

# Salesforce Admin Exam Study Guide

- Prepare for your Salesforce Administrator Credential  
Trailmix: <https://trailhead.salesforce.com/en/users/trailhead/trailmixes/prepare-for-your-salesforce-administrator-credential>
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  - Practice Exam: \$20
  - Salesforce Certified Administrator Exam: \$200

## Question Breakdown Estimate:

Testing is being based on the following percent translated to number of questions. (anything above .5 is rounded up. Below .49 is rounded down)

Organizational Setup 3% @ 2 questions  
User Setup 7% @ 4 questions  
Security and Access 13% @ 8 questions  
Standard and Custom Objects 14% @ 8 questions  
Sales and Marketing Applications 14% @ 8 questions  
Service and Support Applications 13% @ 8 questions  
Activity Management and Collaboration 3% @ 2 questions  
Data Management 10% @ 6 questions  
Analytics—Reports and Dashboards 10% @ 6 questions  
Workflow/Process Automation 8% @ 5 questions  
Desktop and Mobile Administration 3% @ 2 questions  
AppExchange 2% @ 1 question

## Exam Outline and Trailhead Links

### **Standard and Custom Objects - 14%**

- Describe the standard object architecture and relationship model.
- Explain how to create, delete, and customize fields and page layouts on standard and custom objects, and understand the implications of deleting fields.
- Given a scenario, determine how to create and assign page layouts, record types, and business processes for custom and standard objects.

**Exam/Confidence Score:**

# Salesforce Admin Certification Study Guide

**Connie Hazendonk**



## **Salesforce Admin Certification Study Guide:**

*Salesforce Certified Administrator Study Guide* Mike Wheeler, 2025-12-02 Whether you're just starting your Salesforce journey planning a career shift or simply curious about the world of cloud computing and customer relationship management CRM this practical book is the source you need Packed with foundational knowledge and practical insights the Salesforce Certified Administrator Study Guide helps you understand the cloud CRM and the entire Salesforce ecosystem Author Mike Wheeler who's worked on the Salesforce platform as an administrator developer and consultant takes you through the certification process and Salesforce's vast and dynamic realm This book serves as a vital pathway to proficiency ensuring that professionals are equipped to harness Salesforce's capabilities and stand out in the competitive landscape of digital transformation With this guide you will Explore the foundational concepts and architecture of Salesforce and its role as the leading CRM platform Learn the intricacies of Salesforce administration from data management to customization and security Understand the significance and structure of the Salesforce Administrator Certification including the knowledge areas it encompasses Navigate and configure the Salesforce platform with confidence optimizing it for your organization's specific needs Implement best practices in Salesforce administration ensuring efficient and secure operations Mike Wheeler holds eight Salesforce certifications and has worked professionally on the Salesforce platform as an administrator developer and consultant

**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 Advanced Administrator Certification Guide* Enrico Murru,2019-11-08 Master advanced Salesforce Administration concepts with expert tips techniques and mock tests Key FeaturesLearn advanced features to reduce implementation time and enhance your Salesforce administration skillsDevelop the ability to solve critical issues with a proactive approach and deliver the best solutionExplore complex automation with workflows approvals process builder and custom Apex codingBook 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 learnMaster data security to monitor your org effectivelyExplore best practices for handling change management across orgsExtend the capabilities of Salesforce objects using advanced relationships validation rules and duplicate managementHandle file libraries with Salesforce CRM contentUnderstand ways to deliver the best solutions with Sales and Service Cloud applicationsBuild reports and dashboards to visualize data for better decision makingCustomize your CRM with process automation featuresWho 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 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 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 Advanced Administrator Certified Exam Practice Questions & Dumps** Zoom Books, 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

*Salesforce Platform App Builder Certification* Rakesh Gupta, 2019-12-16 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

