

Overview and Core Concepts

- Introducing Salesforce
- Trailhead & Org Tour
- Understanding the Basics

Customization and User Management

- Let's Start Customizing
- Creating Fields
- User Management
- Intro to Relationships & Types of Relationships

Security and Permissions

- Login Security
- Security & Permissions
- Public Groups

Data Management and Automation

- Automation
- Record Types & Field Deletion Considerations
- List Views
- Data Management

Reporting and Case Management

- Reports & Dashboards
- Opportunity Management

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- Lead Management
- Case Management
- Setup Audit Trail

Tools and Extensions

- User Interface
- AppExchange
- Useful Chrome Extensions