

SALESFORCE

ADVANCED

5 DAYS

Salesforce Business Analyst

Build a strong foundation in business analysis using Salesforce to map processes, gather requirements, and drive stakeholder alignment. Learn how to analyze business challenges, design effective solutions, and leverage Salesforce analytics and reporting for informed decision making.

Why Salesforce BA?

Faster discovery

Translate business needs into Salesforce-ready requirements and stories.

Better adoption

Lead change, UAT, and process design that users actually follow.

Aligned delivery

Use Agile practices that match Salesforce release and adoption rhythms.

Lower rework

Map processes and acceptance criteria before build starts.

What you'll be able to do

- ✓ Gain foundational knowledge of business analysis principles, methodologies, and best practices
- ✓ Use Salesforce tools and features to map, analyze, and optimize business processes effectively
- ✓ Build expertise in engaging with stakeholders, gathering requirements, and driving consensus
- ✓ Learn analytical skills to identify business challenges and develop strategic solutions
- ✓ Use Salesforce analytics and reporting tools

Who this is for

- Salesforce analysts
- Team leaders
- Marketing leaders
- Developers

Curriculum

01 BA Skills and Role

- Apply ba skills and role in Salesforce delivery workflows
- Configure or implement with hands-on practice
- Validate outcomes against admin/dev standards
- Document decisions for handoff and reuse

02 Salesforce Agile and Delivery

- Apply salesforce agile and delivery in Salesforce delivery workflows
- Configure or implement with hands-on practice
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03 Security and Optimizer Basics

- Apply security and optimizer basics in Salesforce delivery workflows
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04 Discovery, Journey Mapping, and Ideation

- Apply discovery, journey mapping, and ideation in Salesforce delivery workflows
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05 Process and Diagramming

- Apply process and diagramming in Salesforce delivery workflows
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06 User Stories and UX Basics

- Apply user stories and ux basics in Salesforce delivery workflows
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07 Adoption and Change Leadership

- Apply adoption and change leadership in Salesforce delivery workflows
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08 Sales Ops Use Cases

- Apply sales ops use cases in Salesforce delivery workflows
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09 DevOps and Release Readiness

- Apply devops and release readiness in Salesforce delivery workflows
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10 UAT

- Apply uat in Salesforce delivery workflows
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11 Relationship Building

- Apply relationship building in Salesforce delivery workflows
- Configure or implement with hands-on practice
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12 Cert Prep Overview

- Apply cert prep overview in Salesforce delivery workflows
- Configure or implement with hands-on practice
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