using Data Loader Best of all, Weinmeister uses real-life business scenarios and visuals to keep you engaged and learning something new with every page you read. Practical Salesforce.com Development Without Code will help you absorb the principles behind dozens of creative and thoughtful ways to solve your business problems. Applying the lessons learned from this how-to guide will ultimately save you time and ensure that your clients or internal customers are well satisfied and productive. Don't simply show your data—tell a story with it! Storytelling with Data teaches you the fundamentals of data visualization and how to communicate effectively with data. You'll discover the power of storytelling and the way to make data a pivotal point in your story. The lessons in this illuminative text are grounded in theory, but made accessible through numerous real-world examples—ready for immediate application to your next graph or presentation. Storytelling is not an inherent skill, especially when it comes to data visualization, and the tools at our disposal don't make it any easier. This book demonstrates how to go beyond conventional tools to reach the root of your data, and how to use your data to create an engaging, informative, compelling story. Specifically, you'll learn how to: Understand the importance of context and audience Determine the appropriate type of graph for your situation Recognize and eliminate the clutter clouding your information Direct your audience's attention to the most important parts of your data Think like a designer and utilize concepts of design in data visualization Leverage the power of storytelling to help your message resonate with your audience Together, the lessons in this book will help you turn your data into high impact visual stories that stick with your audience. Rid your world of ineffective graphs, one exploding 3D pie chart at a time. There is a story in your data—Storytelling with Data will give you the skills and power to tell it!

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.

New or intermediate developers will want to use this hands-on guide to prepare for the Salesforce Certified Platform App Builder credential, awarded for designing, building, and implementing applications using the declarative customization capabilities of the Salesforce Platform. This is the first book available covering this content, and Salesforce training is very costly. This book is filled with real-world examples and hands-on exercises, enabling you to prepare for the certification exam in a short span of time. Multiple-choice study questions and exercises are included to help you apply what you learn in each chapter. Author Rakesh Gupta explains Salesforce Platform fundamentals, including knowledge about the limitations of the declarative platform and when to use programmatic development versus the AppExchange. Data management and data analytics are covered. And you will learn how to set up organization-wide features that affect the look and feel of your application. Sandbox design patterns and

process automation tools available in Salesforce are discussed and you will know when to use them. You will become familiar with a wide array of topics, including designing a mobile app and reporting in Salesforce. What You Will Learn Know when to use declarative development versus programmatic development versus the AppExchange Understand the Salesforce data model, field type (when to use which fields), and how and when to use an external object in Salesforce Be familiar with security and settings in Salesforce See how easily users can migrate to the Lightning experience from the classic platform Implement business process automation using declarative features Apply the automation process in Salesforce Utilize Process Builder and manage its power to automate business processes Use sandboxes and deployment tools Who This Book Is For New or intermediate Salesforce developers or anyone in the Salesforce development arena who wants to learn or explore the platform

Cybersecurity is undoubtedly one of the fastest-growing fields. However, there is an acute shortage of skilled workforce. The cybersecurity beginners guide aims at teaching security enthusiasts all about organizational digital assets' security, give them an overview of how the field operates, applications of cybersecurity across sectors and industries, and skills and certifications one needs to build and scale up a career in this field.

Learn to harness the power of the Apex language to build Salesforce applications KEY FEATURES - Learn how to work with the Apex language. - Learn how to develop Apex Triggers. - Learn how to use SOQL and SOSL to retrieve data. - Learn how to write Object-Oriented Salesforce code. - Explore the best practices to deliver scalable and maintainable code. DESCRIPTION This book covers the fundamentals of the Salesforce Apex programming language used by developers to build powerful applications in the cloud. In this book, you will learn how to work with the Apex language to build scalable applications that can interact with and update data from your users. We cover the language from the ground up, introducing programming concepts such as variables and control statements alongside clear and concise examples to help you understand the key concepts and features. Platform-specific features such as Apex triggers, SOQL and SOSL are covered in detail to help ensure you deliver robust and scalable solutions. Nuances and best practices for development are discussed along with how to effectively test your code to ensure that you can deploy it to users with confidence. Object-oriented programming in Apex is also covered in-depth to ensure that you can develop dynamic solutions and build for the future. The book also discusses and shows developers how to integrate with third-party solutions using REST APIs in Apex. By the end of the book, the reader will know how to start developing applications using Apex with confidence. WHAT WILL YOU LEARN - Learn how to declare variables in Apex. - Understand how to work with collections in Apex. - Use different control statements within Apex to control program flow. - Learn how to use the built-in tools to test in Apex. - Understand how to make callouts to external applications and data sources. WHO THIS BOOK IS FOR This book is intended for those starting out with Apex, whether existing Salesforce Admins or those joining the Salesforce ecosystem with little professional prior programming experience, such as students. The reader is expected to have some basic familiarity with Salesforce as a platform, although key concepts are reviewed. TABLE OF CONTENTS 0. Introduction 1. An Introduction to the Salesforce Platform 2. What is Apex? 3. Variables in Apex 4.

