

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Hands-on exercises in a free Salesforce Developer Edition org every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced Salesforce-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as a **five-day instructor-led training camp, Monday to Friday**. About 50% lecture and 50% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- No certification prerequisite
- Familiarity with basic Salesforce concepts - Salesforce recommends hands-on experience as an administrator

TARGET AUDIENCE

- New and beginning Salesforce administrators
- Business analysts and power users taking on admin work
- IT professionals supporting a Salesforce rollout
- Anyone starting the Salesforce certification path
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	Salesforce Certified Platform Administrator
Exam fee	\$200 USD per attempt, set by Salesforce; retakes \$100
Format	60 multiple-choice questions, 105 minutes
Passing	68%
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank® Learning is offering a unique five-day training camp comprised of five days of instructor-led learning that gives students the knowledge and skills needed to administer and configure Salesforce: org setup, the Object Manager, security and access, the sales and service applications, data management, reports and dashboards, Flow automation and Agentforce.

The Platform Administrator credential is the most requested Salesforce certification and the starting point for every consultant and architect path.

This course prepares you for the **Salesforce Certified Platform Administrator** exam.

WHAT YOU WILL BE ABLE TO DO

- Explain Salesforce architecture and key terminology
- Control who sees what with profiles, permission sets, roles and sharing
- Build and customize apps to meet business requirements
- Keep data clean with validation rules, import tools and data management
- Track KPIs with reports and dashboards
- Automate business processes with Flow

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- Configuration and Setup
- Object Manager and Lightning App Builder
- Sales and Marketing Applications
- Service and Support Applications
- Productivity and Collaboration
- Data and Analytics Management
- Automation
- Agentforce

EXCLUSIVE LEARNING PACKAGE

- thinQtank® Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SALESFORCE CERTIFICATION PATH

Platform Administrator

Associate – start here

Administrator II / App Builder

Professional – extend and build

Consultant credentials

Sales, Service, Experience Cloud, Data 360

COURSE MODULES

01 Configuration and Setup

15% of exam

- › Topic A: Company settings and the user interface
- › Topic B: Users, profiles, permission sets and sharing
- › Topic C: Security controls

02 Object Manager and Lightning App Builder

15% of exam

- › Topic A: Standard and custom objects and fields
- › Topic B: Relationships and schema
- › Topic C: Lightning pages and record layouts

03 Sales and Marketing Applications

10% of exam

- › Topic A: Leads, opportunities and sales processes
- › Topic B: Campaigns
- › Topic C: Products and price books

04 Service and Support Applications

10% of exam

- › Topic A: Cases and case management
- › Topic B: Assignment, escalation and auto-response
- › Topic C: Knowledge

05 Productivity and Collaboration

10% of exam

- › Topic A: Activities and Chatter
- › Topic B: Mobile
- › Topic C: AppExchange

06 Data and Analytics Management

17% of exam

- › Topic A: Importing and exporting data
- › Topic B: Data quality
- › Topic C: Reports, report types and dashboards

07 Automation

15% of exam

- › Topic A: Flow Builder
- › Topic B: Approval processes
- › Topic C: Choosing the right automation tool

08 Agentforce

8% of exam

- › Topic A: Agentforce fundamentals
- › Topic B: Trusted AI
- › Topic C: Enabling and configuring agents

TERMS

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