**Practice Questions For Salesforce Administrator Certification Case Based - Latest Edition** Exam Og,2023-03-07 The Practice Questions for Salesforce Administrator Certification Case Based Latest Edition is a comprehensive guidebook that is designed to help you prepare for the Salesforce Administrator certification exam The book is written in a clear and concise manner and is filled with practice questions and case studies that will help you to understand the concepts of Salesforce administration The book is divided into different sections covering all the key topics of the Salesforce Administrator certification exam Each section starts with an introduction to the topic and is followed by a series of practice questions that are based on real world scenarios The questions are designed to test your knowledge of the topic and to help you identify areas where you may need to focus your studies The case studies included in the book are based on real world scenarios and are designed to help you understand how to apply the concepts of Salesforce administration in a practical setting The case studies cover different industries and business processes allowing you to gain a broad understanding of how Salesforce can be used to support different types of organizations The book also includes detailed explanations of the answers to each practice question helping you to understand the reasoning behind each answer This is particularly useful when you are struggling to understand a concept or need further clarification on a particular topic Whether you are a beginner looking to start your journey towards Salesforce Administrator certification or an experienced Salesforce professional looking to brush up on your knowledge this book is an essential resource for anyone looking to pass the Salesforce Administrator certification exam With its comprehensive coverage of all the key topics practice questions and case studies this book is sure to help you succeed in your certification journey

**Salesforce CRM - The Definitive Admin Handbook** Paul Goodey,2016-12-21 Learn how to successfully

administer build and manage Salesforce CRM and Salesforce mobile solutions using real world and best practice techniques About This Book See the latest best practice Salesforce administration principles gain real world advice and understand critical design considerations to set up and customize Salesforce CRM This is a pragmatic guide to the key functions of customizing and setting up the application for enterprise security user and data management process automation analytics and mobile features Step by step navigation and descriptions of the features of Salesforce CRM platform and clear guidance on the customization and administration of the application Identify what is covered to create your own improved study guide for the certified administrator examination 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 administrator or a more experienced professional this book will enhance your knowledge and understanding of the features of Salesforce CRM What You Will Learn Manage and administer user records and password policies Configure and control the various organization wide user interface features in Salesforce CRM Set up and maintain users profiles and permission sets and administer appropriate security and login access mechanisms Apply organization security Understand the capabilities of the Salesforce CRM sharing model Create delete and customize fields page layout and list views for custom and standard objects Find out how Apex and Visualforce coding can be used in Salesforce CRM Implement the mechanisms for data management Discover the tools to import update transfer and mass delete data In Detail Salesforce CRM s Winter 17 release offers a host of new features for CRM designed to transform your sales and marketing requirements With this comprehensive guide to implementing Salesforce CRM administrators of all levels can easily acquire deep knowledge of the platform The book begins by guiding you through setting up users and the security settings and then progresses to configuration data management and data analytics We swiftly move on to the setting up of organization wide features that affect the look and feel of the application Process automation and approval mechanisms are covered next along with the functional areas of Sales Cloud Service Cloud Marketing Cloud and Salesforce Chatter This book details Salesforce CRM system administration in a practical way and is an invaluable reference for both new administrators and experienced professionals At the end of the book techniques to further enhance the system and improve the return on investment Salesforce mobile apps and mobile administration are covered along with Salesforce Adoption Manager Every chapter is complete with a section containing example questions of the type that you might encounter in the certification examination Style and approach This book takes a straightforward no nonsense approach to working with the Salesforce CRM platform Filled with examples and use cases the book presents the facts along with seasoned advice and real world examples to ensure you have all the resources you need to become a more informed Salesforce Administrator

**Salesforce Essentials for Administrators** Mohith Shrivastava,2014-10-10 This book is targeted at expert administrators or professionals who are new to Salesforce and want to learn the various features supported by the platform in a short space of time The book can also be