Collections 5. Control Statements 6. Apex Triggers 7. SOQL 8. SOSL 9. Defining Apex Classes 10. Apex Class Inheritance 11. Testing Apex 12. Callouts in Apex 13. Epilogue
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.

- This is the latest practice test to pass the Salesforce Certified Community Cloud Consultant Exam. - It contains 36 Questions and Answers. - All the questions are 100% valid and stable. - You can rely on this practice test to pass the exam with a good mark and in the first attempt. Learn how to provide top-grade customer service anywhere, anytime with Salesforce Service Cloud. Salesforce Service Cloud empowers your service organization to interact with customers through any channel and provide an individualized experience that will be worth sharing—for your customers and for your company. Salesforce Service Cloud For Dummies is one of the first books to focus specifically on Salesforce Service Cloud software. With it, you'll discover how to set up a sophisticated support center for your business in a matter of a few hours. Whether you're a service executive, manager, support agent, or system administrator, you will discover how to maximize usage of Service Cloud through best practices and step-by-step guidelines. This book will help your customer service departments gain a holistic view of the customers they serve, and provide your customers with meaningful, efficient interactions. Examines how to enable your agents to provide efficient service. Discusses how to interact with customers through any channel. Offers insights on improving internal communication and collaboration. Shows how to resolve customer's questions in a timely manner. Take advantage of this opportunity to be heard above your competition with the help of Salesforce Service Cloud For Dummies.

The Salesforce Certified Sales Cloud Consultant exam is designed for consultants who have experience implementing Sales Cloud solutions in a customer-facing part. The Salesforce Certified Sales Cloud Consultant is able to successfully design and implement Sales Cloud solutions that meet customer business requirements, are maintainable and scalable, and contribute to long-term customer success. Some examples of concepts the successful candidate should understand include: *Design Sales and Marketing solutions to meet business requirements.* Design applications and interfaces that maximize user productivity.* Manage data and design analytics to track key Sales Cloud metrics. Preparing for the Salesforce Certified Sales Cloud Consultant exam to become a Certified Sales Cloud Consultant by Salesforce? Here we have brought Best Exam Questions for you so that you can prepare well for this exam of Salesforce. Unlike other online simulation practice tests, you get an Paperback version that is easy to read & remember these questions. You can simply rely on these questions for successfully certifying this exam.

