

Salesforce Advanced Administrator Certification Course Content

Exam Outline

Salesforce Advanced Administrator - Security and Access

[Salesforce Record and Field Data Access - Part 1](#)

Salesforce Record and Field Data Access - Part 2

Salesforce capabilities of Territory management

Salesforce Custom Profiles, Permission Sets and Delegated Administration

Secret Sauce - Security and Access

Salesforce Advanced Administrator - Extending Custom Objects and Applications

Extending Custom Objects and Applications

Secret Sauce - Extending Custom Objects and Applications

Salesforce Advanced Administrator - Auditing and Monitoring

Salesforce Auditing Tools

Salesforce Monitoring Tools - Part 1

Salesforce Monitoring Tools - Part 2

Secret Sauce - Auditing and Monitoring

Salesforce Advanced Administrator - Sales Cloud Applications

Products, Price books, Schedules, and Quotes - Part 1

Products, Price books, Schedules, and Quotes - Part 2

Salesforce Forecasting

Secret Sauce - Sales Cloud Applications

Salesforce Advanced Administrator - Service Cloud Applications

Salesforce Knowledge (article types, data categories)

Entitlements, Entitlement processes, Milestones, Service Contracts - Part 1

Entitlements, Entitlement processes, Milestones, Service Contracts - Part 2

Interaction Between Customers and Support Agents

Secret Sauce - Service Cloud Applications

Salesforce Advanced Administrator - Data Management

Data Management

SecretSauce - Data Management

Salesforce Advanced Administrator - Content Management

Content Management

Secret Sauce - Content Management

Salesforce Advanced Administrator - Change Management

Force.com IDE, Force.com Migration, Unmanaged Packages, Workbench

[Change Sets](#)

Secret Sauce - Change Management

Salesforce Advanced Administrator - Analytics, Reports and Dashboards

Analytics, Reports and Dashboards - Part 1

Analytics, Reports and Dashboards - Part 2

Secret Sauce - Analytics, Reports and Dashboards