used by professionals preparing for Developer and Administrator certification exams from Salesforce *Salesforce Certified Admin*, 2019 Manage and Understand the way your users communicate with customers with Activity Management If you re only taught how to add 1 1 and you re asked to add 2 2 on the test you may not necessarily know how to But if you re taught how to add any numbers together the test will suddenly appear much easier And of course he wants to make sure you get value out of this course So what are you waiting Get the course NOW and become a Salesforce Certified Admin Resource description page [Salesforce Sensei](#) Julia Kleszcz, 2024-11-30 Ready to crush your Salesforce Administrator Certification Salesforce Sensei 7 Salesforce Administrator Certification Practice Exams is your ultimate prep tool designed to sharpen your skills and boost your confidence This book offers seven meticulously crafted practice exams that mirror the real test challenging you to apply your knowledge identify gaps and fine tune your expertise Each question is paired with clear explanations to ensure you not only know the right answers but understand the why behind them Perfect for both first time test takers and seasoned pros looking to stay sharp this guide transforms exam prep into a journey of mastery Let s turn those certification goals into reality *Concept Based Practice Questions for Salesforce Administrator Certification Latest Edition 2023* Exam Og, 2023-03-02 Practice Questions for Salesforce Administrator Certification Concept Based Questions Latest Edition is the ultimate resource for those preparing for the Salesforce Administrator Certification exam This book contains a comprehensive collection of concept based questions designed to provide you with an in depth understanding of Salesforce Administration With over 100 practice questions you ll be fully prepared to take on the challenging certification exam Each question is carefully crafted to test your knowledge on essential Salesforce concepts and features helping you identify areas where you may need further study The Latest Edition features updated questions based on the most recent Salesforce release ensuring you re studying the most current and relevant material Whether you re an experienced Salesforce Administrator or just starting your certification journey this book will help you sharpen your skills and feel confident on exam day **Salesforce Certified Administrator - Revision Guide** Connie Hazendonk, 2019 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 as 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.

**SalesForce.com ADM201 Certified Administrator Practice Exams and Flash Cards**, **Salesforce B2C Solution Architect's Handbook** Mike King, Melissa Murphy, 2024-05-31. Design solutions across the Salesforce Customer 360 ecosystem with this definitive guide for Salesforce B2C solution architects covering B2C Commerce, Service Cloud, Data Cloud, and Marketing Cloud. Key Features: Create a frictionless customer experience and a unified view of all touchpoints. Avoid expensive rework by getting your architecture right the first time. Use real-world scenarios and best practices to prepare for the B2C Solution Architect certification exam. Purchase of the print or Kindle book includes a free PDF eBook. Book Description: In today's competitive landscape, the ability to create a unified view of the customer and turn data into actionable insights is a game-changer for businesses. With *Salesforce B2C Solution Architect's Handbook*, you'll gain a deeper understanding of the integration options and products that help you deliver value for organizations. The book will guide you through the tools, techniques, and scenarios needed to confidently tackle the B2C Solution Architect exam. You'll start by building a robust understanding of each component within the Customer 360 ecosystem, diving into their capabilities, data models, and governance structures. As you progress, you'll explore the role of a B2C solution architect in planning critical requirements and implementation sequences to avoid costly reworks and unnecessary delays. You'll learn about the available options for integrating products with the Salesforce ecosystem and demonstrate best practices for data modeling across Salesforce products and beyond. By the end of this journey, you'll not only be prepared to ace the exam but also to excel as a Salesforce B2C Solution Architect, ready to shape the future of customer engagement. What you will learn: Explore key Customer 360 products and their integration options. Choose the best integration architecture to unify data and experiences. Plan for requirements, design choices, and implementation sequences. Architect a single view of the customer to support service, marketing, and commerce. Integrate Customer 360 solutions into a single source of truth solution. Orchestrate data and user flows to support functionality from multiple components. Understand the capabilities and design considerations for Data Cloud. Prepare for the B2C Solution Architect exam. Who this book is for: This book is for professionals in high-level job roles that heavily rely on Salesforce proficiency. It's primarily written for Salesforce technical architects, application functional architects, integration architects, enterprise architects, and CTO teams looking to benefit from a deeper

understanding of this platform Before you get started you should understand the fundamentals of data integration APIs and connected systems in general along with knowledge of the basics of business to consumer B2C customer experiences

*Salesforce Administrator Cert Prep: 1 Introduction to Administrator Certification and Setup* Mike Wheeler,2018

**Mastering Salesforce CRM Administration** Rakesh Gupta,2017-03-27 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 [Salesforce Administrator Cert Prep: 5 Analytics and Mobile Administration](#) Mike Wheeler,2018 **Salesforce Administrator Cert Prep: 1 Introduction to Administrator Certification and Setup** ,2018 Prepare for the Salesforce Certified Administrator exam Explore key concepts that can help you tackle the organization setup and user setup exam objectives

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### Salesforce Admin Certification Study Guide Introduction

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