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

Access Free Salesforce Certification Study Guide

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

Get up to lightning speed with this fully updated, bestselling guide to using Salesforce.com! Salesforce.com For Dummies, 7th Edition gives you an edge in building relationships and managing your company's sales, marketing, customer service, and support operations. You'll learn how to maximize the new user interface to organize contacts, schedule business appointments, use forecasting tools to predict upcoming sales, make accurate projects based on past performance, and more. Written by Salesforce.com insiders with years of expertise in CRM services, this new edition covers the latest enhancements to Salesforce.com, the world's most popular customer relationship management software. You'll find out how to determine the right configuration to suit your business needs, and how to use apps, widgets, and tools to personalize your system. Then, you'll explore prospecting leads, managing accounts and partners, developing contacts, tracking products, calculating forecasts, and utilizing service and support. Customize the new user interface with apps, widgets, and tools Prospect leads, drive sales, and provide outstanding customer service Manage contacts, identify opportunities, and analyze your results Collaborate with colleagues using Chatter More than 150,000 companies worldwide use Salesforce.com as their CRM solution—if you're a new or existing user looking to maximize the potential of the new UI, this book has everything you need. This book contains all the details related to Salesforce that you have to know for study & crack the Salesforce job interviews along with two very important certification guides. Likes, Salesforce Scenario based questions and answers, Salesforce lightning components, lightning aura components, Salesforce marketing clouds along with codes that helps you to clear each and every thing from the beginning to advance. Also this book contains two important Salesforce certification guides, you can get mostly common questions that maybe come in the exam. Read all the questions and answers of this book carefully and then take some free and paid mock test for the exam (Exam links are in last page of this book), be confidence and you will definitely clear the exam. Topics: 1. Salesforce Scenario Based Interview Questions And Answers, 2. Lightning Aura Component and Lightning Component, 3. Salesforce Marketing Cloud, 4. Salesforce Platform Developer I Certification Guide, 5. Salesforce Platform Developer II Certification Guide.

Drive Better Productivity and Increase Sales with Salesforce.com—Starting Now Discover Real-World Best Practices—Without Paying Expensive Consultants You're investing in Salesforce.com for one reason: to drive major performance improvements across your entire organization. Salesforce.com® Secrets of Success will help you do just that. Drawing on his experience with dozens of deployments, author David Taber offers expert guidance on every aspect of Salesforce.com deployment, with results-focused best practices for every area of the organization touched by Salesforce.com, including sales, marketing, customer service, finance, legal, and IT. This is information you'd otherwise have to pay a consultant \$300/hour to get...information you won't find in any other book! Taber walks you through developing a comprehensive and effective implementation strategy, followed by tactics and specifics to overcome every challenge you face, including internal politics. Through this book and its companion Web site, www.SFDC-secrets.com, Taber provides questionnaires, step-by-step guides, and extensive resources—all part of the Revenue Overdrive™ system that gives your organization maximum results from Salesforce.com. Achieve higher end-customer satisfaction and dramatic sales productivity gains Use the SFA Maturity Model™ to assess readiness, fill gaps, and gain early, deep user adoption Overcome “people, product, and process” pitfalls

that can limit the value of Salesforce.com Learn which tools, add-ons, features, and extensions are right for your implementation This book's start-to-finish roadmap for success can be used by companies of all sizes in all industries—with specific chapters for executives, team leaders, implementation team members, developers, and users throughout the business.

The Salesforce Certified Advanced Administrator program is designed for individuals who have expertise as a seasoned Salesforce Administrator. The program encompasses the breadth of applications, the features and functions available to an end user, and the advanced configuration, management, and application extending options available to an Administrator across the Sales Cloud, Service Cloud, and Salesforce Chatter applications. There are two certifications within the Salesforce Certified Administrator program. The first is the Salesforce Certified Administrator credential, which focuses on the features and functionality used to maintain a Salesforce implementation. The second certification in the program is the Salesforce Certified Advanced Administrator. This credential is targeted toward the Salesforce Certified Administrator who has mastered Salesforce configuration maintenance, can demonstrate an understanding of administration best practices, and is able to use the advanced features and functionality to solve a variety of business problems. Preparing for the Salesforce Advanced Administrator exam to become a Certified Advanced Administrator? Here we've brought 200+ Exam Questions for you so that you can prepare well for ADM-211 exam. Unlike other online simulation practice tests, you get an eBook version that is easy to read & remember these questions. You can simply rely on these questions for successfully certifying this exam.

