

# Introduction to Salesforce.com Analytics - Building Reports & Dashboards

## Course Overview

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**