

Introduction to Salesforce.com Analytics - Building Reports & Dashboards

Course Overview

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This is a 1-day class

This course is specifically designed to teach administrators, business analysts or report writers how to utilize the basic and advanced analytic capabilities of Salesforce.

Who Should Attend

New administrators, business analysts or report writers who are new to creating reports or dashboards within Salesforce.

Course Outline

- 1 Introductions / Login to Training Orgs
- 2 Overview of Salesforce Object Model
- 3 Tabular, Summary, Matrix, Join Reports
- 4 Charts, Bucket Fields, Report Summary Fields, Conditional Highlighting
- 5 Custom Report Types
- 6 Dashboards
- 7 Report & Dashboard Scheduling