Gain the confidence and proficiency to take up the Salesforce Certified Administrator exam About This Video Powerful combination of theory and hands-on guidance through the Salesforce platform Training content is broken down into bitesize videos that can be re-used as reference videos after your certification Extensive inclusion of Trailhead modules and projects to increase your hands-on experience and learning In Detail Salesforce is a fast-growing business solution suite, constantly improving and adding new functionality to its features. This course will serve as a key guide to help you in your certification journey by covering all the topics to help you update your skills and acquire in-depth knowledge of the Salesforce platform. This course will enable you to sharpen your problem-solving skills and strengthen your knowledge of key topics in a practical way and is ideal for administrators at all levels (new and experienced). Every section will cover a module/topic which will be part of the certification. You will also review some example/mock questions that are highly likely to be asked in the certification exam. After covering basics such navigating the Salesforce environment and application and getting your organization ready for users, you will start by setting up and managing user types and profiles. You will cover data and security and also move on to maintaining and customizing Sales Cloud and Service Cloud apps. You will learn how to build reports and dashboards to maximize the look and feel of the application and to enhance user experience. You will set up workflows for automation and manage the support process. You will also look at the configuration, data management, data analytics, and mobile administration. You will cover techniques to enhance your system management efficiently. By the end of this comprehensive course, you will be confident and proficient in your skills and will be all set to take up and succeed at your

Salesforce Certified Administrator exam.

A handy guide that covers the most essential topics for Salesforce Platform App Builder Certification in an easy-to-understand format About This Book Get to grips with the fundamentals of Force.com to pass the certification exam with flying colors Create Force.com applications, automate business processes, and manage data operations to be a successful Salesforce.com Certified Force.com app builder A step-by-step guide that covers the most essential topics for the Platform App Builder Certification in an easy-to-understand format Who This Book Is For Salesforce beginners who need to prepare for the Salesforce Platform App Builder Certification exam will benefit from this book. This book is ideal for developers and admins who are new to Salesforce CRM and the Force.com platform. It is recommended that users have some basic programming knowledge and are familiar with salesforce. By the end of the book, you will be ready to appear for the exam and develop various applications on the cloud platform. What You Will Learn Learn the basics of the force.com cloud platform Learn to build objects that align with your business Understand the process of building an application on force.com platform Kick-start your certification journey in basic- easy-to-follow guide Focus on important topics that help you accomplish your certification goals Learn to secure your application with the Salesforce security model Manipulate and process large amount of data using the data tools Prepare for the exam with sample mock questions In Detail The Salesforce Certified Platform App Builder exam is for individuals who want to demonstrate their skills and knowledge in designing, building, and implementing custom applications using the declarative customization capabilities of Force.com. This book will build a strong foundation in Force.com to prepare you for the platform app builder certification exam. It will guide you through designing the interface while introducing the Lightning Process Builder. Next, we will implement business logic using various point and click features of Force.com. We will learn to manage data and create reports and dashboards. We will then learn to administer the force.com application by configuring the object-level, field-level, and record-level security. By the end of this book, you will be completely equipped to take the Platform App Builder certification exam. Style and approach Simple and to-the-point examples that can be tried out in your developer org. A practical book for professionals who want to take the Salesforce Platform App Builder Certification exam. Sample questions for every topic in an exam pattern to help you prepare better, and tips to get things started. Full of screen-shots, diagrams, and clear step-by-step instructions that cover the entire syllabus for the exam.

The Salesforce Platform App Builder Certification Guide covers the essential topics and fundamental concepts that you need to master in order to design and build applications that support business processes within the Lightning Platform. One of my favorite parts of working in the Salesforce ecosystem is the opportunity to work with many incredibly talented admins, analysts, consultants,

developers, project managers, and architects. As I grew in my Salesforce consulting career, I started to see a pattern. There were specific individuals that consistently delivered successful projects. Some were project managers, others were architects, and others were consultants or developers. And their success didn't really depend on the project size, industry, or team. These "Rockstar" team members each possessed their own unique mix of skills. I surveyed colleagues and clients to help identify the skills that help someone succeed. The survey identified six specific skills that were found in top performers. Each one provides benefits to any Salesforce role. But the combination of multiple skills shapes the way one approaches problems. I call this combination of skills "The Architect Mindset". It provides a framework to tackle problems, work with stakeholders and achieve successful Salesforce projects. In this book, we'll be diving deep into each of the six skills outlined by the survey. Where appropriate, I'll share real-world examples and scenarios that I've encountered. First, we'll discuss the process of setting expectations. In my opinion, this is the most critical factor in the success or failure of a Salesforce project. If expectations aren't set and maintained, projects are at great risk. Next, we'll dive into database architecture. Knowing how databases are constructed, and how that translates to Salesforce provides crucial context for design decisions. This foundational knowledge informs the logic behind Salesforce best practices and limits. With that background, we will talk about balancing technical debt in chapter 4. Every customization in Salesforce carries some debt, so it is crucial to understand the impacts. You'll learn how to merge processes and systems in the best way possible. Understanding the impact of debt will often require you to deny requests. So, in chapter 5, we'll discuss the importance of saying "no, but...". You need to protect the org, but present alternatives to keep things moving forward. In chapter 6, we'll talk about the importance of designing for your end users. Adoption is a key metric in any Salesforce project. An incredible solution that goes unused is just wasted effort. So, go directly to the source when you try to solve a problem. Finally, we'll talk about the importance of documentation. From project documents, to internal Salesforce documentation, making things accessible and useful for your audience will reduce rework and issues.

