THE AGILENOW

Salesforce Platform Administrator Training

COURSE CURRICULUM & LEARNING GUIDE

Review the complete module outline below, including topics and learning outcomes. Practical exercises are The AgileNow learning activities; certification requirements remain governed by the relevant awarding body.

Module 1: Configuration and access

Explore configuration and access through practical explanations and a course-relevant example.

Topics Covered

- Organization and user setup
- Profiles and permission sets
- Role hierarchy and sharing
- Access troubleshooting

Learning Outcome: Explain configuration and access and use the covered concepts to reason about a practical scenario.

Module 2: Objects and applications

Explore objects and applications through practical explanations and a course-relevant example.

Topics Covered

- Standard and custom objects
- Fields and relationships
- Page layouts and record types
- Lightning App Builder

Learning Outcome: Explain objects and applications and use the covered concepts to reason about a practical scenario.

Module 3: Sales, service and productivity

Explore sales, service and productivity through practical explanations and a course-relevant example.

Topics Covered

- Leads and opportunities
- Cases and support
- Activities and collaboration
- Business process scenarios

Learning Outcome: Explain sales, service and productivity and use the covered concepts to reason about a practical scenario.

Module 4: Data and analytics

Explore data and analytics through practical explanations and a course-relevant example.

Topics Covered

- Import and export
- Data quality and duplicates
- Reports and dashboards
- Security-aware reporting

Learning Outcome: Explain data and analytics and use the covered concepts to reason about a practical scenario.

Module 5: Automation and Agentforce

Explore automation and agentforce through practical explanations and a course-relevant example.

Topics Covered

- Flow fundamentals
- Validation and automated actions
- Testing and troubleshooting
- Agentforce access and human oversight

Learning Outcome: Explain automation and agentforce and use the covered concepts to reason about a practical scenario.

Module 6: Practical preparation

Explore practical preparation through practical explanations and a course-relevant example.

Topics Covered

- Original configuration exercises
- Requirement-to-feature choices
- Credential guide and maintenance
- Hands-on readiness gaps

Learning Outcome: Explain practical preparation and use the covered concepts to reason about a practical scenario.

Plan Your Learning

Discuss your experience and goals with our team. Confirm prerequisites, training format, materials, dates, fees and examination inclusion before booking. Course attendance is distinct from earning a certification. This guide is The AgileNow curriculum; it is not an official awarding-body syllabus.

Official reference: https://trailhead.salesforce.com/credentials/administrator

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