NEW YORK TIMES BESTSELLER • The founder and co-CEO of Salesforce delivers an inspiring vision for successful companies of the future—in which changing the world is everyone's business. "The gold standard on how to use business as a platform for change at this urgent time."—Ray Dalio, founder of Bridgewater Associates and author of *Principles: Life and Work* What's the secret to business growth and innovation and a purpose-driven career in a world that is becoming vastly more complicated by the day? According to Marc Benioff, the answer is embracing a culture in which your values permeate everything you do. In *Trailblazer*, Benioff gives readers a rare behind-the-scenes look at the inner workings of one of the world's most admired companies. He reveals how Salesforce's core values—trust, customer success, innovation, and equality—and

commitment to giving back have become the company's greatest competitive advantage and the most powerful engine of its success. Because no matter what business you're in, Benioff says, values are the bedrock of a resilient company culture that inspires all employees, at every level, to do the best work of their lives. Along the way, he shares insights and best practices for anyone who wants to cultivate a company culture positioned to thrive in the face of the inevitable disruption ahead. None of us in the business world can afford to sit on the sidelines and ignore what's going on outside the walls of our workplaces. In the future, profits and progress will no longer be sustainable unless they serve the greater good. Whether you run a company, lead a small team, or have just draped an ID badge around your neck for the first time, Trailblazer reveals how anyone can become an agent of change. Praise for Trailblazer "A guide for what every business and organization must do to thrive in this period of profound political and economic change."—Jamie Dimon, chairman and CEO of JPMorgan Chase "In Trailblazer, Benioff explores how companies can nurture a values-based culture to become powerful platforms for change."—Susan Wojcicki, CEO of YouTube

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.

Greatness Redefined for the 21st Century Today's business climate is defined by speed, social technologies, and people's expectations of "values" besides value. As a result, leaders have to create an outstanding culture for all, no matter who they are or what they do for the organization. This groundbreaking book, from the creators of the gold-standard Fortune 100 Best Companies to Work For list, shows how it's done. Through inspiring stories and compelling research, the authors demonstrate that great places to work for all benefit the individuals working there and contribute to a better global society—even as they outperform in the stock market and grow revenue three times faster than less-inclusive rivals. This is a call to lead so that organizations develop every ounce of human potential.

Pass your Salesforce certification exam! A Comprehensive Guide With realistic practice questions Do you want to enhance your salesforce career through certifications? Would you like to become a certified salesforce professional? If you answered "yes" to any of these, then this is the perfect, educational and informational book for you! Hello! Welcome to "The best certification for business Salesforce Certification." A successful career in Salesforce is an interesting question in the present IT trends. The Key Stones behind the success to become a Salesforce Professional lies in the programming skills, analytical skills, ability to ask the right questions and interesting to learn, willingness to work hard and put in long hours and confidence. Anyone interested in studying for and passing the Salesforce Certification Exam will benefit from this book. Salesforce is now the 7th most in-demand IT skill on job postings worldwide. Now is a great time to learn Salesforce and uplift your career. This guide is for anyone interested in passing the Salesforce Certification exam. The book is covered, keeping in mind the study guide outline. Every topic is covered in a very engaging and interesting manner. Here's what makes this book special: Understand all of the core concepts on the exam in order to pass the Salesforce Certification Exam Identify areas where you need to spend more time studying Detailed explanation of answers 100% verified answers and explanations to each question By the end of this book you will be prepared to take the Salesforce Exams Build the skills and confidence to crush the Salesforce exam By the end of this book, you will be well versed in all the topics required to pass Salesforce certification exams Successfully pass the Salesforce Certification Exam Comprehensive curriculum to give you an in-depth understanding of Salesforce Exam Much, much more! Interested? Then Scroll up, Click on "Buy now with 1-Click", and Get Your Copy Now! Also you will get a 50% discount on the simulator!

Learn about the Advanced Administration Certification Examination and build a

successful career in Salesforce administration About This Book Build your skills and knowledge to crack the Advanced Admin Certification Examination Leverage the advanced administration capabilities of Salesforce and Salesforce1 Optimize and extend Sales 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. Leverage your Salesforce experience to learn how to design high-performance end-to-end solutions using the Salesforce platform and prepare for the Salesforce Certified Technical Architect Review Board exam with this practical guide. You'll be able to gain not only technical expertise but also the soft skills for communicating your solutions ... Salesforce CRM: The Definitive Admin Handbook is the complete guide to implementing Salesforce CRM. With this comprehensive guide to implementing Salesforce CRM, administrators of all levels can easily acquire deep knowledge of the platform. This book will show you how to get maximum benefit from this exciting product.

"This book is the missing link ... and should be required reading for anyone looking to launch or grow a career within the Salesforce ecosystem." -Selina Suarez, Executive director/founder, PepUp Tech In the next two years, an estimated 3.3 million jobs in the Salesforce ecosystem will open, and one of them could be yours. But how can you sort through all these jobs-administrators, architects, analysts, developers, consultants-and find the one that is right for you? And how do you package yourself to win the job position?Martin Gessner, author of The Salesforce Career Playbook, is known in the Salesforce community for his highly regarded Salesforce credentials training. He has helped thousands of Salesforce professionals learn Salesforce, develop their careers, and prepare for certifications.Now, he has written the definitive guide to starting your Salesforce career, and moving up the ladder. From the Back Cover Packed with case studies and advice from people in the trenches of a Salesforce career, The Salesforce Career Playbook will help you: Find job opportunities and showcase your skills so that you land a job...and not just any old job, but the right job that is best suited to your

personality, skills, and lifestyle preferences. Sort through the different careers available, and see a day-in-the-life of real Salesforce professionals working in these jobs. Learn insider tips and strategies for developing and growing your career once you have joined the Salesforce ecosystem. Regardless of whether you have a master's degree in information technology or no formal education beyond eighth grade, you can earn a more-than-competitive wage and move up the ladder in a Salesforce-related career, and jobs are available for techies and not-techies alike.

Editorial Reviews "I wish I had read *The Salesforce Career Playbook* six years ago when I did my transition into the Salesforce ecosystem." -Sergey Erlikh, MVP and solution architect "People don't put in enough time thinking about their careers. You can't just work hard and hope everything works out okay. You have to proactively plan your short- and long-term career, which is why I recommend studying *Martin's Salesforce Career Playbook!*" -David Liu, Salesforce technical architect, Salesforce MVP "I love the advice from all the people already working in Salesforce, from the nuts and bolts of landing the first job to the high-level advice for finding the right trajectory." -Christine Marshall, MVP and Salesforce administrator "Whether you are a newbie, a career-changer, or advancing in your career, this book will help you find and take the next step." -Ben Duncombe, Director and Salesforce recruitment specialist at Talent Hub, a Salesforce recruitment firm "There's much more to being a successful Salesforce professional than simply accumulating Trailhead badges and Salesforce certifications. This book sheds light on some of the other critical elements (and skills) needed for career success." -David Giller, Salesforce Consultant & Trainer, CEO at Brainiate" This book is about finding your home in Salesforce-and not just any home, but the right home. It's about figuring out who you are as a person and making sure you align your career with what you want out of life." -Anna Loughnan, CRM product lead, community group leader, Salesforce MVP "An excellent read for those navigating their Salesforce careers! Packed with tips for positioning yourself and getting hired." -Stuart Smith, Co-founder and director of SaaSpeople, a Salesforce recruitment firm "This book should be required reading for anyone interested in starting or advancing their career in Salesforce." -Vickie Jeffery, Salesforce MVP, technology manager, Ausure, one of Australia's largest insurance broking companies

Learn everything you need to become a successful data architect on the Salesforce platform

Key Features

- Adopt best practices relating to data governance and learn how to implement them
- Learn how to work with data in Salesforce while maintaining scalability and security of an instance
- Gain insights into managing large data volumes in Salesforce

Book Description

As Salesforce orgs mature over time, data management and integrations are becoming more challenging than ever. *Salesforce Data Architecture and Management* follows a hands-on approach to managing data and tracking the performance of your Salesforce org. You'll start by understanding the role and skills required to become a successful data architect. The book focuses on data modeling concepts, how to apply them in Salesforce, and how they relate to objects and fields in Salesforce. You'll learn the intricacies of managing data in Salesforce, starting from understanding why Salesforce has chosen to optimize for read rather than write operations. After developing a solid foundation, you'll explore examples and best practices for managing your data. You'll understand how to manage your master data and discover what the Golden Record is and why it is important for organizations. Next,

you'll learn how to align your MDM and CRM strategy with a discussion on Salesforce's Customer 360 and its key components. You'll also cover data governance, its multiple facets, and how GDPR compliance can be achieved with Salesforce. Finally, you'll discover Large Data Volumes (LDVs) and best practices for migrating data using APIs. By the end of this book, you'll be well-versed with data management, data backup, storage, and archiving in Salesforce. What you will learn Understand the Salesforce data architecture Explore various data backup and archival strategies Understand how the Salesforce platform is designed and how it is different from other relational databases Uncover tools that can help in data management that minimize data trust issues in your Salesforce org Focus on the Salesforce Customer 360 platform, its key components, and how it can help organizations in connecting with customers Discover how Salesforce can be used for GDPR compliance Measure and monitor the performance of your Salesforce org Who this book is for This book is for aspiring architects, Salesforce admins, and developers. You will also find the book useful if you're preparing for the Salesforce Data Architecture and Management exam. A basic understanding of Salesforce is assumed.

The Salesforce Administrator credential is designed for individuals who have experience with Salesforce and continuously look for ways to assist their companies in getting even more from additional features and capabilities. The exam covers the breadth of applications, the features and functions available to an end user, and the configuration and management options available to an administrator across the Sales, Service, and Collaboration Clouds. Preparing for the Salesforce Certified Administrator ADM-201 Volume 2 exam to become a Certified Administrator by Salesforce? Here we have brought Best Exam Questions for you so that you can prepare well for ADM-201 Exam of Salesforce Certified Administrator Volume 2. Unlike other online simulation practice tests, you get a Paperback version that is easy to read & remember these questions. You can simply rely on these questions for successfully certifying this exam. This course is made to help Salesforce ADM-201 Candidates to PASS their Exams on the first Try, saving their Time, their Money and Achieving the Best Results. Our Questions are written by Experts in the field of Salesforce Certification Preparation. The book is Up-to-date. We Cover all the exam's topics. The Book will be full of practice questions. Challenging material. And best of all, a chance to hone your skills. It's ok if you feel in over your head. We all did at some point, this next step is about pushing through that fear and getting ready to tackle something as challenging as the ADM-201. Every topic is covered in a very engaging and interesting manner. Exam Format and Information: Exam Duration: 105 minutes. Exam Format: Multiple Choice and Multi-Response Questions. Exam Type: Proctored Exam. Number of Questions: 60 Questions. Eligibility/Pre-Requisite: None. Exam Language: English. Passing Score: 65%. Welcome

Use this hands-on guide to build powerful solutions on the Salesforce platform without using a single line of code. This revised and expanded second edition includes Process Builder, Flow Builder, Lightning App Builder, Lightning Bolt Solutions, and more. Practical Salesforce Development Without Code shows you how to unlock the power of the Salesforce platform to solve real business problems. Adhering to Salesforce's "clicks, not code" mantra, Salesforce expert Phil Weinmeister walks Salesforce newcomers and veterans through different business problems and identifies

effective—and proven—approaches to solutions using the platform's declarative framework. By adopting this book as your guide, you will learn how to deliver business solutions within Salesforce by combining analysis, creativity, and logic with core elements such as validation rules, workflow rules, processes, flows, formula fields, and Lightning apps. In addition, Weinmeister dissects and explains the most useful functions and features for declarative developers and shows you how to use them. Best of all, Weinmeister uses real-life business scenarios and visuals. Applying the lessons learned from this how-to guide will ultimately save you time and ensure that your clients or internal customers are enabled, equipped, and empowered. What You'll Learn Build objects, fields, and relationships to establish a sensible data model Automate business processes by using Workflow, Process Builder, and Flow Utilize functions and develop formulas effectively for a variety of business needs Develop approval processes to handle exception scenarios Employ actions to easily create efficient and relevant user experiences Manage your environments and deploy your solutions Who This Book Is for Business analysts, Salesforce administrators, and Salesforce developers

The Salesforce Platform Developer II program is designed for individuals who would like to exhibit their skills and knowledge in advanced programmatic capabilities of the Lightning Platform and data modeling to develop complex business logic and interfaces. The candidate can design, develop, test, and deploy programmatic solutions that are maintainable, reusable, and follow design patterns and object-oriented programming best practices. Preparing for the Salesforce Platform Developer II exam to become a Certified Platform Developer II by Salesforce? Here we have brought Best Exam Questions for you so that you can prepare well for this exam of Salesforce. Unlike other online simulation practice tests, you get an Paperback version that is easy to read & remember these questions. You can simply rely on these questions for successfully certifying this exam.

This book is designed to accompany the Salesforce Certified Service Consultant Exam Preparation class offered by Stony Point. A person reading this book or a student in this class will learn how to be a Salesforce Service Cloud consultant. Although the book is designed as a supplement to the class, it contains valuable real world scenarios, discovery questions and exercises that will be useful for anyone preparing to sit for the exam. The class is delivered by a senior instructor with many years of real world consulting experience and is specifically designed to prepare consultants to pass the Salesforce Certified Service Consultant Exam. The instructor will cover all the key customer service concepts within Salesforce in addition to sharing real world experiences and best practices. The class presents a broad range of topics cover just about everything on which a student will be tested. These topics include but are not limited to: Software Development Lifecycles, project management strategies, the Force.com architecture, the model, view, controller design pattern, and typical customer service and call center goals. There is in depth coverage of system security topics such as: Users, Licenses, Profiles, Field Level Security, Permission Sets, Delegated Administration, Record Security, Organization Wide Defaults, Role Hierarchy &

Roles, Sharing Rules, Account Teams, Case Teams, & Queues. The object model related to customer service automation is thoroughly covered as well with sections on: Accounts, Contacts & Person Accounts, Cases, Assets, Solutions, Entitlements & Milestones, Knowledge, and Chatter. Finally, topics concerning Service Cloud Console, CTI, IVR, WFM, portals, integration, success metrics, analytics and best practices will be explored. 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.

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 Advanced Administrator Certification Guide is a complete resource that will help you gain the knowledge and master the skills required to earn the advanced administrator credentials. With plenty of questions and answers along with best practices, you will learn all the concepts asked in exams specially designed with this guide.

Get started developing on the Force.com platform in no time. With step-by-step guidance, starting with setting up your developer environment and progressing through to deploying to production, you will learn industry best practices to release robust custom applications with tangible benefits to your company or your client. Geared specifically toward beginning developers, Beginning Salesforce Developer establishes a strong understanding of basic code constructs through examples. Rather than simply explaining how to use the platform, you will receive a comprehensive understanding of why, allowing you to address platform quirks and "gotchas" that might occur. The book also serves to lay the foundation for continuing on to Salesforce Developer Pro. What You'll Learn

- Configure your Salesforce development environment
- Understand the Salesforce data model and query languages
- Create basic Apex triggers
- Use standard controllers with basic Visualforce pages
- Utilize Visualforce with custom-built Apex controllers
- Write test coverage

Who This Book Is For

Salesforce administrators who wish to transition into developing on the Force.com platform. The book also serves as a quick immersion into the world of development for complete beginners through proprietary Salesforce development languages on the Force.com platform.

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

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